

DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2015). *Partial Least Square (PLS)*. Yogyakarta: Andi
- Adi, P.R.N.C., & Basuki, R. (2019). Effect of Brand Image and Service Quality on Customer Satisfaction and Loyalty at Bank Jatim Syariah Surabaya. *RJOAS*, 3(87): 152-165.
- Al-dweeri, R.M., Obeidat, Z.M., & Al-dwairi, K.M. (2019). The effect of e-service quality on Jordanian student's e-loyalty: an empirical study in online retailing. *Industrial Management & Data System*, 119(4): 902-923.
- Al-Hawary, S.I.S., & Al-Smeran, W.F. (2017). Impact of Electronic Service Quality on Customers Satisfaction of Islamic Banks in Jordan. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 7(1): 170-188.
- Anggoro, B. (2021). *Transaksi Perbankan Digital Bank Mandiri di Jawa Barat Meningkat Tajam*. [online]. Tersedia: <https://mediaindonesia.com/ekonomi/450909/transaksi-perbankan-digital-bank-mandiri-di-jawa-barat-meningkat-tajam> [01 Desember 2021].
- Sumber: <https://mediaindonesia.com/ekonomi/450909/transaksi-perbankan-digital-bank-mandiri-di-jawa-barat-meningkat-tajam>
- Ayo, C.K., & Oni, A.A. (2015). E-banking users' behaviour: e-service quality, attitude, and customer satisfaction. *International Journal of Bank Marketing*, 34(3): 347-367
- Bharati, P., & Chaudhury, A. (2004). An empirical investigation of decision-making satisfaction in web-based decision support systems. *Decis. Support Syst.* 37(2): 187–197.
- Cahaya, Y.F., & Siswanti, I. (2020). Internet Banking Service Quality in Indonesia and its Impact on E-Customer Satisfaction and E-Customer Loyalty. *Management Research Studies Journal*, 2(1): 75-83.

- Fianto, B. A., Rahmawati, C. K., & Supriani, I. (2021). Mobile banking services quality and its impact on customer satisfaction of Indonesian Islamic banks. *Jurnal Ekonomi & Keuangan Islam*, 7(1): 59-76.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 23* (8th ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Gotama, F., & Indarwati, T.A. (2019). The Effect of E-Trust and E-Service Quality to E-Loyalty With E-Satisfaction as the Mediation Variable (The Study Of Bebas Bayar Application Users In Indonesian). *Jurnal Minds: Manajemen Ide dan Inspirasi*, 6(2): 145-158.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) (2nd ed.)*. CA: Sage Publications Inc.
- Haryono, S. (2017). *Metode SEM untuk Penelitian Manajemen dengan AMOS LISREL PLS*. Jakarta: Luxima Metro Media.
- Hamdallah, A., & Aulia, P. (2020). Pengaruh *e-Service Quality* Terhadap *e-Customer Satisfaction* dan *e-Customer Loyalty* Pada Pengguna Aplikasi My Indihome. *Jurnal Ilmiah MEA (Manajemen, Ekonomi, dan Akuntansi)*, 4(3): 154-166.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Refika Aditama.
- Kasmir. (2015). *Manajemen Perbankan*. Edisi Revisi. Jakarta: Rajawali Pers.
- Kotler, P., & Keller, K.L. (2016). *Marketing Management*. Global Edition. United States of America: Pearson Education Limited
- Kotler, P., & Armstrong, G. (2018). *Principle of Marketing*. New Jersey: Pearson Education Limited.
- Li, F., Lu, H., Hou, M., Cui, K., & Darbandi, M. (2021). Customer satisfaction with bank services: The role of cloud services, security, e-learning and service quality. *Technology in Society*, 64(2021): 1-11.
- Malhotra, N. K. (2010). *Marketing Research*. New Jersey: Pearson Education.

