

## DAFTAR PUSTAKA

- Afsar, A., Nasiri, Z. and Zadeh, M. O. (2013) 'E-loyalty model in e-commerce', *Mediterranean Journal of Social Sciences*, 4(9), pp. 547–553. doi: 10.5901/mjss.2013.v4n9p547.
- Antika, M., Kussudyarsana and Hananti, E. D. (2017) 'Analisis Pengaruh Service Recovery Terhadap Seluler', *Ekonomi dan Bisnis*, 2, pp. 136–148.
- Badiana, L. *et al.* (2012) 'Analisis hubungan...', Leanny Badiana, FE UI, 2012'.
- Chase, R. B., Aquilano, N. J. and Jacobs, F. R. (2006) *Administracao Da Producao Para a Vantagem Competit.* Bookman.
- Fathian, M. and Gholamian, M. R. (2011) 'FULL RELATIONSHIP AMONG E-SATISFACTION , E- TRUST , E-SERVICE QUALITY , AND E-LOYALTY: THE', 33(1).
- Ghozali, I. (2011) 'Analisis Multivariat dengan Program SPSS. Edisi ke-3. Badan Penerbit UNDIP. Semarang', *Jurnal Ekonomi Manajemen*.
- Gounaris, S., Dimitriadis, S. and Stathakopoulos, V. (2010) 'An examination of the effects of service quality and satisfaction on customers ' behavioral intentions in e-shopping Journal of Services Marketing Article information :', (April 2016). doi: 10.1108/08876041011031118.
- Harris, L. C. and Goode, M. M. H. (2010) 'Online servicescapes, trust, and purchase intentions', *Journal of Services Marketing*. Emerald Group Publishing Limited.
- Indrata, S. L., Susanti, C. E. and Kristanti, M. M. (2017) 'Pengaruh Perceived Value dan E-Service Quality Terhadap Customer Behavioral Intention melalui Customer Satisfaction pada Pengguna Gojek di Surabaya', *Kajian Ilmiah Mahasiswa Manajemen*, 6(2), pp. 131–147.
- Jamaluddin, M. R., Hashim, R. and HANAFIAH, M. H. M. (2011) 'Service failure and recovery in three-star hotel', in *The 12th International Research Symposium on Service Excellence in Management*. Cornell University, Center for Hospitality Research, School of Hotel Administration, pp. 617–626.
- Kim, E.-Y. (2008) 'Online Purchase Intentions for Product Categories-The Functions of Internet Motivations and Online Buying Tendencies', *Journal of the Korean Society of Clothing and Textiles*. The Korean Society of Clothing and Textiles, 32(6), pp. 890–901.
- Kim, J., Jin, B. and Swinney, J. L. (2009) 'The role of etail quality, e-satisfaction and e-trust in online loyalty development process', *Journal of retailing and Consumer services*. Elsevier, 16(4), pp. 239–247.
- Lewis, B. R. and Spyropoulos, S. (2001) 'Service failures and recovery in retail banking: the customers' perspective', *International Journal of Bank Marketing*. MCB UP Ltd.
- Lien, C. *et al.* (2014) 'Trust transfer and the effect of service quality on trust in the healthcare industry', *Managing Service Quality*. Emerald Group Publishing Limited.
- Liestyana, Y. (2009) 'Persepsi Nasabah Tentang Layanan Perbankan: Pengaruh Service Failure dan Strategi Service Recovery Terhadap Behavioral

- Intention', *Jurnal Keuangan dan Perbankan*, 13(1), pp. 165–175.
- Mowen, J. C. and Carlson, B. (2003) 'Exploring the antecedents and consumer behavior consequences of the trait of superstition', *Psychology & Marketing*. Wiley Online Library, 20(12), pp. 1045–1065.
- Park, J. J. and Park, J. W. (2016) 'Investigating the effects of service recovery quality elements on passengers' behavioral intention', *Journal of Air Transport Management*. Elsevier Ltd, 53, pp. 235–241. doi: 10.1016/j.jairtraman.2016.03.003.
- Philip, K. and Armstrong, G. (2008) 'Prinsip-prinsip Pemasaran, edisi keduabelas', *Penerbit: Erlangga Jakarta*.
- Purwianti, L. and Tio, K. (2017) 'Faktor-Faktor Yang Mempengaruhi Behavioural Intention', *Jurnal Manajemen Maranatha*, 17(1), p. 15. doi: 10.28932/jmm.v17i1.415.
- Santos, J. (2003) 'E-service quality: a model of virtual service quality dimensions', *Managing Service Quality: An International Journal*. MCB UP Ltd.
- Situmorang, R. S. (2017) 'PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN NASABAH PADA PT. BPR EKA PRASETYA MEDAN'.
- Siwi, A. R., Supandi, A. S. and Loindong, S. S. R. (2017) 'Pengaruh Servicescape Dan Kualitas Pelayanan Terhadap Kepuasan Pasien Instalasi Rawat Jalan Pada Rumah Sakit Prof. Dr. R. D. Kandou Manado', *Jurnal EMBA*, 5(2), pp. 475–486.
- Sugiyono, P. D. (2014) 'Populasi dan sampel', *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, 291, p. 292.
- Suryani, T. (2013) 'Perilaku Konsumen di Era Internet: Implikasinya pada Strategi Pemasaran'. GRAHA ILMU.
- Taslim, K. (2015) 'Analisis Hubungan antara E-Service Quality dan Trust pada Customer Satisfaction & Behavioral Intentions Telaah pada Net Generation Konsumen Lazada Indonesia', *ULTIMA Management*, 7(1), pp. 62–82. doi: 10.31937/manajemen.v7i1.924.
- Tjiptono, F. (2014) 'Pemasaran Jasa "Prinsip, Penerapan, dan Penelitian"', Edisi 1', *CV Andi Offset. Yogyakarta*.
- Widiatmika, I. and Subawa, N. S. (2017) 'Effect Of Service Quality And Recovery Service Quality Mobile Banking Service To E-Trust, E- Satisfaction and E-Loyalty Mobile Banking Users Of Local Bank Customer in Bali', *Imperial Journal of Interdisciplinary Research (IJIR)*, 3(3), pp. 1252–1260.
- Wu, H.-C. (2014) 'The effects of customer satisfaction, perceived value, corporate image and service quality on behavioral intentions in gaming establishments', *Asia Pacific Journal of Marketing and Logistics*. Emerald Group Publishing Limited.
- Yuliana, R. (2012) 'Analisis Pengaruh Strategi Service Recovery Yang Dilakukan Perbankan Terhadap Kepuasan Nasabah Di Kota Semarang', *JURNAL STIE SEMARANG (EDISI ELEKTRONIK)*, 4(2), pp. 39–52.
- Zeithaml, V. A., Bitner, M. J. and Gremler, D. D. (2018) *Services marketing:*

*Integrating customer focus across the firm.* McGraw-Hill Education,.

