

DAFTAR PUSTAKA

- Adama, V. N., Shehu, I. S., Adepoju, S. A., & Jimoh, R. G. (2017). Towards designing mobile banking user interfaces for novice users. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 10289 LNCS, 181–197. https://doi.org/10.1007/978-3-319-58637-3_14
- Alawneh, A., Al-Refai, H., & Batiha, K. (2013). Measuring user satisfaction from e-Government services: Lessons from Jordan. *Government Information Quarterly*, 30(3), 277–288. <https://doi.org/10.1016/j.giq.2013.03.001>
- Aliata, V. L., Ojera, P. B., & Mise, J. K. (2016). Relationship between Service Quality and Customer Satisfaction of Commercial Bank Customers, Nairobi Kenya. *IJARS International Journal of Management and Corporate Affairs*, 2(5). <https://doi.org/10.20908/ijarsijmca.v2i5.6715>
- Ariff, M. S. M., Yun, L. O., Zakuan, N., & Jusoh, A. (2012). Examining Dimensions of Electronic Service Quality for Internet Banking Services. *Procedia - Social and Behavioral Sciences*, 65(ICIBSoS), 854–859. <https://doi.org/10.1016/j.sbspro.2012.11.210>
- Baber, H. (2019). E-SERVQUAL and Its Impact on the Performance of Islamic Banks in Malaysia from the Customer's Perspective. *The Journal of Asian Finance, Economics and Business*, 6(1), 169–175. <https://doi.org/10.13106/jafeb.2019.vol6.no1.169>
- Budiman, A., Yulianto, E., & Saifi, M. (2020). Pengaruh E-Service Quality Terhadap E-Satisfaction Dan E- Loyalty Nasabah Pengguna Mandiri Online. *Profit*, 14(01), 1–11. <https://doi.org/10.21776/ub.profit.2020.014.01.1>
- Christopher Dougherty. (2001). Introduction to econometrics. *International Journal of Forecasting*, 20(1), 139. <https://doi.org/10.1016/j.ijforecast.2003.11.008>
- Darzi, M. A., & Bhat, S. A. (2018). Personnel capability and customer satisfaction as predictors of customer retention in the banking sector: A mediated-moderation study. *International Journal of Bank Marketing*, 36(4), 663–679. <https://doi.org/10.1108/IJBM-04-2017-0074>
- Delafroz, N., Taleghani, M., & Taghineghad Mahsa. (2013). *The impact of service innovation on consumer satisfaction*.
- Erwin, M. E., & Nugroho, S. (2016). Analisa Kualitas Jasa Pelayanan Internet Banking Bank Bukopin Dengan Metode Fuzzy E-Servqual, IPA, dan Usulan Perbaikan Dengan Metode QFD. *Industrial Engineering Online Journal*, 4(1). <https://ejournal3.undip.ac.id/index.php/ieoj/article/view/7929>

- Fanny, M., Putri, E., Ph, D., Prodi, S., Bisnis, M., Ekonomi, F., & Telkom, U. (2014). *Pengaruh Kualitas Layanan Elektronik (E -Servqual) Terhadap Kepuasan Nasabah Pengguna Mobile Banking (Studi Kasus Pada Bri Unit Jatiwaringin Cabang Kramat Jati Jakarta Timur Tahun 2014) the Impact of Electronic Service Quality (E-Servqual) Servqual .*
- Januar Efendi Panjaitan, & Yulianti, A. L. (2016). Pengaruh Kualitas Jasa Pelayanan Terhadap Kepuasan Pelanggan. *PERFORMANCE “ Jurnal Bisnis & Akuntansi,”* 6(2), 32. <https://doi.org/10.24929/feb.v6i2.268>
- Javed, S., Md.Salamun, R., & Liu, B. I. N. (2018). Assessing the E-Services of the Banking Sector By Using E-Servqual Model : a Comparative Study of Local Commercial Banks and Foreign Banks in. *Journal of Internet Banking and Commerce*, 23(1), 1–12. <http://www.icommercentral.com/open-access/assessing-the-eservices-of-the-banking-sector-by-using-eservqual-model-a-comparative-study-of-local-commercial-banks-and-foreign-b.php?aid=86733>
- Kitchenham, B., Pearl Brereton, O., Budgen, D., Turner, M., Bailey, J., & Linkman, S. (2009). Systematic literature reviews in software engineering - A systematic literature review. *Information and Software Technology*, 51(1), 7–15. <https://doi.org/10.1016/j.infsof.2008.09.009>
- Lovelock, C. (2011). *Services Marketing: People, Technology, Strategy, 7th edition* (Issue January 2011).
- Mahmoud, M. A. (2019). Gender, E-Banking, and Customer Retention. *Journal of Global Marketing*, 32(4), 269–287. <https://doi.org/10.1080/08911762.2018.1513108>
- Marlina, A., & Bimo, W. A. (2018). Digitalisasasi Bank Terhadap Peningkatan Pelayanan Dan Kepuasan Nasabah Bank. *Inovator*, 7(1), 14. <https://doi.org/10.32832/inovator.v7i1.1458>
- Muslichati, E. Z., & Wartini, S. (2015). Pengaruh Kualitas Layanan Dan Inovasi Layanan Terhadap Kepuasan Konsumen Pada Rumah Sakit Buah Hati Kudus. *Management Analysis Journal*, 4(4), 341–347. <https://doi.org/10.15294/maj.v4i4.8887>
- Nunnaly. (1982). an Overview of. *An Overview of Psychological Measurement*, 97–98.
- Nuraeni, F., Handoko, Y., & Herman, A. D. (2015). Perancangan aplikasi penagihan angsuran kredit berbasis android pada perusahaan pembiayaan. *Seminar Nasional Informatika*, 1(1), 298–304.
- Nurhaita, T. (2016). *Pengaruh Kreativitas & Inovasi Produk Terhadap Daya Saing*

