

DAFTAR PUSTAKA

- Al-dweeri, R. M., Obeidat, Z. M., Al-dwiry, M. A., Alshurideh, M. T., & Alhorani, A. M. (2017). The Impact of E-Service Quality and E-Loyalty on Online Shopping: Moderating Effect of E-Satisfaction and E-Trust. *International Journal of Marketing Studies*, 9(2), 92. <https://doi.org/10.5539/ijms.v9n2p92>
- Amin, M. (2016). Internet banking service quality and its implication on e-customer satisfaction and e-customer loyalty. *International Journal of Bank Marketing*, 34, 280–306. <https://doi.org/10.1108/IJBM-10-2014-0139>
- Ariani, F. (2018). *Pengaruh E-Service Quality Terhadap Customer Satisfaction, Trust, Dan Dampaknya Pada Repeat Usage Pada Bni Mobile Banking Di Kantor Cabang Palu*. 6.
- Bachhrudin, A., & Tobing, H. L. (2003). *Analisis Data Untuk Penelitian Survei dengan Menggunakan Lisrel 8*. FMIPA Unpad.
- Bank Negara Indonesia. (2020). *Sejarah Bank Negara Indonesia*. BNI. www.bni.co.id
- Bryman, A., & Bell, E. (2011). *Business Research Methods*. Oxford University Press.
- Choi, Y., & Sun, L. (2016). Reuse Intention of Third-Party Online Payments: A Focus on the Sustainable Factors of Alipay. *Sustainability*, 8(2), 147. <https://doi.org/10.3390/su8020147>
- Gianov, I. (2021). Ketahui Dulu Kelebihan dan Kekurangan Uang Elektronik [Infotainment]. *Glints*. <https://glints.com/>
- Gwo-Guang, L., & Hsiu-Fen, L. (2005). Consumer perceptions of e-Service quality in online shopping. *International Journal of Retail & Distribution Management*, 33, 161–176. <https://doi.org/10.1108/09590550510581485>
- Hair, J., Black, W., Babin, B., & Anderson, R. (2010). *Multivariate Data Analysis: A Global Perspective*.
- Hair, J. F., Black, W., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis: A Global Perspective* (7th ed.). Pearson Education Inc.

- Hapsari, R., Celemes, M., & Dean, D. (2016). The Mediating Role of Perceived Value on the Relationship between Service Quality and Customer Satisfaction: Evidence from Indonesian Airline Passengers. *Prosedia Economics and Finance*, 35, 388–395.
- Imam, G., & Fuad. (2005). *Structural Equation Modelling: Teory, Konsep dan Aplikasi dengan program LISREL 8.54*. Badan Penerbit Universitas Diponegoro.
- Indrawati. (2015a). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Aditama.
- Indrawati. (2015b). *Metode Penelitian Manajemen dan Bisnis: Konvergensi Teknologi Komunikasi dan Informasi*. Refika Aditama.
- Kaya, B., Behraves, E., Abubakar, A. M., Kaya, O. S., & Orús, C. (2019). The Moderating Role of Website Familiarity in the Relationships Between e-Service Quality, e-Satisfaction and e-Loyalty. *Journal of Internet Commerce*, 18(4), 369–394. <https://doi.org/10.1080/15332861.2019.1668658>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Kotler, P., & Keller, K. (2016). *Marketing Management (15th ed)*. Pearson Education.
- Kusnandar, V. (2019). Berapa Transaksi Uang Elektronik di Indonesia? [News]. *Databoks*. <https://databoks.katadata.co.id/datapublish/2019/11/07/berapa-transaksi-uang-elektronik-di-indonesia>
- Latan, H. (2012). *Structural Equation Modeling: Konsep dan Aplikasi Menggunakan Program LISREL 8.80*. Alfabeta.
- Maarif, N. (2020, Agustus). *BNI Mobile Banking Solusi Bayar Tagihan Rutin Anda* [Online]. Detik. <https://news.detik.com/berita/d-5147104/bni-mobile-banking-solusi-bayar-tagihan-rutin-anda>
- Maulina, R. (2019). *Peluang Bisnis Baru di Era Revolusi Industri 4.0*.

