

DAFTAR PUSTAKA

- Ali, M., Raza, S.A., 2017. Service quality perception and customer satisfaction in Islamic banks of Pakistan: the modified SERVQUAL model. *Total Qual. Manag. Bus. Excel.* 28 (5–6), 559–577.
- Amiri Aghdaie, S.F., Faghani, F., 2012. Mobile banking service quality and customer satisfaction (application of SERVQUAL model). *Int. J. Manag. Bus. Res.* 2 (4), 351–361
- Balci, G. (2021). Digitalization in container shipping: Do perception and satisfaction regarding digital products in a non-technology industry affect overall customer loyalty? *Technological Forecasting and Social Change*, 172. <https://doi.org/10.1016/j.techfore.2021.121016>
- Bisdikian, C., Gibson, C., Chakraborty, S., Srivastava, M. B., Sensoy, M., & Norman, T. J. (2014). Inference management, trust and obfuscation principles for quality of information in emerging pervasive environments. *Pervasive and Mobile Computing*, 11, 168–187
- Creswell, John. 2008. *Research Design Pendekatan Kualitatif, Kuantitatif dan Mixed*. Lincoln:belbuk.com
- Ferdinand, Augusty (2002), *Structural Equation Modelling Dalam Penelitian Manajemen*, Badan Penerbit Universitas Diponegoro, Semarang
- Ferdinand, Augusty (2002), *Structural Equation Modelling Dalam Penelitian Manajemen*, Badan Penerbit Universitas Diponegoro, Semarang
- Ferdinand, Augusty 2006. *Metode Penelitian Manajemen: Pedoman Penelitian Untuk Penulisan Skripsi, Tesis dan Disertasi Ilmu Manajemen*. Badan Penerbit Universitas Diponegoro. Semarang.
- Fernandes, A. A. R., & Solimun, S. (2018). The mediation effect of customer satisfaction in the relationship between service quality, service orientation, and marketing mix strategy to customer loyalty. *Journal of Management Development*, 37(1), 76–87. <https://doi.org/10.1108/JMD-12-2016-0315>
- Ghozali, Imam. 2012. *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 20*. Penerbit Universitas Diponegoro. Semarang.
- Gremler DD, Brown SW (1996) Service loyalty: its nature, importance, and implications. *Adv Serv Qual* 5(1):171–181
- Griffin, (2005), *Customer Loyalty*, Jakarta : Penerbit Erlangga.

- Hair, J., Anderson, R., Babin, B., & Black, W. (2010). *Multivariate Data Analysis.pdf* (p. 758).
- Kotler, P., Burton, S., Deans, K., Brown, L. and Armstrong, G. (2013), “Perspectives: multicultural marketing in australia”, in *Perspectives: Multicultural Marketing in Australia*, doi: 10.1177/ 1069031x9900700308.
- Kumar, M., Tat Kee, F., Taap Manshor, A., 2009. Determining the relative importance of critical factors in delivering service quality of banks: an application of dominance analysis in SERVQUAL model. *Manag. Serv. Qual.* 19 (2), 211–228.
- Ladhari, R., 2009. A review of twenty years of SERVQUAL research. *Int. J. Qual. Serv. Sci.* 1 (2), 172–198.
- Marzuki. (2005), *Metodologi Riset Panduan Penelitian Bidang Bisnis dan Sosial*, Edisi Kedua, Ekosiana, Yogyakarta.
- Mas’ud, Fuad. 2004, *Survei Diagnosis Organisasional : Konsep dan Aplikasi*, Badan Penerbit Universitas Diponegoro, Semarang.
- Morgan, R.M. and Hunt, S.D. (1994), “The commitment-trust theory of relationship marketing”, *Journal of Marketing*, Vol. 58 No. 3, pp. 20-38
- Muflih, M. (2021). The link between corporate social responsibility and customer loyalty: Empirical evidence from the Islamic banking industry. *Journal of Retailing and Consumer Services*, 61. <https://doi.org/10.1016/j.jretconser.2021.102558>
- Saini S, Singh J (2020) A link between attitudinal and behavioral loyalty of service customers. *Bus Perspect Res* 8(2):205–215
- Sekaran, Uma. 2011. *Research Methods For Business (Metode Penelitian Untuk Bisnis)*. Jakarta: Salemba Empat
- Shareef, M.A., Baabdullah, A., Dutta, S., Kumar, V., Dwivedi, Y.K., 2018. Consumer adoption of mobile banking services: an empirical examination of factors according to adoption stages. *J. Retailing Consum. Serv.* 43, 54–67.
- Shokouhyar, S., Shokoohyar, S., Safari, S., 2020. Research on the influence of after-sales service quality factors on customer satisfaction. *J. Retailing Consum. Serv.* 56, 102139.
- Sinambela dan poltak. 2006. *Reformasi Pelayanan Publik*. Jakarta: Bumi Aksara
- Supratiknya. 2015. *Metode Penelitian Kuantitatif dan Kualitatif dalam Psikologi*. Yogyakarta: Universitas Sanata Dharma
- Tjiptono, Fandy. 2002. *Strategi Pemasaran*. Yogyakarta: Andi.

- Tjiptono, Fandy. 2011. *Manajemen dan Strategik Merek*, Edisi 1, Yogyakarta.
- Tsao HY, Lin PC, Pitt L, Campbell C (2009) The impact of loyalty and promotion effects on retention rate. *J Oper Res Soc* 60(5):646–651
- Vives, X. (2019), “Competition and stability in modern banking: a post-crisis perspective”, *International Journal of Industrial Organization*, Vol. 64, pp. 55-69, doi: 10.5296/bms.v8i2.12054
- Yuen, K.F., Thai, V.V., 2015. Service quality and customer satisfaction in liner shipping. *Int. J. Qual. Serv. Sci.* 7 (2/3), 170–183.
- Zhang, L., Yi, Y., & Zhou, G. (2022). Cultivate customer loyalty in national culture: a meta-analysis of electronic banking customer loyalty. *Cross Cultural and Strategic Management*, 29(3), 698–728. <https://doi.org/10.1108/CCSM-08-2021-0155>
- Zhang, R., Jun, M., & Palacios, S. (2021). M-shopping service quality dimensions and their effects on customer trust and loyalty: an empirical study. *International Journal of Quality and Reliability Management*. <https://doi.org/10.1108/IJQRM-11-2020-0374>
- 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. <https://doi.org/10.1016/j.jretconser.2020.102424>