Usaha Pada BisnisCake Yo & Yo Bandung.

- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- Rahmalia, N., & Tricahyono, I. D. (2020). Analisis Customer Journey Mapping Untuk Meningkatkan Customer Experience Pada Aplikasi Mobile E-Commerce Dengan Menggunakan Metode Diary Study (Studi Pada Aplikasi Mobile E-Commerce Shopee). *E-Proceeding of Management*, 7(2), 5226–5239.
- Ramadhani, A. (2019). *PENGARUH FASILITAS E-BANKING TERHADAP LOYALITAS NASABAH BRI UNIT SIMPANG LIMUN MELALUI KEPUASAN NASABAH SEBAGAI VARIABEL INTERVENING TESIS.*
- Raza, S. A., Umer, A., Qureshi, M. A., & Dahri, A. S. (2020). Internet banking service quality, E-Satisfaction and loyalty: the modified E-Servqual model. *TQM Journal*, 32(6), 1443–1466. <https://doi.org/10.1108/TQM-02-2020-0019>
- Rosyid, M. I., Ariyanty, M., & Kusumahadi, K. (2019). Pengaruh E-Servqual dan Kepuasan Pengguna Mobile Banking (M-Banking) Terhadap Loyalitas Nasabah Pada Bank BCA Di Bandung. *E-Proceeding of Management*, 6(3), 5557–5566.
- Safi'i, I. (2018). Klasifikasi Atribut Pelayanan Mobile Banking dengan Kano Model Berdasarkan Dimensi E-Servqual. *Jurnal Sistem Dan Manajemen Industri*, 2(2), 77. <https://doi.org/10.30656/jsmi.v2i2.696>
- Santi, I. N., Muzakir, M., & Wahyuningsih, W. (2020). Pengaruh E-Servqual Terhadap E-Loyalty Pada Pelanggan Traveloka. *E-Journal Ekonomi Bisnis Dan Akuntansi*, 7(2), 120. <https://doi.org/10.19184/ejeba.v7i2.18429>
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D.* Bandung: Alfabet.
- Suwarno, Y. (2008). Inovasi di Sektor Publik Jakarta. *Jurnal Administrasi Publik Unpar*, October. www.uccs.mun.ca/~rsexty/business1000/glossary/l.htm
- Trisnawati, O. M., & Fahmi, S. (2017). Pengaruh Kualitas Layanan Elektronik (E-Servqual) Terhadap Kepuasan Nasabah Pengguna Mobile Banking (Studi pada Pengguna Mobile Banking Bank Sinarmas Cabang Malang). *Jurnal Manajemen Dan Bisnis Indonesia*, 4(2), 174–184. <https://doi.org/10.31843/jmbi.v4i2.116>
- Utami, S. S., Samuel, H., & Brahmana, R. K. M. R. (2013). Analisis Pengaruh Trust

dan Commitment Terhadap Kepuasan dan Loyalitas Pelanggan CV. Sumber Jaya Sakti Tarakan. *Jurnal Manajemen Pemasaran*, 1(2), 1–9.

Zavareh, F. B., Ariff, M. S. M., Jusoh, A., Zakuan, N., Bahari, A. Z., & Ashourian, M. (2012). E-Service Quality Dimensions and Their Effects on E-Satisfaction in Internet Banking Services. *Procedia - Social and Behavioral Sciences*, 40, 441–445. <https://doi.org/10.1016/j.sbspro.2012.03.213>

<https://bri.co.id/digital-banking>

<https://www.bi.go.id/id/statistik/ekonomi-keuangan/ssp/uang-elektronik-jumlah.aspx> diunduh pada tanggal 1 Juni 2021

<https://www.cnbcindonesia.com/market/20201117121900-17-202396/transformasi-digital-mengubah-wajah-perbankan-secara-drastis> diunduh pada tanggal 20 Februari 2021

