

## DAFTAR PUSTAKA

- Aaker, D. A. (1991). *Managing brand equity*, Free Press, New York, NY. pp. 19-32
- Aaker, David A. (1997). *Manajemen Ekuitas Merek*. Jakarta: Spektrum Mitra Utama.
- Abdul Majid, Suharto. (2009). *Customer Service Dalam Bisnis Jasa Transportasi*. Jakarta Rajawali Press. p. 70
- Alalwan, A.A., Dwivedi, Y.K., Rana, N.P.P., Williams, M.D., (2016) *Consumer Adoption of Mobile Banking in Jordan*. *J. Enterp. Inf. Manag.* 29 (1), 118-139.
- Alexander, C, (1963). *Notes on the Synthesis of Form*. Cambridge. MA: Harvard University Press.
- Ali, Hasan. (2013). *Marketing dan Kasus-Kasus Pilihan*. Yogyakarta. p. 75
- Alma, Buchari. (2014). *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung: CV Alfabeta.
- Amin, M., Rezaei, S., & Abolghasemi, M. (2014). *User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust*. *Nankai Business Review International*. <https://doi.org/10.1108/NBRI-01-2014-0005>
- Archer, Leonard Bruce. (1965). *Systematic Method for Designers*. Council of Industrial Design, London.
- Arikunto, Suharsimi. (2010). *Prosedur Penelitian Suatu pendekatan Praktek*. Jakarta: Rineka Cipta.
- Arikunto, Suharsimi. (2013). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Askariazad, M. H., & Babakhani, N. (2015). *An application of European Customer Satisfaction Index (ECSI) in Business to Business (B2B) context*. *Journal of Business and Industrial Marketing*, 30(1), 17–31.
- Assauri, S. (2014). *Manajemen Pemasaran*. Rajawali Pers: Jakarta. p. 223
- Barnes, J. G. (2003). *Secret of Customer Relationship Management (Rahasia Manajemen Hubungan Pelanggan)*. Yogyakarta: Andi
- Beta, L., (2008). “Penerapan *Multi Image* Pada Desain Alas Kaki Wanita”, Tugas Akhir Penciptaan S1 Program Studi Desain Produk, Institut Teknologi Bandung. p. 5

- Bitner, M. J. dan Zeithaml, V. A., (2003). *Service Marketing (3rd ed.)*, Tata McGraw Hill, New Delhi.
- Brosnan, M.J., 1999. *Modelling technophobia: a case for word processing. Comput. Hum. Behav.* 15, 105–121.
- Buchari Alma, (2011), *Manajemen Pemasaran dan Pemasaran Jasa*, Cetakan Kesembilan, Alfabeth, Bandung.
- Buchari, Alma. (2008). *Manajemen Corporate dan Strategi Pemasaran Jasa Pendidikan*. Bandung : Alfabeta.
- Bungin, Burhan. (2013). *Metode penelitian sosial & ekonomi: format-format kuantitatif dan kualitatif untuk studi sosiologi, kebijakan, publik, komunikasi, manajemen, dan pemasara edisi pertama*. Jakarta: kencana prenada media group.
- Buyens, Jim. (2001). *Web Database Development*. Jakarta: Elex Media Komputindo.
- Chaplin, J.P. (2006). *Kamus Lengkap Psikologi*. Jakarta : PT. Raja Grafindo Persada
- Chen, J.K., Yu, Y.w., Batnasan, J., (2014). *Services Innovation Impact to Customer Satisfaction and Customer Value Enhancement in Airport. In : Proceedings of PICMET'14 Conference :Portland International Center for Management of Engineering and Technology; Infrastructure and Service Integration*. IEEE, pp. 3344-3357.
- Chen, Yue-Yang. (2012). *Why Do Consumers Go Internet Shopping Again? Understanding the Antecedents of Repurchase Intention*. *Journal of Organizational Computing and Electronic Commerce*, 22 (1):38-63.
- Christopher, Jones J. (1970). *Design Methods; seeds of human futures*. The Pitman Press.London.
- Chun Wa Wong. (2013). *Introduction to Mathematical Physics Methods & Concepts*. 2<sup>nd</sup> Edition.
- Chuttur, M. Y. (2009). *Overview of the technology acceptance model: Origins, developments and future directions*. Indiana University, USA. *Sprouts: Working Papers on Information Systems*, 9(37).
- Cohen, et al. (2007). *Metode Penelitian dalam Pendidikan*. New York. Routledge. 657 Hal.
- Cretu, A. E., and Brodie, R. J. (2007), “*The Influence of Brand Image and Company Reputation Where Manufacturers Market to Small Firms: A Customer Value Perspective*”, *Industrial Marketing Management*, Vol. 36, h. 230–240.

