

DAFTAR PUSTAKA

- Abid, M. M. F., & Dinalestari, 2019, Pengaruh E-Security dan E-Service Quality Terhadap E-Repurchase Intention Dengan Kepuasan Pelanggan Sebagai Variabel Intervening Pada Pelanggan E-Commerce Lazada di Fisip Undip
Kata Kunci: E-Security, E-Service Quality, Kepuasan Pelanggan, E-Repurchase Intenti. *Diponegoro Journal Of Social And Politic*, Vol 2 No 1, Hal 1–8.
- Agustine Ferdinand, 2016. *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertasi Ilmu Manajemen*, Undip.
- Alfarobo, Muhammad Luthfi, Teguh Widodo, 2023, Pengaruh E-Trust, E-Service Quality terhadap E Loyalty melalui E Satisfaction Sebagai Variabel Intervening pada Pengguna Aplikasi Tokopedia di Kota Bandung. *Journal E Proceeding Management*, Vol 10 No 2 Hal 1-10.
- Arikunto, Suharsimi, 2019, *Prosedur Penelitian: Suatu Pendekatan Praktik*, Edisi Revisi VI, Rineka Cipta, Jakarta.
- Chen, S.-C., & Lin, C.-P., 2019, The impact of customer experience and perceived value on sustainable social relationship in Blogs: An empirical study. *Technological Forecasting & Social Change*, Vol 1 No 2, pp. 1-11.
- Ferdinand, A. (2016). *Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertasi Ilmu Manajemen*. Universitas Diponegoro.
- Flavian, C., & Guinaliu, M. 2016. “Consumer trust, perceived security and privacy policy: Three basic elements of loyalty to a website”. *Industrial Management Science*, 28, 725-737.
- Ghozali, Imam. 2017, *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 24 Update Bayesian SEM Edisi 7*. Universitas Diponegoro, Semarang.
- Gosal, G. B., & Bernarto, I., 2021, Pengaruh E-security, E-service Quality terhadap Kepuasan Pelanggan Pengaruh E-satisfaction, E-security, dan E-service Quality terhadap E-repurchase Intention Secara Langsung pada Pengguna Ecommerce Tokopedia. *Jurnal Administrasi Bisnis (JAB)*, 11(2), 2021
- Griffin, 2019, *Customer Loyalty*, Erlangga, Jakarta.
- Gronroos, C., 2018, *Service Management and Marketing: A Customer Relationship Management Approach*. Chishester: Jhon Wiley and Sond, Ltd.

- Hair, J. F., Anderson, R. E., Babin, B. J., & Black, W. C. 2016. *Multivariate data analysis: A global perspective* (Vol. 7): Upper Saddle River, NJ: Pearson.
- Hansen, E., & Jonsson, E., 2018, *Loyalitas pelanggan in Fashion e-Commerce: An Investigation in How to Create eLoyalty*. Master Thesis
- Hasan, Iqbal, 2016, *Analisis Data Penelitian Dengan Statistik*, Bumi Aksara, Jakarta.
- Hidayah, Fara Elisa, 2021, Pengaruh *E-Service Quality* terhadap *E Loyalty* melalui Kepuasan pelanggan pada Pengguna E Commerce Tokopedia, *Jurnal Ilmiah Mahasiswa FEB*, Vol 9 No 2. Hal 1-18.
- Husein Umar, 2015, *Metode Penelitian Untuk Skripsi dan Tesis Bisnis Edisi 11*. Raja Grafindo Persada, Jakarta.
- Jonathan, H, 2017, Analisis Pengaruh E-Service Quality terhadap Customer Satisfaction yang Berdampak pada Customer Loyalty, Bayu Buana Travel Tbk". *The Winners*, Vol. 14(2), Hal 104-87.
- Josua, Firdaus, Alwie A.F. dan Hendriani Susi, 2017, Pengaruh e-layanan dan harga terhadap kepuasan pelanggan dan loyalitas traveloka di pekanbaru, *Jurnal Ekonomi Manajemen*, 25 (2): 67-83.
- Kotler dan Keller, 2015, *Manajemen Pemasaran*. Jilid I. Edisi Ke 13. Erlangga, Jakarta.
- Kurniawan, Ciptowening Adhi and Shinta Dewi, Reni, 2020, *Pengaruh E-Service Quality Dan Keamanan Terhadap Keputusan Penggunaan Jasa Marketplace Tokopedia (Studi Kasus Seller Tokopedia)*, *Jurnal Ekonomi dan Bisnis* Vol 1 No 6 Hal 1-10.
- Ladhari, R., Ladhari, I., dan Morales, M. 2021. Bank Service Quality: Comparing Canadian and Tunisian Customer Perceptions. *International Journal of Bank Marketing*, 29(3), 224-246
- Pradana, Edris, 2023, Analisis *Online Marketing, E-Service Quality, E-Recovery Service Quality* terhadap Loyalitas melalui Kepuasan Konsumen Pengguna Shoopee di Kabupaten Kudus, *Jurnal Studi Manajemen Bisnis* Vol 2 No 1, Hal 1-19.
- Lupiyoadi, R. 2016, *Manajemen Pemasaran Jasa*. Salemba Empat, Jakarta.
- Manes, C., Ward J.D., Tesfaye S., 2019, Vascular Risk Factor and Diabetic Neuropathy. *The New Medical Journal of Medicine*. p: 341-50. (Gosal dan Bernarto, 2021:97)

