

DAFTAR PUSTAKA

- Ahmad, R. (2009). Pengaruh Kualitas Pelayanan dan Komunikasi Pemasaran Terhadap Kepuasan Konsumen Pada Depot Air Minum Isi Ulang Sahabat Langka. *Jurnal Imliah Abdi Ilmu*, 2(1).
- Athoillah, M. A. (2019). *Dasa-dasar Manajemen Keuangan*.
- Creswell, J. W. (2016). *Research Design Pendekatan Kualitatif, Kuantitatif, dan Mixed*. Pustaka Belajar.
- Daryanto, & Setyobudi, I. (2014). *Konsumen dan Pelayanan Prima*. Gavamedia.
- El-Adly, M. I. (2019). Modelling the relationship between hotel perceived value, customer satisfaction, and customer loyalty. *Journal of Retailing and Consumer Services*, 50(July 2018), 322–332. <https://doi.org/10.1016/j.jretconser.2018.07.007>
- Farooq, M. S., Salam, M., Fayolle, A., Jaafar, N., & Ayupp, K. (2018). Impact of service quality on customer satisfaction in Malaysia airlines: A PLS-SEM approach. *Journal of Air Transport Management*, 67(September 2017), 169–180. <https://doi.org/10.1016/j.jairtraman.2017.12.008>
- Ferdinand, A. (2006). *Metode Penelitian Manajemen*. Badan Penerbit Universitas Diponegoro.
- Gaspersz, V. (2005). *Total Quality Management*. PT. Gramedia Pustaka Utama.
- Ghozali, I. (2017). *Model Persamaan Struktural Konsep Dan Aplikasi Dengan Program AMOS 24*. Badan Penerbit Universitas Diponegoro.
- Griffin. (2005). *Customer Loyalty*. Penerbit Erlangga.
- Hamdani, & Rambat, L. (2008). *Manajemen Pemasaran Jasa* (2nd ed.). Salemba Empat.
- Hamka. (2010). Pengaruh trust in a brand terhadap brand loyalty pada konsumen air minum Aqua di Kota Ambon. *Agrikan: Jurnal Agribisnis Perikanan*, 3(2), 39. <https://doi.org/10.29239/j.agrikan.3.2.39-46>
- Hawkins, Best, & Coney. (2004). *Consumer Behavior, Building Marketing Strategy International Edition*. Mc Graw Hill Companies .inc.

- Japariato, E., & Irawan, D. (2013). Analisa Pengaruh Kualitas Produk Terhadap Loyalitas Melalui Kepuasan Sebagai Variabel Intervening Pada Pelanggan Restoran Por Kee Surabaya. *Jurnal Manajemen Pemasaran*, 1(2).
- Jogiyanto, H. . (2005). *Analisa dan Desain Sistem Informasi: Pendekatan Terstruktur Teori dan Praktik Aplikasi Bisnis*. ANDI.
- Kerlinger. (2006). *Asas-Asas Penelitian Behavioral*. Gajah Mada Press.
- Kim, Y., Wang, Q., & Roh, T. (2021). Do information and service quality affect perceived privacy protection, satisfaction, and loyalty? Evidence from a Chinese O2O-based mobile shopping application. *Telematics and Informatics*, 56(August 2020), 101483. <https://doi.org/10.1016/j.tele.2020.101483>
- Kinney, T. C., & Taylor, J. . (2011). *Marketing Research: An Applied Approach*.
- Kodu, S. (2012). *Harga, Kualitas Produk Dan Kualitas Pelayanan Pengaruhnya Terhadap Keputusan Pembelian Mobil Toyota Avanza*. 1(3), 1251–1259.
- Kolesar, M. B., & Galbraith, R. W. (2000). A services-marketing perspective on e-retailing: Implications for e-retailers and directions for further research. *Internet Research*, 10(5), 424–438. <https://doi.org/10.1108/10662240010349444>
- Kotler, P., & Armstrong, G. (2010). *Prinsip-Prinsip Pemasaran* (Jilid 1 da). Erlangga.
- Kotler, P., & Keller, K. L. (2007). *Manajemen Pemasaran. Jilid I, Edisi. Kedua Belas*.
- Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran* (Jilid 1. E). Erlangga.
- Kotler, P., & Keller, K. L. (2013). *Manajemen Pemasaran Jilid 2*. In *Penerbit Erlangga* (Vol. 9, Issue 2).
- Kotler, P., & Keller, K. L. (2016). *Marketing Management*. earson Pretice Hall, Inc.
- Kusdyah, I. (2012). Persepsi Harga, Persepsi Merek, Persepsi Nilai, Dan Keinginan Pembelian Ulang Jasa Clinic Kesehatan (Studi Kasus Erha Clinic Surabaya). *Jurnal Manajemen Pemasaran*, 7(1). <https://doi.org/10.9744/pemasaran.7.1.25-32>
- Laumer, S., Maier, C., & Weitzel, T. (2017). Information quality, user

