

## DAFTAR PUSTAKA

- A. Manaf, P., Rachmawati, I., Witanto, M., & Nugroho, A. (2018). E-Satisfaction as A Reflection of E-Marketing and E-Sequal in Influencing E-Loyalty on E-Commerce. *International Journal of Engineering & Technology*, 7(4.44), 94. <https://doi.org/10.14419/ijet.v7i4.44.26870>
- Afsar, A., Nasiri, Z., & Zadeh, M. O. (2013). E-loyalty model in e-commerce. *Mediterranean Journal of Social Sciences*, 4(9), 547–553. <https://doi.org/10.5901/mjss.2013.v4n9p547>
- Al-Adwan, A. S., & Al-Horani, M. A. (2019). Boosting customer e-loyalty: An extended scale of online service quality. *Information (Switzerland)*, 10(12), 1–27. <https://doi.org/10.3390/info10120380>
- Al-Kasasbeh, M., Dasgupta, S., & AL-Faouri, A. (2011). Factors Affecting E-Service Satisfaction. *Communications of the IBIMA*, 2011, 1–12. <https://doi.org/10.5171/2011.547937>
- Asih, R. R. D., & Pratomo, L. A. (2018). Peran Mediasi E-Satisfaction Dan E-Trust Terhadap E-Loyalty. *Jurnal Manajemen Dan Pemasaran Jasa*, 11(1), 125. <https://doi.org/10.25105/jmpj.v11i1.2537>
- Bagian, K., Pt, P., & Pasuruan, X. D. I. (2013). Calyptra: Jurnal Ilmiah Mahasiswa Universitas Surabaya Vol.5 No.1 (2016). *Calyptra*, 2(2), 1–12.
- Bahari, K. A., Abdullah, D., Kamal, S. B. M., Johari, N. R., & Zulkafli, M. S. (2018). the Influence of Hotel Website Design Quality, Perceived Ease of Use and Perceived Usefulness on Loyalty Intention. *Turkish Online Journal of Design Art and Communication*, 8(SEPT), 701–710. <https://doi.org/10.7456/1080sse/102>
- Baig, S. A., Zia-ur-rehman, M., Saud, Javed, E., Aslam, T., & Shafique, A. (2015). Mediating roles of customer satisfaction and customer trust in building brand loyalty: An empirical study in Pakistan. *Business Management Dynamics*, 4(10), 1–29.
- Bernarto, I., Wilson, N., & Suryawan, I. N. (2019). Pengaruh Website Design Quality, Service Quality, Trust dan Satisfaction Terhadap Repurchase Intention (Studi Kasus: tokopedia.com). *Jurnal Manajemen Indonesia*, 19(1), 80. <https://doi.org/10.25124/jmi.v19i1.1987>
- Com, C. T. (2019). *THE EFFECT OF e - RETAILING MIX ON REPURCHASE INTENTION*. 8(October), 11–25.

- De, A. (2013). *Gerenciamento - Definição Gestão de projetos*. 1–19.
- Deyalage, P. A., & Kulathunga, D. (2019). Factors Affecting Online Customer Satisfaction: The Sri Lankan Perspective. *International Journal of Business and Management*, 14(2), 99. <https://doi.org/10.5539/ijbm.v14n2p99>
- Dianingsih. (n.d.). *Strategy Of Serir Quality And Promotion Of Student ' Trust , Satisfaction And Loyalty ( Research on STIE Harapan Bangsa Purwokerto )*. 37–52.
- Eid, M. I. (2011). Determinants of e-commerce customer satisfaction, trust, and loyalty in Saudi Arabia. *Journal of Electronic Commerce Research*, 12(1), 78–93.
- Ferdinand, Augusty. 2006. *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertai Ilmu Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghane, S., Fathian, M., & Gholamian, M. R. (2011). Full relationship among e-satisfaction, e-trust, e-service quality, and e-loyalty: The case of Iran e-banking. *Journal of Theoretical and Applied Information Technology*, 33(1), 1–6.
- Giao, H. N. K., Vuong, B. N., & Quan, T. N. (2020). The influence of website quality on consumer's e-loyalty through the mediating role of e-trust and e-satisfaction: An evidence from online shopping in Vietnam. *Uncertain Supply Chain Management*, 8(2), 351–370. <https://doi.org/10.5267/j.uscm.2019.11.004>
- Gotama, F., & Indarwati, T. A. (2019). The Effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the Mediation Variable (The Study of Bebas Bayar Application User's in Indonesian). *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 6(2), 145. <https://doi.org/10.24252/minds.v6i2.9503>
- Hamdan, L., Al-Abbadi, M., Zuhier, R., Almomani, Q., Rajab, A., Alhaleem, A., Rumman, A., Mohammad, A., & Khraisat, I. (2019). *Impact of Human Capital Development and Human Capital Isolation Mechanisms on Innovative Performance: Evidence from Industrial Companies in Jordan*. 11(15), 159–167. <https://doi.org/10.7176/EJBM>
- Hidayah, R. T. (2017). Pengaruh E –Trust Dan Marketing Public Relation Terhadap E – Loyalty Konsumen Situs Jual Beli Lazada. *Jurnal Ilmu Ekonomi Terapan*, 02(2), 1–17.

