

## DAFTAR PUSTAKA

- Abdullah, T., dan Tantri, F. (2018). *Manajemen Pemasaran*, Jakarta: PT Raja Grafindo Persada.
- Alwi, S., Alpandi, R. M., Mohd Salleh, M. N., Basir, I. N., & Ariff, F. F. M. (2019). *An empirical study on the customers' satisfaction on fintech mobile payment services in Malaysia*, International Journal of Advanced Science and Technology, Volume 28, hlm. 390–400.
- Bank Indonesia. Diakses 19 September 2021, dari [https://www.bi.go.id/QRIS/default.aspx#:~:text=Quick%20Response%20Code%20Indonesian%20Standard%20\(QRIS\)%20adalah%20standarisasi%20pe mbayaran%20menggunakan,%2C%20cepat%2C%20dan%20terjaga%20keamanannya](https://www.bi.go.id/QRIS/default.aspx#:~:text=Quick%20Response%20Code%20Indonesian%20Standard%20(QRIS)%20adalah%20standarisasi%20pe mbayaran%20menggunakan,%2C%20cepat%2C%20dan%20terjaga%20keamanannya).
- Berliana, M., dan Zulestiana, D. A. (2020). Pengaruh E-Service Quality terhadap Customer Satisfaction dan Loyalty pada Pengguna Gopay di Indonesia. *REMIK (Riset Dan E-Jurnal Manajemen Informatika Komputer)*, 4(2). <https://doi.org/10.33395/remik.v4i2.10532>
- Ebert, R., and Griffin, R. (2013). *Business Essentials*, 9th Edition, USA: Pearson Education, Inc.
- Ekowati, N. S., Kusyanti, A., & Rokhmawati, R. I. (2018). *Analisis Kualitas Layanan Website Erafone terhadap Kepuasan Pelanggan menggunakan E-S-Qual dan E-Recs-Qual*, Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer (J-PTIIK) Universitas Brawijaya, Volume 65, hlm. 529–546.
- Fiona, D. R. (2019). *Pengaruh Promosi Penjualan dan E-service Quality Terhadap Minat Beli Ulang Melalui Kepuasan Pelanggan (Studi pada pelanggan Gopay di Jabodetabek)*, Jurnal Administrasi Bisnis, Volume 8, hlm. 37.
- Firdha, S., Putri, A., Marlina, N., Ekonomika, F., & Negeri, U. (2021). *Pengaruh e-service quality dan e-trust terhadap kepuasan konsumen The effect of e-service quality and e-trust on shopeepay user consumer satisfaction*, Volume

- 23, hlm. 463–474.
- Ferdinand, A. (2014). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi Tesis dan Desrtasi Ilmu Manajemen*, Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2014). *Structural Equation Modeling, Metode Alternatif Dengan Partial Least Square (PLS)*, 4th Edition, Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25*, 9th Edition, Semarang: Badan Penerbit Universitas Diponegoro.
- Hidayat, A. (2018). PLS SEM: Pengukuran Kecocokan Model (Inner dan Outer). Retrieved from <https://www.statistikian.com/2018/08/pls-sem-pengukurankecocokan-model-inner-dan-outer.html#>
- Kata Data. (2021). Belum Capai Target, Lebih 10 Juta Pedagang Adopsi QRIS Tahun Ini. Diakses 3 Oktober 2021, dari <https://katadata.co.id/happyfajrian/finansial/614f2dd654f9c/belum-capai-target-lebih-10-juta-pedagang-adopsi-qr-is-tahun-ini>.
- Kotler, P., and Keller, K. (2016). *Marketing Management*, Global Edition, United States: Pearson Education, Inc.
- Lovelock, C., and Wirtz, J. (2016). *Services Marketing: People, Technology, Strategy*, 8th Edition, USA: World Scientific Publishing Co. Inc.
- Lusiah. (2018). *Loyalitas Pelanggan*, Yogyakarta: Deepublish.
- Peraturan Anggota Dewan Gubernur Bank Indonesia No.21/18/PADG/2019 tentang QRIS. (2019).
- Riyanto, S., dan Hatmawan, A. (2020). *Metode Riset Penelitian Kuantitatif Penelitian di Bidang Manajemen, Teknik, Pendidikan dan Eksperimen*, Yogyakarta: Deepublish.
- San, W. H., Von, W. Y., & Muhammad Imran Qureshi. (2020). *The Impact of E-Service Quality on Customer Satisfaction in Malaysia*, Journal of Marketing

- and Information Systems, Volume 3(1), hlm. 46-62.  
<https://doi.org/10.31580/jmis.v3i1.1452>
- Saragih, M.G. (2019). *Pengaruh E-Service Quality Terhadap E-Loyalty Melalui E-Satisfaction (Studi Pada Pelanggan Toko Online Shopee di Kota Medan)*, Jurnal Mantik Penusa, Volume 3, hlm. 190-195.
- Sarjono, H., dan Julianita, W. (2013). *SPSS VS LISREL: Sebuah Pengantar, Aplikasi untuk Riset*, Jakarta: Selemba Empat.
- Sedjati, Retina Sri. (2018). *Manajemen Pemasaran*, Yogyakarta : Deepublish.
- Sjahroeddin, F. (2018). *The Role of E-S-Qual and Food Quality on Customer Satisfaction in Online Food Delivery Service*, Industrial Research Workshop and National Seminar, Volume 9, hlm. 551–558.
- Springer, M., Tyran, C. and Ross, S. (2010). *Encyclopedia of E-Business Development and Management in the Global Economy*, United States: IGI Global.
- Sugiyono. (2014). *Metode Penelitian Kuantitatif, Kualitatif, Dan Kombinasi (Mixed Methods)*, Bandung: Alfabeta.
- Suliyantono. (2018). *Metode Penelitian Bisnis*, Yogyakarta: Andi.
- Sundaram, V., Ramkumar, D., and Shankar, P. (2017). *Impact of E-Service Quality on Customer Satisfaction and Loyalty Empirical Study in India Online Business*, Kinerja, Volume 21(1). <https://doi.org/10.24002/kinerja.v21i1.1034>
- Wang, F. and Forgionne, G. (2006). *Encyclopedia of E-Commerce, E-Government, and Mobile Commerce*, United States: Idea Group Inc.
- Wibowo, H. dan Fausi. (2017). *Pelayanan Konsumen*, Yogyakarta: Param Publishing.
- Wilson, A., Zeithaml, V., Bitner, M., and Gramler, D. (2016). *Services Marketing: Integrating Customer Focus Across Firm*, 3<sup>rd</sup> European Edition, New York: McGraw-Hill Education.

Zeithaml, V., Bitner, M. and Gremler, D. (2018). *Services Marketing: Integrating Customer Focus Across The Firm*, 7th Edition, New York: McGraw-Hill Education.