- satisfaction, and the manifestation of workarounds: A qualitative and quantitative study of enterprise content management system users. *European Journal of Information Systems*, 26(4), 333–360. <https://doi.org/10.1057/s41303-016-0029-7>
- Le, D. N., Nguyen, H. T., & Hoang Truong, P. (2020). Port logistics service quality and customer satisfaction: Empirical evidence from Vietnam. *Asian Journal of Shipping and Logistics*, 36(2), 89–103. <https://doi.org/10.1016/j.ajsl.2019.10.003>
- Li, N., & Zhang, P. (2002). Consumer Online Shopping Attitudes and Behavior: an Assessment of Research. *AMCIS 2002 Proceedings*, 74.
- Nasution, M. N. (2015). *Manajemen Mutu Terpadu (Total Quality. Management)*. Ghalia Indonesia.
- Ngoc Duy Phuong, N., & Thi Dai g, T. (2018). Repurchase Intention: The Effect of Service Quality, System Quality, Information Quality, and Customer Satisfaction as Mediating Role: A PLS Approach of M-Commerce Ride Hailing Service in Vietnam. *Marketing and Branding Research*, 5(2), 78–91. <https://doi.org/10.33844/mbr.2018.60463>
- Nunkoo, R., Teeroovengadum, V., Ringle, C. M., & Sunnassee, V. (2020). Service quality and customer satisfaction: The moderating effects of hotel star rating. *International Journal of Hospitality Management*, 91(October 2019), 102414. <https://doi.org/10.1016/j.ijhm.2019.102414>
- O'Briens, J. A. (2005). *Pengantar Sistem Teknologi Informasi Perspektif Bisnis dan Manajerial Versi Bahasa Indonesia* (4th ed.). Salemba Empat.
- Octabriyantiningtyas, D., Suryani, E., & Jatmiko, A. R. (2019). Modeling customer satisfaction with the service quality of E-money in increasing profit of Pt. Telekomunikasi Indonesia. *Procedia Computer Science*, 161, 943–950. <https://doi.org/10.1016/j.procs.2019.11.203>
- Restiany, R., & Juju, H. U. (2018). *Pengaruh Kualitas Pelayanan Dan Kualitas Informasi Terhadap Kepuasan Konsumen Pada Situs Jual Beli Online Shopee* [Universitas Pasundan]. <http://repository.unpas.ac.id/id/eprint/40952>
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Saleh, A. M. (2010). *Manajemen Pelayanan*. Pustaka Belajar.
- Schiffman, & Kanuk. (2008). *Perilaku konsumen* (Edisi 7). Indeks.

- Schiffman, L. G., & Kanuk, L. L. (2010). *Consumer Behaviour* (10th ed.). Prentice Hall.
- Sekaran, U., & B, R. (2017). Metode Penelitian Untuk Bisnis Research Methods for Business. In 1. Salemba Empat.
- Shodiq, A. F., Hidayatullah, S., & Ardianto, Y. T. (2018). Influence of Design, Information Quality and Customer Services Website on Customer Satisfaction. *International Journal of Scientific & Engineering Research*, 9(12), 746–750.
- Sunarto. (2006). *Pengantar Manajemen Pemasaran* (1st ed.). Ust Press.
- Sunyoto. (2012). *Manajemen Sumber Daya Manusia*. PT. Buku Seru.
- Supranto, J. (2011). Pengukuran Tingkat Kepuasan Pelanggan Untuk Menaikkan Pangsa Pasar. In *Pengukuran Tingkat Kepuasan Pelanggan*. Penerbit Rineka Cipta.
- Susanto, A. (2004). *Sistem Informasi Manajemen*. Lingkar Jaya.
- Sutabri, T. (2012). *Konsep Dasar Informasi*. Andi Offset.
- Tjiptono, Fandy. (2015). *Strategi Pemasaran*. Penerbit ANDI.
- Tjiptono, F. (2011). *Service Management Mewujudkan Layanan Prima* (2nd ed.). ANDI.
- Wilton, & Day, T. (2008). *Kepuasan Pelanggan* (3rd ed.). Kelompok Gramedia.