- Liao, L., & Zhong, J. (2013). 2012 International Conference on Information Technology and Management Science(ICITMS 2012) Proceedings. *2012 International Conference on Information Technology and Management Science(ICITMS 2012) Proceedings, Icitms 2012*.  
<https://doi.org/10.1007/978-3-642-34910-2>
- Marlina, D., Wardi, Y., & Patrisia, D. (2019). *Effect of Marketing Mix on Customer Satisfaction and Loyalty PT. TIKI Padang Branch*. 64, 893–900.  
<https://doi.org/10.2991/piceeba2-18.2019.57>
- Meliasari, J. (2019). Analisis Pengaruh E-Service Quality Terhadap E-Loyalty Melalui E-Satisfaction Pelanggan Jd.Id Di Pontianak. *Jurnal Ekonomi Dan Bisnis*, 2(1), 44–53.
- Moriuchi, E., & Takahashi, I. (2016). Satisfaction trust and loyalty of repeat online consumer within the Japanese online supermarket trade. *Australasian Marketing Journal*, 24(2), 146–156.  
<https://doi.org/10.1016/j.ausmj.2016.02.006>
- Murwatiningsih Aris, M. W. (2019). the Influence of Promotion and Trust on Customer Loyalty Through Customer Satisfaction. *Management Analysis Journal*, 8(Vol 8 No 3 (2019): Management Analysis Journal), 265–274.  
<https://journal.unnes.ac.id/sju/index.php/maj/article/view/33475>
- Pitt, Sm. and. (2015). 10 Article Information : *Facilities*, 33(11/12), 736–751.  
<http://www.emeraldinsight.com/doi/pdfplus/10.1108/F-11-2014-0094>
- Prisanti, M. Della, Suyadi, I., & Arifin, Z. (2017). Pengaruh E-Service Quality dan E-Trus terhadap E-Customer Satisfaction serta Implikasinya terhadap E-Customer Loyalty. *Journal of Business Studies*, 2(1), 20.
- Purnamasari, D. (2018). The Roles of E-Service Quality , E-Trust , and E-Satisfaction on Online Retail Loyalty. *Industrial Research Workshop and National Seminar*, 1(2), 634–641.
- Ranjbarian, B., Fathi, S., & Rezaei, Z. (2012). Factors Influencing on Customers' E-Satisfaction: A case Study from Iran. *Interdisciplinary Journal of Contemporary Research in Business*, 3(9), 1496–1511.
- Rasmansyah. (2017). The Effect of Service Quality and Promotion to Customer Satisfaction and Implication of Customer Loyalty in Vehicle Financing Company in Jakarta Indonesia. *International Journal of Advanced Scientific Research*, 2(6), 22-30 ISSN: 2456-0421.
- Rofiuddin, M. (2019). Indonesian Journal of Islamic Economics Research. *Indonesian Journal of Islamic Economics Research*, 1(2), 58–66.

