

DAFTAR PUSTAKA

- Andika, S., & Syahputra, M. (2021). Pengaruh kualitas pelayanan terhadap minat menabung nasabah di Bank Syariah Mandiri KCP Dumai Sukajadi. *Jesya (Jurnal Ekonomi Dan Ekonomi Syariah)*, 4(2), 1250-1257. <https://doi.org/https://doi.org/10.36778/jesya.v4i2.451>
- Amalia, N., DWP, S., & Santoso, J. (2020). Pengaruh Bukti Fisik, Keandalan, Daya Tanggap, Jaminan Dan Empati Terhadap Kepuasan Bumdes. *Business and Accounting Education Journal*, 1(2), 170-180. <https://doi.org/10.15294/baej.v1i2.42191>
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (4 ed.). SAGE Publications, Inc.
- Chin, W. W., Peterson, R. A., & Brown, S. P. (2008). Structural equation modeling in marketing: Some practical reminders. *Journal of Marketing Theory and Practice*, 16(4), 287–298. <https://doi.org/10.2753/MTP1069-6679160402>
- Choudhury, K. (2013), "Service quality and customers' purchase intentions: an empirical study of the Indian banking sector", *International Journal of Bank Marketing*, Vol. 31 No. 7, pp. 529-543. <https://doi.org/10.1108/IJBM-02-2013-0009>
- Grönroos, C. (2007). *Service management and marketing: Customer management in service competition*. USA : John Wiley & Sons.
- Gold, A. H., Malhotra, A., & Segars, A. H. (2001). Knowledge management: An organizational capabilities perspective. *Journal of Management Information Systems*, 18(1), 185–214. <https://doi.org/10.1080/07421222.2001.11045669>
- Hair, J.F., Anderson, R. E., Tatham, R. L., & Black, C. W. (1998). *Multivariate Data Analysis*.
- Hair, Joseph F., Black, W. C., Babin, B. J., & Anderson, R. E. (2007). *Multivariate Data Analysis (7th Edition)*. Pearson Education Inc.
- Hair, Joseph F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis (7 ed.)*. Pearson.
- Hair, J, F., William C Black, Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis*. Cengage.
- Hartono, J. (2016). *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-Pengalaman (Edisi 6)*. BPFE-Yogyakarta.
- Henseler, J., Hubona, G., & Ray, P. A. (2016). Using PLS path modeling in new technology research: Updated guidelines. *Industrial Management and Data Systems*, 116(1), 2–20. <https://doi.org/10.1108/IMDS-09-2015-0382>
- Haeruddin, H., Alwi, K., & Syamsuddin, U. (2021). Pengaruh Mutu Pelayanan Kesehatan Terhadap Kepuasan dan Minat Kembali di RSUD Haji Makassar. *Window of Health : Jurnal Kesehatan*, 282-288. <https://doi.org/https://doi.org/10.33368/woh.v0i0.801>

- Jr, J. F. H., Hult, G. T. M., Ringle, C., & Sarstedt, M. (2013). *A primer on partial least squares structural equation modeling (PLS-SEM)*. SAGE Publications, Incorporated.
- Kassim, N., & Asiah Abdullah, N. (2010). The effect of perceived service quality dimensions on customer satisfaction, trust, and loyalty in e-commerce settings : A cross cultural analysis. *Asia - Pacific Journal of Marketing and Logistics*, 22 (3), 351- 371.
- Khatoun, S., Zhengliang, X., & Hussain, H. (2020). The Mediating Effect of Customer Satisfaction on the Relationship Between Electronic Banking Service Quality and Customer Purchase Intention: Evidence From the Qatar Banking Sector. *SAGE Open*.
<https://doi.org/10.1177/2158244020935887>
- Lau, T. C., Kwek, C. L., & Tan, H. P. (2011). Airline e-Ticketing Service: How e-Service Quality and Customer Satisfaction Impacted Purchase Intention. *International Business Management*, 5(4), 200–208.
<https://doi.org/10.3923/ibm.2011.200.208>
- Lind, D. A., Marchal, W. G., & A.Wathen, S. (2012). *Statistical Techniques in Business & Economics*. McGraw-Hill/Irwin.
- McKecnie, S., Ganguli, S., & Roy, S. K. (2011). Generic technology-based service quality dimensions in banking: Impact on customer satisfaction and loyalty. *International Journal of Bank Marketing*, 29 (2), 168 -189.
- Panigrahi, S. K., Azizan, N. A. B., & Al Shamsi, I. R. (2021). Product Innovation, Customer Satisfaction, and Brand Loyalty of Using Smartphones Among University Students: PLS–SEM Approach. *Indian Journal of Marketing*, 51(1), 8-25. ,
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *The Journal of Marketing*, 49 (4), 41-50.
- Rodrigues, L. L. (2013). *Service quality measurement: Issues and perspectives*. Hamburg : Diplomatica Publishing GmbH. Retrieved from <https://www.anchor-publishing.com/document/287380>
- Rahi, S. (2017). *Structural Equation Modeling Using SmartPLS*. CreateSpace Independent Publishing Platform.
- Sholihin, M., & D., R. (2013). *Analisis SEM-PLS dengan WrapPLS 3.0 Untuk Hubungan Nonlinear dalam Penelitian Sosial dan Bisnis*. Penerbit ANDI.
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&B*. Alfabeta.
- Suliyanto. (2018). *Metode Penelitian Bisnis untuk Skripsi, Tesis, Disertasi* (1 ed.). ANDI Yogyakarta.
- Singh, D. T. P. . (2020). Measuring Service Quality Effect on Consumer Purchase Intention in Retailing. *International Journal of Modern Agriculture*, 9(3), 375 - 388. <https://doi.org/10.17762/ijma.v9i3.162>
- Suliyanto. (2009). *Metode Riset Bisnis*. Yogyakarta: Penerbit Andi.
- Suliyanto. (2011). *Ekonometrika Terapan: Teori Dan Aplikasi Dengan SPSS*. Edisi 1. Yogyakarta: ANDI Yogyakarta.

- Sumantri, B. (2014). Pengaruh Kualitas Pelayanan Dan Produk Pembiayaan Terhadap Minat Dan Keputusan Menjadi Nasabah Di Bank Syariah. *Jurnal Economia*, 10(2), 141-147. doi:<https://doi.org/10.21831/economia.v10i2.7540>
- Taylor, S. A., & Baker, T. L. (1994). An assessment of the relationship between service quality and customer satisfaction in the formation of consumers' purchase intentions. *Journal of Retailing*, 70(2), 163-178. doi:10.1016/0022-4359(94)90013-2
- Trisnadi, D. (2013). "Pengaruh kualitas produk tabungan dan kualitas layanan terhadap minat menabung kembali di CIMB Niaga (Studi kasus PT BANK CIMB Niaga TBK Bintaro)". *Jurnal MIX*, Vol. III(3), 373-383.
- Tjiptono, Fandy, (2001). Strategi Pemasaran. Edisi Pertama. ANDI *Offset*. Yogyakarta
- _____. (2007). Strategi Pemasaran. Edisi Pertama. ANDI *Offset*. Yogyakarta.
- Zamroni, M., & Handayani, I. G. A. K. R. (2015). Pentingnya Kualitas Pelayanan (Service Quality) dalam Memenuhi Kepuasan Masyarakat (Society Satisfaction). *EFISIENSI - KAJIAN ILMU ADMINISTRASI*, 5(2). <https://doi.org/10.21831/efisiensi.v5i2.3850>
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The behavioral consequences of service quality. *The Journal of Marketing*, 60 (2), 31 - 46.

