

DAFTAR PUSTAKA

- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing, 11*(3), 246–267. <https://doi.org/10.1108/JRIM-04-2017-0022>
- 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>
- Darmansah, A., & Yosepha, S. Y. (2020). Pengaruh Citra Merek Dan Persepsi Harga Terhadap Keputusan Pembelian Online Pada Aplikasi Shopee Di Wilayah Jakarta Timur. *Jurnal Ilmiah Mahasiswa Manajemen Unsuraya, 1*(1), 15–30.
- Djatzmiko, T., & Pradana, R. (2016). Brand Image and Product Price; Its Impact for Samsung Smartphone Purchasing Decision. *Procedia - Social and Behavioral Sciences, 219*, 221–227. <https://doi.org/10.1016/j.sbspro.2016.05.009>
- Fikri, Miftah El, Andika, R., Febrina, T., Pramono, C., & Pane, D. N. (2020). Strategy to Enhance Purchase Decisions through Promotions and Shopping Lifestyles to Supermarkets during the Coronavirus Pandemic: A Case Study IJT Mart, Deli Serdang Regency, North Sumatera. *Saudi Journal of Business and Management Studies, 5*(11), 530–538. <https://doi.org/10.36348/sjbms.2020.v05i11.002>
- 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>
- Hanif Danang Prasetyo, D. P. (2016). PENGARUH E-SERVICE QUALITY DAN E-SECURITY SEALS TERHADAP E-SATISFACTION MELALUI KEPUTUSAN PEMBELIAN KONSUMEN Pendahuluan. *Jurnal*

Administrasi Bisnis, 5, 127–134.

- Jameel, A. S., Hamdi, S. S., Karem, M. A., Raewf, M. B., & Ahmad, A. R. (2021). E-Satisfaction based on E-service Quality among university students E-Satisfaction based on E-service Quality among university students. *Journal of Physics: Conference Series*. <https://doi.org/10.1088/1742-6596/1804/1/012039>
- Karimi, S., Holland, C. P., & Papamichail, K. N. (2018). The impact of consumer archetypes on online purchase decision-making processes and outcomes: A behavioural process perspective. *Journal of Business Research*, 91(0), 71–82. <https://doi.org/10.1016/j.jbusres.2018.05.038>
- Kartika, M., & Ganarsih, R. L. (2019). Analisis E-Wom, Online Shopping Experience dan Trust Terhadap Keputusan Pembelian dan Kepuasan Konsumen E-Commerce Shopee pada Mahasiswa Pascasarjana Universitas Riau. *Tepak Manajemen Bisnis*, XI(2), 289–307.
- Lestari, I., Nasib, Chaniago, S., Azzahra, A. S., & Effendi, I. (2019). Trust identification and smartphone purchase decisions (Structural equation modeling approach). *International Journal of Civil Engineering and Technology*, 10(2), 1020–1032.
- Mappesona, H., Ikhsani, K., & Ali, H. (2020). Customer purchase decision model, supply chain management and customer satisfaction: Product quality and promotion analysis. *International Journal of Supply Chain Management*, 9(1), 592–600.
- Mohammed, M. E., & Wafik, G. M. (2016). The Effects of E-Service Quality Dimensions on Tourist ' s e- Satisfaction The Effects of E-Service Quality Dimensi ... The Effects of E-Service Quality Dimensions on Tourist ' s e- Satisfaction. *International Journal of Hospitality & Tourism Systems*, 9(juni).
- Nasution, H., Fauzi, A., & Sulistyia, R. 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. *European Journal of Management and Marketing Studies*,

