

DAFTAR PUSTAKA

- Authors, F. (2016). *Impact of Service Quality on Customer Satisfaction in Private and Public Sector Banks*.
- Endah, K. (2020). Jumlah penumpang kereta api, 2006-2020(ribu orang). *Endah Kusmartiyah*, 6(2), 1155–1164. <https://www.bps.go.id/linkTableDinamis/view/id/815>
- Febriansyah, A. (2017). Tinjauan Atas Proses Penyusunan Laporan Keuangan Pada Young Entrepreneur Academy Indonesia Bandung. *Jurnal Riset Akuntansi*, 8(2). <https://doi.org/10.34010/jra.v8i2.525>
- Firdausya, C. P., & Oktini, D. (2019). Pengaruh E-Service Quality Terhadap Keputusan Pembelian. *Prosiding Manajemen*, 5(1), 757–763. <http://karyailmiah.unisba.ac.id/index.php/manajemen/article/view/16189>
- Guido Famula. (2015). *No Title*. <http://jaribandel.blogspot.com/2015/07/pengertian-teori-modifikasi-dalam-penelitian.html>
- Hair, J., Hollingsworth, C. L., Randolph, A. B., & Chong, A. Y. L. (2017). An updated and expanded assessment of PLS-SEM in information systems research. *Industrial Management and Data Systems*, 117(3), 442–458. <https://doi.org/10.1108/IMDS-04-2016-0130>
- Leninkumar, V. (2017). The Relationship between Customer Satisfaction and Customer Trust on Customer Loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4), 450–465. <https://doi.org/10.6007/ijarbss/v7-i4/2821>
- Nasib, S. Z. R. D. A. H. (2021). Meningkatkan Keputusan Pembelian Melalui Kualitas Produk, Promosi dan Kepercayaan pada PT. Weedo Niaga Global. *Ekuivalensi*, 7(1), 48–57.
- Otoritas Jasa Keuangan. (2016). POJK No. 6/POJK.03/2016. *Kegiatan Usaha Dan Jaringan Kantor Berdasarkan Modal Inti Bank*, 1–29. www.ojk.go.id
- Purnomo, P., & Palupi, M. S. (2016). Pengembangan Tes Hasil Belajar Matematika Materi Menyelesaikan Masalah Yang Berkaitan Dengan Waktu, Jarak Dan Kecepatan Untuk Siswa Kelas V. *Jurnal Penelitian (Edisi Khusus PGSD)*, 20(2), 151–157.
- Saha, P., & Zhao, Y. (2005). Relationship between Online Service Quality and Customer Satisfaction : A Study in Internet Banking. *Masters Thesis*, 1–107. <http://epubl.luth.se/1404-5508/2005/083/LTU-SHU-EX-05083-SE.pdf>
- Sarstedt, M., & Cheah, J. H. (2019). Partial least squares structural equation modeling using SmartPLS: a software review. *Journal of Marketing Analytics*, 7(3), 196–202. <https://doi.org/10.1057/s41270-019-00058-3>
- 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>
- Tobón, S., & Luna-nemecio, J. (2021). Complex thinking and sustainable social

- development: Validity and reliability of the complex-21 scale. *Sustainability (Switzerland)*, 13(12), 1–19. <https://doi.org/10.3390/su13126591>
- 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-Customer Satisfaction in Internet Banking Services. *Procedia - Social and Behavioral Sciences*, 40, 441–445. <https://doi.org/10.1016/j.sbspro.2012.03.213>