- Safa, N. S., & Ismail, M. A. (2013). A customer loyalty formation model in electronic commerce. *Economic Modelling*, 35, 559–564. <https://doi.org/10.1016/j.econmod.2013.08.011>
- Saputra, I., Lewangka, O., & Munir, A. R. (2020). The Influence of Product Quality and Promotion on Repurchase Pertamina through Consumer Satisfaction in Makassar City. *Hasanuddin Journal of Business Strategy*, 2(2), 79–92. <https://doi.org/10.26487/hjbs.v2i2.338>
- Sativa, A., & Astuti, S. R. T. (2016). Analisis Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening ( Studi pada Pengguna E-Commerce C2C Tokopedia ). *Management*, 5(3), 1–10.
- Sur, S. (2015). Liss 2014. *Liss 2014*, 489–494. <https://doi.org/10.1007/978-3-662-43871-8>
- Surya, A. P. (2019). CUSTOMER LOYALTY FROM PERSPECTIVE OF MARKETING MIX STRATEGY AND CUSTOMER SATISFACTION A study from Grab - Online Transportation in Era of Industrial Revolution 4.0. *Mix Jurnal Ilmiah Manajemen*, 9(3), 394. <https://doi.org/10.22441/mix.2019.v9i3.001>
- Susanto, A., & Handayani, R. T. (2020). the Influence of E-Trust, User'S Experiences, and Brand Equity on Gen Z Female Customers E-Loyalty Towards Imported Cosmetics Brands Through Customers E-Satisfaction. *International Journal of Social Science and Business*, 4(2), 294–300. <https://doi.org/10.23887/ijssb.v4i2.25727>
- Valvi, A. C., & West, D. C. (2013). E-loyalty is not all about trust, price also matters: Extending expectation-confirmation theory in bookselling websites. *Journal of Electronic Commerce Research*, 14(1), 99–123.
- Visansakon, T. (2015). Influencing of e-Service Quality to e-Loyalty of Thai Consumers toward Online Hotel Booking. *Journal of Economics, Business and Management*, 3(9). <https://doi.org/10.7763/joebm.2015.v3.307>
- Wibowo, H. A., Wahid, F., & Nafiudin. (2019). *The Influences of Website Design on Formation of E-Trust, E-Satisfaction and E-Loyalty of Bukalapak.com Consumers: Relationship Marketing Revisited*. 100(Icoi), 365–369. <https://doi.org/10.2991/icoi-19.2019.62>
- Wilson, N., & Keni, K. (2018). Pengaruh Website Design Quality Dan Kualitas Jasa Terhadap Repurchase Intention : Variabel Trust Sebagai Variabel Mediasi. *Jurnal Manajemen Dan Pemasaran Jasa*, 11(2), 291. <https://doi.org/10.25105/jmpj.v11i2.3006>

- Wilson, N., Keni, K., & Tan, P. H. P. (2019). The effect of website design quality and service quality on repurchase intention in the E-commerce industry: A cross-continental analysis. *Gadjah Mada International Journal of Business*, 21(2), 187–222. <https://doi.org/10.22146/gamaijb.33665>
- Winnie, P.-M. W. (2014). The Effects of Website Quality on Customer e-Loyalty: The Mediating Effect of Trustworthiness. *International Journal of Academic Research in Business and Social Sciences*, 4(3). <https://doi.org/10.6007/ijarbss/v4-i3/670>
- Zahir Irani, P., Mohamed Fadel Bukhari, S., Ghoneim, A., Dennis, C., & Jamjoom, B. (2013). The antecedents of travellers' e-satisfaction and intention to buy airline tickets online: A conceptual model. *Journal of Enterprise Information Management*, 26(6), 624–641. <https://doi.org/10.1108/JEIM-07-2013-0040>
- Zhang, H., & Srisutto, S. (2019). the Antecedents of Customer Satisfaction Relating To Attitude and Loyalty Towards Online Shopping: a Case Study in Guangzhou, China. *UTCC International Journal of Business and Economics (UTCC IJBE)*, 11(1), 1–21.
- Ziaullah, M., Feng, Y., & Akhter, S. N. (2014). E-Loyalty: The influence of product quality and delivery services on e-trust and e-satisfaction in China. *International Journal of Advancements in Research & Technology*, 3(10), 20–31.