4(1), 146–162. <https://doi.org/10.5281/zenodo.3360880>

- Ngatno, & Ariyanti, A. E. (2021). Effect of E-Service Quality on E-Satisfaction and E-Loyalty: Moderated by Purchase Frequency. *Archives of Business Research*, 9(7). <https://doi.org/10.14738/abr.97.10535>
- Niode, I. Y., Mendo, Y., & Rauf, F. R. (2020). Role of Purchase Decision As a Mediation That Influences Atmosphere Store on Customer Satisfaction. *Russian Journal of Agricultural and Socio-Economic Sciences*, 103(7), 37–44. <https://doi.org/10.18551/rjoas.2020-07.06>
- Nugroho, S. S., Dharmesti, M. D. D., Septiari, E. D., & Gitosudarmo, I. (2015). The Impact of E-Satisfaction on E-Loyalty Moderated by Consumer Perceived Risk and Expertise. *SSRN Electronic Journal*, 1–26. [https://doi.org/Nugroho, Sahid and Dharmesti, Maria and Septiari, Elisabet and Gitosudarmo, Indriyo, The Impact of E-Satisfaction on E-Loyalty Moderated by Consumer Perceived Risk and Expertise \(January 2, 2015\). Available at SSRN: https://ssrn.com/abstract=2544525 or http://dx.doi.org/10.2139/ssrn.2544525](https://doi.org/Nugroho,Sahid%20and%20Dharmesti,%20Maria%20and%20Septiari,%20Elisabet%20and%20Gitosudarmo,%20Indriyo,%20The%20Impact%20of%20E-Satisfaction%20on%20E-Loyalty%20Moderated%20by%20Consumer%20Perceived%20Risk%20and%20Expertise%20(January%202,%202015).%20Available%20at%20SSRN:%20https://ssrn.com/abstract=2544525%20or%20http://dx.doi.org/10.2139/ssrn.2544525)
- Prasetyo, H. D., & Purbawati, D. (2017). Pengaruh E-Service Quality dan E-Security Seals terhadap E-Satisfaction melalui Keputusan Pembelian Konsumen E-Commerce (Studi Kasus pada Konsumen Lazada Indonesia). *Jurnal Administasi Umum*, 6.
- Rismawati, R. S., Bangun, W., & Aprilia Yustanti, O. (2020). Influence of Price, Product Quality Towards Consumer Purchase Decisions That Impact on Customer Satisfaction Cv. Cahaya Citrasurya Indoprima Surabaya. *Journal of Islamic Economics Perspectives*, 2(1), 33–47. <https://doi.org/10.35719/jiep.v2i1.32>
- Rosita, F., Manajemen, J., Ekonomi, F., Brawijaya, U., Mt, J., & Malang, H. (2014). Pengaruh Kepercayaan (Trust) dan E-Security Seals Terhadap Minat Pembelian Konsumen Secara Online: Studi Pada Konsumen Kaspay.com Di Indonesia. *Junal Ilmiah Mahasiswa FEB*, 1–17.
- Sasono, I., Jubaedi, A. D., Novitasari, D., Wiyono, N., Riyanto, R., Oktabrianto, O., Jainuri, J., & Waruwu, H. (2021). The Impact of E-Service Quality and

Satisfaction on Customer Loyalty: Empirical Evidence from Internet Banking Users in Indonesia. *Journal of Asian Finance, Economics and Business*, 8(4), 465–473. <https://doi.org/10.13106/jafeb.2021.vol8.no4.0465>

Ting, O. S., Ariff, M. S. M., Zakuan, N., Sulaiman, Z., & Saman, M. Z. M. (2016). E-Service Quality, E-Satisfaction and E-Loyalty of Online Shoppers in Business to Consumer Market; Evidence form Malaysia. *IOP Conference Series: Materials Science and Engineering*, 131(1). <https://doi.org/10.1088/1757-899X/131/1/012012>

Vierdwiyani, D., & Afriapollo Syafarudin. (2020). Analysis of Service Quality and Brand Image on Customer Satisfaction Through Purchase Decisions As Intervening Variable (Case Study E-Commerce Shopee At Villa Galaxy Housing Rt 002). *Dinasti International Journal of Management Science*, 1(6), 802–815. <https://doi.org/10.31933/dijms.v1i6.390>

Waluya, A. I., Iqbal, M. A., & Indradewa, R. (2019). How product quality, brand image, and customer satisfaction affect the purchase decisions of Indonesian automotive customers. *International Journal of Services, Economics and Management*, 10(2), 177–193. <https://doi.org/10.1504/IJSEM.2019.100944>