<https://www.jurnal.id/id/blog/peluang-bisnis-baru-di-era-revolusi-industri-4-0/>

- Nasution, H., Amrin, F., & Rini, E. (2019). *The Effect Of E-Service Quality On E-Loyalty Through E-Satisfaction On Students Of Ovo Application Users At The Faculty Of Economics And Business, University Of North Sumatra, Indonesia*. <https://doi.org/10.5281/Zenodo.3360880>
- Prasetya, A. Y., & Wardati, E. (2018). *Analisis Pengaruh Kualitas Manajemen Penanganan Keluhan Pelanggan Dan E-Service Quality Terhadap Loyalitas Dengan Kepuasan Pelanggan Sebagai Variabel Intervening*. 9, 9.
- Prasetyo, B., & Jannah, L. M. (2012). *Metode Penelitian Kuantitatif*. Raja Grafindo Persada.
- Puriwat, W., & Tripopsakul, S. (2017a). The Impact Of E-Service Quality On Customer Satisfaction And Loyalty In Mobile Banking Usage: Case Study Of Thailand. *Polish Journal of Management Studies*, 15(2), 183–193. <https://doi.org/10.17512/pjms.2017.15.2.17>
- Puriwat, W., & Tripopsakul, S. (2017b). The Impact Of E-Service Quality On Customer Satisfaction And Loyalty In Mobile Banking Usage: Case Study Of Thailand. *Polish Journal of Management Studies*, 15(2), 183–193. <https://doi.org/10.17512/pjms.2017.15.2.17>
- Rahayu, T. (2019). Profil Bank Negara Indonesia. *Merdeka*. <https://m.merdeka.com/bank-negara-indonesia/profil/>
- Ramadhani, Z. S., & Widodo, T. (2019). *Pengaruh Komunikasi Merek, Citra Merek, dan Kepercayaan Merek Terhadap Loyalitas Merek Smartphone Lenovo*. Universitas Telkom.
- rolalicom. (2017). Menggunakan BNI Mobile Banking Untuk Pembayaran Belanja Online [Online]. *Rolali.News*. <https://news.ralali.com/bni-mobile-banking-untuk-belanja-online/>
- Rosyadi, I. (2016). *(Studi pada Bank BNI Syariah Pekalongan)*. 14.
- Saputra, M. D., & Sumpena, A. (2018). Analisis Pengaruh E-Service Quality Terhadap Customer Satisfaction Yang Berdampak Pada Customer Loyalty Pt Bayu Buana Travel Tbk. *Jurnal CKI On SPOT*, 11.

- Sari, O. (2017). *Pengaruh Kompensasi Terhadap Kinerja Karyawan PT. Bank Negara Indonesia (Persero) Tbk. Kantor Wilayah Medan Motivasi Sebagai Variabel Intervening*. USU.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business: A Skill Building Approach, 7th Edition*. Wiley.
- Shafiee, M. M., & Bazargan, N. A. (2018). Behavioral Customer Loyalty in Online Shopping: The Role of E-Service Quality and E-Recovery. *Journal of Theoretical and Applied Electronic Commerce Research*, 13(1), 26–38. <https://doi.org/10.4067/S0718-18762018000100103>
- Shara, P. V., & Widodo, T. (2018a). Penerapan Model Unified Theory Of Acceptance And Use Of Technology (UTAUT) Untuk Menganalisis Minat Pengguna Smartphone Di Kota Bandung. *SOSIOHUMANITAS*, 20(1). <https://doi.org/10.36555/sosiohumanitas.v20i1.49>
- Shara, P. V., & Widodo, T. (2018b). Penerapan Model Unified Theory Of Acceptance And Use Of Technology (UTAUT) Untuk Menganalisis Minat Pengguna Smartphone Di Kota Bandung. *SOSIOHUMANITAS*, 20(1). <https://doi.org/10.36555/sosiohumanitas.v20i1.49>
- Silalahi, U. (2017). *Metode Penelitian Sosial Kuantitatif*.
- Sugiyono. (2016). *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Alfabeta.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Tiwari, P., Bhat, A., & Tikoria, J. (2017). An empirical analysis of the factors affecting social entrepreneurial intentions. *Journal of Global Entrepreneurship Research*, 7. <https://doi.org/10.1186/s40497-017-0067-1>
- Tjiptono, F. (2014). *Pemasaran Jasa—Prinsip, Penerapan, dan Penelitian* (1st ed.). Andi.
- Widodo, T., & Octaviany, V. (2019). *The Effect of Culture-Based Culinary Tourism on Tourist Experience and Tourist Advocacy*. 8, 439–444. <https://doi.org/10.14419/ijet.v8i1.9.26790>