

DAFTAR PUSTAKA

- Adhiim, D. M., & Pradana, M. (2021). Pengaruh *E-service Quality* Terhadap *E-customer Loyalty* Pada Aplikasi Ovo Melalui *E-customer Satisfaction* Sebagai Variabel *Intervening*. *eProceedings of Management*, 8(5).
- Akbar, A., Pradana, M., Wardhana, A., & Adhiim, D. M. (2021). *The Effect of E-Service Quality on E-Customer Loyalty of a Financial Technology Applications through E-Customer Satisfaction as Intervening Variable*. *ITALIENISCH*, 11(2), 496-501.
- Amira, A. A., & Syahputra, S. (2020). Pengaruh *E-service Quality* Terhadap *Customer Satisfaction* Aplikasi Shopee. *eProceedings of Management*, 7(3)
- Asadpoor, S., & Abolfazli, A. (2017). *Effect of electronic service quality on customer satisfaction and loyalty Saderat Bank's customers*. *International Journal of Scientific Study*, 5(4), 407-411.
- Chinomona, R., Masinge, G., & Sandada, M. (2014). *The influence of e-service quality on customer perceived value, customer satisfaction and loyalty in South Africa*. *Mediterranean Journal of Social Sciences*, 5(9), 331.
- Desmal Andi. Riset e-Wallet Markplus, Inc.: Semakin Banyak Orang yang 'Hijrah' ke Pembayaran Digital di Masa Pandemi. (2022). Retrieved 15 June 2022, from <https://mobitekno.com/read/2020/02/09/riset-e-wallet-markplus-inc-semakin-banyak-orang-yang-hijrah-ke-pembayaran-digital-di-masa-pandemi/>
- FE UNJ (2022). Pedoman Penulisan Karya Ilmiah. *Fakultas Ekonomi Universitas Negeri Jakarta, Jakarta*.
- Hertina, D., Effendi, K. A., & Ichsani, S. (2021). *Technological Education and Its Influence on Digital Economic Readiness during the COVID-19 Pandemic*. *Review of International Geographical Education Online*, 11(1), 699-711.
- Hesty Wulandari Ningsih, Indriyani Safitri, & Yusuf, A. (2022). Pengaruh e-Service Quality dan Kepuasan terhadap e- Loyalty (Survey

pada Pengguna Gopay). *Business Management Journal*, 18(1), 51–60.

- Jalil, A., Kaur, H., & Jogia, A. V. (2021). *The Impact of E-Service Quality on Customer Loyalty in United Kingdom. International Journal of Applied Business and Management Studies*, 6(1), 69-90.
- Jemadu, L. (2022, June 9). Survei APJII: Penetrasi Internet di Indonesia Tertinggi Ada di Jakarta. Retrieved August 18, 2022, from suara.com website: <https://www.suara.com/tekno/2022/06/09/183956/survei-apjii-penetrasi-internet-di-indonesia-tertinggi-ada-di-jakarta#:~:text=Survei%20APJII%20memperlihatkan%20kalaupun%20jumlah,80%20persen%20di%20tahun%202018>.
- Jonathan, H. (2013). Analisis Pengaruh *E-Service Quality* terhadap *Customer Satisfaction* yang Berdampak pada *Customer Loyalty* PT Bayu Buana Travel Tbk. *The Winners*, 14(2), 104-112.
- Oktariani, T. O. (2022). *Pengaruh E-Service Quality, Website Design, E-Trust, Dan Perceived Risk Terhadap E-Satisfaction (Survei Pada Mahasiswa Pengguna Shopee Di Sleman Dan Kota Yogyakarta)* (Doctoral Dissertation, Universitas Pembangunan Nasional "Veteran" Yogyakarta).
- Shafira Ramadhanti Salsyabila, & Arif Fadilla. (2021). Pengaruh promosi penjualan dan e-service quality terhadap loyalitas pelanggan marketplace shopee. *KINERJA*, 18(4), 563–571. Retrieved from <https://journal.feb.unmul.ac.id/index.php/KINERJA/article/view/10194/1640>
- ShopeePay Jadi E-Wallet Paling Favorit Konsumen untuk Kejar Promo. (2022). Retrieved 15 June 2022, from <https://databoks.katadata.co.id/datapublish/2021/09/06/shop-eepay-jadi-e-wallet-paling-favorit-konsumen-untuk-kejar-promo>
- Tren Belanja Online di Kalangan Perempuan Naik Sejak Pandemi, Bagaimana Laki-laki? (2022). Retrieved August 18, 2022, from Katadata.co.id website: <https://databoks.katadata.co.id/datapublish/2022/04/12/tren-belanja-online-di-kalangan-perempuan-naik-sejak-pandemi-bagaimana-laki-laki>

- Valencia, D., & Layman, C. V. (2021). *E-Wallet Service Innovation, Service Delivery, And Customer Satisfaction On Customer Loyalty Within ShopeePay In Indonesia. Ultima Management: Jurnal Ilmu Manajemen, 13(1), 23-46.*
- Wirapraja, A., Aribowo, H., & Setyoadi, E. T. (2021). *The Influence of E Service Quality, and Customer Satisfaction On Go-Send Customer Loyalty In Surabaya. Indonesian Journal of Information Systems, 3(2), 128-137.*