- Marimon, F., Pentji Yaya, L.H., & Casadesus Fa,M., 2018, Impact of e-Quality and service recovery on loyalty : A study of e-banking in Spa. *Total Quality Manajement and Business Excellence*, 23 (7-8).
- Mulyono, R.A. and Lamhot Henry Pasaribu 2021. The Impact of Mobile Service Quality and Brand Image on Customer Loyalty. *Enrichment : Journal of Management*. 12, 1, Hal 1-7.
- Oliver, Riscrd L, 2018, *Satisfaction A Behavioral Perspective On The Consumer*. McGraw-Hill Education, Singapore.
- Parasuraman, Leonard L. Berry, And Valarie A. Zeithaml. 2017. A Conceptual Model Of Services Quality And Its Implications For Future Research. *Journal Of Marketing*, Vol. 49, P.41-50.
- Ranjbarian, Bahram & Saeed Fath, 2017, Factors Influencing on Customers E-Satisfaction: A Case Study from Iran'. *Interdisciplinary Journal of Contemporary Research in Business*. Vol. 3, No.9
- Roca, Juan C., et al. 2018. Understanding e-Learning Continuance Intention: An Extension of the Technology Acceptance Model. *International Journal of Human-Computer Studies* 64 (2006) page 683-696.
- Sarjita. 2020. "Komunikasi Pemasaran Dalam Menghadapi Persaingan Pasar." *Jurnal Bisnis dan manajemen Administrasi*, Vol 3(No 1): 55–61
- Sativa, A., & Astuti, S. R. T. 2018). Analisis Pengaruh E-Trust dan E-Service Quality terhadap Loyalitas Pelanggan dengan Kepuasan Pelanggan sebagai Variabel Intervening (Studi pada Pengguna E-Commerce C2C Tokopedia). *Management*, 5(3), 1–10.
- Schnaars, Steven P, 2020, *Marketing Strategy : A customer Driven Approach*. 2nd ed. New York: The Free Press.
- Sekaran, Uma. 2018. *Research Methods For Business (Metode Penelitian Untuk Bisnis)*. Jakarta: Salemba Empat
- Shafiee, M. M., & Bazargan, N. A, 2018, Behavioral customer loyalty in online shopping: The role of e-service quality and erecovery. *Journal of Theoretical and Applied Electronic Commerce Research*, 13(1), 26–38,
- Sousa, R., & Voss, C. A., 2018. Service Quality in Multichannel Services Employing Virtual Channels. *Journal of Service Research*, 8(4), 356– 371.
- Srinivasan, S. S., Anderson, R. dan Ponnnavolu, K., 2018, Customer Loyalty In Ecommerce: An Exploration Of Its Antecedents And Consequences," *Journal of Retailing*, 78(1), hal. 41–50.

- Sugiyono. 2018. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Alfabeta, Bandung.
- Sunarto, 2017, *Pengantar Manajemen Pemasaran*, Cetakan 1. Ust. Press,. Yogyakarta.
- Supranto, M.A. 2018, *Pengukuran Tingkat Kepuasan pelanggan Untuk Meningkatkan Pangsa Pasar Cetakan Keempat*, Rineka Cipta, Jakarta.
- Suprapti, 2020, Development of e Loyalty and e Satisfaction Through Quality of e-Service for Go Ride User, *Jurnal Konsep dan Bisnis Manajemen*, Vol 6 No 2 Hal 1-17.
- Tambusai,Suci Rizka Khairuna, Suharyono dan Edriana Pangestuti, 2019, Pengaruh E-Service Quality dan E Ecovery Sevice Quality terhadap E-Customer Satisfaction dan E-Customer Loyalty, *Jurnal Profit*, Vol 13 No2, Hal 1-17.
- Tjiptono, F. (2017). *Manajemen Pemasaran*. Indeks Kelompok Gramedia.
- Turban, David K, J. Lee, T. Liang, D. Turban. 2018, *Electronic Commerce*, Edisi ke-7. Pearson. Amerika Serikat.
- Wilis, Ratih Anggoro, Andini NURwulandari, 2020, The Effect of Service Quality, E Trust, Price and Brand Image Toward E Satisfaction and Its Impact on E Loyalty of Travelok;s Customer, *Jurnal Ilmiah MEA (MANajemen Ekonomi dan Akuntansi)*, Vol 4 No3 Hal 1-10.
- Wijayanti, Lukito Surya, Sri Murni Setyawati, Rahab Rahab, 2021, Pengaruh *E-Security*, *E-Service Quality* dan *E-Trust* terhadap *Repurchas Intention* dengan Kepuasan pelanggan sebagai Variabel Intervening pada Pelanggan Marketplace di Indonesia, *Jurnal Ekonomi Bisnis dan Akuntansi*, Vol 23 No 4 Hal 1-17.
- Wolfenbarger, M. and Gilly, M.C. 2017, 'eTailQ: Dimensionalizing, Measuring and predicting etail quality', *Journal of Retailing*, Vol. 79, pp.183–198
- Wu, Shwu Ing dan Yen Jou Chen, 2018, The Impact of Green Marketing and Perceived Innovation on Purchase Intention for Green Products. *International Journal of Marketing Studies*. Volume 6 Nomor 5 Tahun 2014. ISSN 1918- 719X
- Zeithaml, V. A. 2018, *Service Quality Dimensions. Services Marketing Integrating Customer Focus Across the Firm (7th ed.)*. MC Graw Hil Education.
- _____, 2023, *Pedoman Penyusunan Tesis*, FEB UMK, Kudus.