

## DAFTAR PUSTAKA

- Baabdullah, A. M., Alalwan, A. A., Rana, N. P., Patil, P., & Dwivedi, Y. K. (2019). An integrated model for m-banking adoption in Saudi Arabia. *International Journal of Bank Marketing*, 37(2), 452–478. <https://doi.org/10.1108/IJBM-07-2018-0183>
- Cahyani, K., & Rahanatha, G. (2014). Pengaruh Kualitas Layanan Terhadap Kepuasan Dan Dampaknya Terhadap Kepercayaan Serta Loyalitas. *E-Jurnal Manajemen Universitas Udayana*, 3(10), 250199.
- Cao, X., Yu, L., Liu, Z., Gong, M., & Adeel, L. (2018). Understanding mobile payment users' continuance intention: a trust transfer perspective. *Internet Research*, 28(2), 456–476. <https://doi.org/10.1108/IntR-11-2016-0359>
- Chen, C. S. (2013). Perceived risk, usage frequency of mobile banking services. *Managing Service Quality*. <https://doi.org/10.1108/MSQ-10-2012-0137>
- Chitungo, S., & Munongo, S. (2013). Extending the Technology Acceptance Model to Mobile Banking Adoption in Rural Zimbabwe. *Journal of Business Administration and Education*.
- Davis, F. D. (1989). Perceived Usefulness , Perceived , And User Acceptance. *MIS Quarterly*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- Featherman, M. S., & Pavlou, P. A. (2003). Predicting e-services adoption: A perceived risk facets perspective. *International Journal of Human Computer Studies*. [https://doi.org/10.1016/S1071-5819\(03\)00111-3](https://doi.org/10.1016/S1071-5819(03)00111-3)
- Ferdinand, A. (2002). KUALITAS STRATEGI PEMASARAN: SEBUAHSTUDI PENDAHULUAN. *KUALITAS STRATEGI PEMASARAN: SEBUAHSTUDI PENDAHULUAN*. <https://doi.org/10.14710/jspi.v1i1.107-119>
- Foroughi, B., Iranmanesh, M., & Hyun, S. S. (2019). Understanding the determinants of mobile banking continuance usage intention. *Journal of Enterprise Information Management*, 32(6), 1015–1033. <https://doi.org/10.1108/JEIM-10-2018-0237>
- Franedy, R. (2019). *M-Banking Error, Nasabah Sulit Transaksi dan Penjelasan BCA*. CNBC Indonesia. <https://www.cnbcindonesia.com/tech/20190813054104-37-91514/m-banking-eror-nasabah-sulit-transaksi-dan-penjelasan-bca>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). Multivariate Data Analysis, New International Edition. In *Pharmaceutical Quality by Design: A Practical Approach*. <https://doi.org/10.1002/9781118895238.ch8>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). Multivariate Data