- Mihajlovic, N. (2017). The Analysis of Serbian Customers Satisfaction With E-Services Quality Dimensions of Lodging E-Intermediaries. *The European Journal of Applied Economics*, 14(1), 48-62.
- Narotama, A. (2019). The Effect of Service Quality on Customer Loyalty with Brand Images and Customer Satisfaction as Mediation. *Jurnal Manajemen & Kewirausahaan*, 7(1): 86-93.
- Omar, S., Mohsen, K., Tsimonis, G., Oozerally, A., & Hsu, J. H. (2021). M-commerce: The nexus between mobile shopping service quality and loyalty. *Journal of Retailing and Consumer Services*, 60(2021): 1-15.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1): 12- 37.
- Priansa, D.J. (2017). *Perilaku Konsumen dalam Bisnis Kontemporer*. Bandung: Alfabeta.
- Puriwat, W., & Tripopsakul, S. (2017). The Impact of E-Service Quality on Customer Satisfaction and Loyalty in Mobile Banking Usage: Case Study of Thailand. *Polish Journal of Management Studies*, 15(2): 183-193.
- Raza, S.A., & Umer, A. (2020). Internet Banking Service Quality, e-Customer Satisfaction and Loyalty: the Modified e-SERVQUAL Model. *The TQM Journal*, 32(6): 1443-1465.
- Riduwan., & Kuncoro, E. A. (2014). *Cara Menggunakan dan Memakai Path Analysis*. Bandung: Alfabeta.
- Rodríguez et al (2020). A PLS-SEM approach to understanding E-SQ, E-Satisfaction and E-Loyalty for fashion E-Retailers in Spain. *Journal of Retailing and Consumer Services*, 57(2020): 1-8.
- Sagib, G.K. and Zapan, B. (2014). Bangladeshi mobile banking service quality and customer satisfaction and loyalty. *Management & Marketing. Challenges for the Knowledge Society*, 9(3): 331-346.
- Sari, M., Prayogi, M.A., Jufrizen, & Nasution, M.I. (2020). Membangun Loyalitas Pelanggan Berbasis *E-Service Quality* Dengan Mediasi Kepuasan Pelanggan

- (Studi pada Transportasi Online Grab- Car di Kota Medan). *Matrik: Jurnal Manajemen, Strategi Bisnis dan Kewirausahaan*, 14(2): 219-235.
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian Untuk Bisnis*. Edisi 6. Jakarta: Salemba Empat
- Shankar, A., & Jebarajakirthy, C. (2018). The influence of e-banking service quality on customer loyalty A moderated mediation approach. *International Journal of Bank Marketing*, 37(5): 1119-1142.
- Sheng, T., & Liu, C. (2010). An empirical study on the effect of e-service quality on online customer satisfaction and loyalty. *Nankai Business Review International*, 1(3): 273-283.
- Silalahi, U. (2015). *Metode Penelitian Sosial Kuantitatif*. Bandung: Refika Aditama.
- Sitanggang, L.M.S. (2020). Peran Perbankan Penting Bagi Pertumbuhan Ekonomi. [online]. <https://keuangan.kontan.co.id/news/peran-perbankan-penting-bagi-pertumbuhan-ekonomi> [7 Maret 2021].
- Sousa, R. (2009). The effects of service failures and recovery on customer loyalty in e-services. *International Journal of Operations & Production Management*, 29(8): 834-864.
- Sugiyono. (2018). *Metode Penelitian Manajemen*. Bandung: Alfabeta.
- Suharto, Y., & Hariadi, E. (2021). Analisis Kualitas Website Badan Pengembangan Sumber Daya Manusia Menggunakan Metode Webqual 4.0. *Jurnal Manajemen dan Organisasi (JMO)*, 12(2): 109-121.
- Tjiptono, F. (2015). *Strategi Pemasaran*. Edisi 4. Yogyakarta: Andi.
- Top Brand Award. (2020). Mobile Banking Fase 1 2020. [online]. <https://www.topbrand-award.com/en/2020/01/mobile-banking-fase-1-2020/>, [7 Maret 2021].
- Zehir, C., & Narcıkara, E. (2016). E-Service Quality and E-Recovery Service Quality: Effects on Value Perceptions and Loyalty Intentions. *Procedia - Social and Behavioral Sciences*, 229(2016): 427-443.

- Zhou, Q., Lim, F.J., Yu, H., Xu, G., Ren, X., Liu, D., Wang, X., Mai, X., & Xu, H. (2021). A study on factors affecting service quality and loyalty intention in mobile banking. *Journal of Retailing and Consumer Services*, 60(2021): 1-8.
- Nurul, H. (2021). Solusi Mandiri Internet Banking Error [Update Info Mandiri Online Error]. [online]. <https://lifepal.co.id/media/mandiri-internet-banking-error/>, [8 Maret 2021].