

DAFTAR PUSTAKA

- Azwar, S. (2012). *Validitas dan Reabilitas*. Yogyakarta: Pustaka Pelajar.
- Boonlertvanich, K. (2019). Service Quality, satisfaction, trust, and loyalty: The moderating role of main-bank and wealth status. *International Journal of Bank Marketing*.
- Chu, P.-Y., Lee, G.-Y., & Chao, Y. (2012). Service Quality, Customer Satisfaction, Customer Trust, and Loyalty in an E-Banking Context. *Social Behavior and Personality an International Journal*.
- Emzir. (2010). *Metodelogi Penelitian Pendidikan: Kuantitatif dan Kualitatif*. Jakarta: Rajawali Pers.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23 Edisi 8*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hidayat, R., Akhmad, S., & Machmud. (2015). Effects of Service Quality, Customer Trust, and Customer Religious Commitment on Customer Satisfaction and Loyalty of Islamic Banks in East Java. *Al-Iqtishad, Vol.VII. No.2*.
- Kaura, V., & Sharma, D. (2015). Service Quality, Service Convenience, price and fairness, customer loyalty and the mediating role of customer satisfaction. *International Journal of Bank Marketing*.
- Kishada, Z., & Wahab, N. (2015). Influence of Customer Satisfaction, Service Quality, and Trust on Customer Loyalty in Malaysian Islamic Banking. *International Journal of Business and Social Science*.
- Moraga, E., Barra, C., Parraga, A., & Farias, A. (2013). The Effects of Service Quality on Customer Trust and Satisfaction in Internet Banking. *Estudios de Administracion Vol.20*.
- Prakoso, A. (2017). Analisis Pengaruh Kepercayaan, Kualitas Pelayanan, dan Harga Terhadap Kepuasan Pelanggan Serta Dampaknya Terhadap Loyalitas Studi Kasus pada Forum Jual Beli Kaskus. *Skripsi Universitas Islam Negeri Syarif Hidayatullah*.
- Ravichandran. (2010). Influence of Service Quality on Customer Satisfaction Application of Servqual Model. *International Journal of Business and Management*.

- Setyani, L. (2014). *ANALISIS PENGARUH KUALITAS PELAYANAN DAN KEPERCAYAAN TERHADAP LOYALITAS PELANGGAN MELALUI KEPUASAN PELANGGAN (Studi Pada Griya Kecantikan Aura Kota Semarang)*. Skripsi.
- Sugiyono. (2013). *Metode Penelitian Bisnis: Pendekatan Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Taniredja, T., & Mustafidah, H. (2012). *Penelitian Kuantitatif*. Bandung: ALFABET Bandung.
- Tatuil, A. (2013). The Impact of Service Quality and Trust on Customer Loyalty Through Customer Satisfaction at Bank BCA Manado. *E-Jurnal Unsrat*.