- Analysis 8th edition. In *Vectors*. <https://doi.org/10.1016/j.ijpharm.2011.02.019>
- Humbani, M., & Wiese, M. (2019). An integrated framework for the adoption and continuance intention to use mobile payment apps. *International Journal of Bank Marketing*, 37(2), 646–664. <https://doi.org/10.1108/IJBM-03-2018-0072>
- Ismail, M., Celebi, E., & Nadiri, H. (2019). How Student Information System Influence Students' Trust and Satisfaction Towards the University?: An Empirical Study in a Multicultural Environment. *IEEE Access*, 7, 111778–111789. <https://doi.org/10.1109/access.2019.2934782>
- Khayer, A., & Bao, Y. (2019). The continuance usage intention of Alipay: Integrating context-awareness and technology continuance theory (TCT). *Bottom Line*, 32(3), 211–229. <https://doi.org/10.1108/BL-07-2019-0097>
- Laksamana, P., Wong, D., Kingshott, R. P. J., & Muchtar, F. (2013). The role of interaction quality and switching costs in premium banking services. *Marketing Intelligence and Planning*, 31(3), 229–249. <https://doi.org/10.1108/02634501311324591>
- Makanyeza, C. (2017). Determinants of consumers' intention to adopt mobile banking services in Zimbabwe. *International Journal of Bank Marketing*, 35(6), 997–1017. <https://doi.org/10.1108/IJBM-07-2016-0099>
- Mega T., M., & Harsono, S. (2013). Pengaruh Harga, Nilai Manfaat, Dan Kualitas Terhadap Kepuasan Pelanggan Handphone Blackberry Di Surabaya. *Journal of Business and Banking*, 3(2), 135. <https://doi.org/10.14414/jbb.v3i2.231>
- Mohammadi, H. (2015). A study of mobile banking usage in Iran. *International Journal of Bank Marketing*, 33(6), 733–759. <https://doi.org/10.1108/IJBM-08-2014-0114>
- Poromatikul, C., De Maeyer, P., Leelapanyalert, K., & Zaby, S. (2019). Drivers of continuance intention with mobile banking apps. *International Journal of Bank Marketing*, 38(1), 242–262. <https://doi.org/10.1108/IJBM-08-2018-0224>
- Puspitasari, A. D. (2009). STUDI PENINGKATAN MINAT BELI ULANG NASABAH (Studi Empiris pada PERUM Pegadaian Cabang Pedurungan Semarang). *STUDI PENINGKATAN MINAT BELI ULANG NASABAH (Studi Empiris Pada PERUM Pegadaian Cabang Pedurungan Semarang)*. <https://doi.org/10.14710/jspi.v8i2.159-172>
- Putranto, R. A. (2018). Pengaruh Kualitas Pelayanan dan Kualitas Produk untuk Meningkatkan Minat Beli Ulang Konsumen di Amnesti Kopi (Bandar Lampung). *Fakultas Ekonomi Dan Bisnis. Universitas Lampung*.
- Ramadhan, A. G., & Santosa, S. B. (2017). Analisis Pengaruh Kualitas Produk,

Kualitas Pelayanan, dan Citra Merek terhadap Minat Beli Ulang pada sepatu Nike Running di Semarang melalui Kepuasan Pelanggan sebagai Variabel Intervening. *Diponegoro Journal of Management*, 6(1), 1–12.

- Rigopoulos Research Associate, G., & Askounis, D. (2007). Journal of Internet Banking and Commerce A TAM Framework to Evaluate Users' Perception towards Online Electronic Payments. *Journal of Internet Banking and Commerce*.
- Sekaran, U. (2011). Research methods for business metodologi penelitian untuk bisnis. In *I*. <https://doi.org/10.1353/pla.2008.0010>
- Steth, J. N., & Mittal, B. (2004). *Customer Behavior: Managerial Perspective Second Edition*.
- Sugiyono. (2016). Metode penelitian kuantitatif, kualitatif, dan R&D. In *Alfabeta, cv*.
- Sugiyono. (2017). *Metode penelitian kuantitatif, kualitatif, dan R&D*. PT. Alfabet.
- Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif dan R&D. In *ke-26*.
- Sugiyono. (2019). Metode Penelitian Kuantitatif, Kualitatif dan R&D. In *Alfabeta*. <https://doi.org/2008>
- Vijayarathy, L. R., & Jones, J. M. (2000). Print and Internet catalog shopping: Assessing attitudes and intentions. *Internet Research*. <https://doi.org/10.1108/10662240010331948>
- Wang, Y. S., Wang, Y. M., Lin, H. H., & Tang, T. I. (2003). Determinants of user acceptance of Internet banking: An empirical study. *International Journal of Service Industry Management*. <https://doi.org/10.1108/09564230310500192>
- Yahyapour, N. (2008). MASTER ' S THESIS Determining Factors Affecting Intention to Adopt Banking Recommender System Determining Factors Affecting Intention to Adopt Banking Recommender System ; Case of Iran Supervisors : *Technology*.
- Zhou, T. (2014). Understanding the determinants of mobile payment continuance usage. *Industrial Management and Data Systems*, 114(6), 936–948. <https://doi.org/10.1108/IMDS-02-2014-0068>