- D. F, Davis. (1989). "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology". *MIS Quarterly*. Vol. 13 No. 5: pp.319-339.
- Departemen Pendidikan dan Kebudayaan. 1998. Kamus Besar Bahasa Indonesia. Penerbit Balai Pustaka, Jakarta.
- Dick, A.S dan Basu, K., (1994). "Customer Loyalty : Toward an Integrated Conceptual Framework", *Journal of The Academy Marketing Science*, Vol.22, p.99-113.
- Durianto, D., Sugiarto, dan Sitinjak, Tony. (2004). Strategi Menaklukan Pasar Melalui Riset Ekuitas dan Perilaku Merek, cetakan ketiga. Jakarta: PT Gramedia Pustaka Utama. p. 96
- Faria, N., & Mendes, L. (2013). *Organizational image's partial mediation role between quality and users' satisfaction. The Service Industries Journal*, 33(13-14), 1275-1293.
- Farida, Naili. (2015). "Pengaruh Nilai Pelanggan Dan Hambatan Berpindah Terhadap Loyalitas Nasabah Pada Bank Syariah Mandiri Semarang". *Jurnal Administrasi Bisnis*. Vol. 1. No. 1.
- Ferdinand, A. (2002). *Structural equation modeling* dalam penelitian manajemen. Semarang: Badan Penerbit Universitas Diponegoro.
- Ferdinand. (2002). Metode Penelitian Manajemen : Pedoman penelitian untuk Skripsi, Tesis, dan Desertasi Ilmu Manajemen, Semarang : Badan Penerbit Universitas Diponegoro.
- Ferrinadewi, Erna. (2008). Merek dan Psikologi Konsumen. Jakarta : Graha Ilmu. p. 172
- Fornell, C. (1992). "A National Customer Satisfaction Barometer: The Swedish Experience". *Journal of Marketing*, Vol. 56, pp. 6-21.
- Greenberg, Paul. (2010). *CRM at the speed of light : Social CRM Strategies, Tool ,and Techniques for Engaging Your Customer*. (4th edition). New York: McGraw-Hill, Inc.
- Griffin, Jill. (2002). *Customer Loyalty How to Earn It, How to Keep It. Kentucky : McGraw-Hill*. p. 4
- Griffin, Jill. (2005). *Customer Loyalty: Menumbuhkan & Mempertahankan Kesetiaan Pelanggan*. Jakarta : Erlangga.
- Gustafsson, A., Johnson, M. D., & Roos, I. (2013). "The Effects of Customer Satisfaction, Relationship Commitment Dimensions, and Triggers on Customer Retention". *Journal of Marketing*, Vol 69 No 4, pp 210-218.
- H. Lovelock Christoper & Laurent K. Wright., (2005). Manajemen Pemasaran Jasa, PT Indeks Kelompok Gramedia, Jakarta.

- Hadi, Sutrisno. (2015). *Statistika*. Yogyakarta: Pustaka Pelajar.
- Hair, Jr et.al. (2010). *Multivariate Data Analysis* (7th ed). United States : Pearson
- Hakim, Lukmanul. (2010). *Membangun Web Berbasis PHP dengan Framework Codeigniter*. Yogyakarta : Lokomedia.
- Handayani, Sri. (2012). *Aspek Hukum Perlindungan Konsumen dalam Pelayanan Air Bersih pada PDAM Tirtasari Binjai*. Jurnal Non Eksakta (Volume 4 Nomor 1). Hlm. 2.
- Hansemark, Albinsson, (2004) "*Customer satisfaction and retention: the experiences of individual employees*", *Managing Service Quality: An International Journal*, Vol. 14 Iss: 1, pp. 40 – 57.
- Hardjadinata, Yus R. (1995). *Manajemen Produksi / Operasi*. p. 20
- Hartatik., & Othman, Lie. (2010). *Analisis hambatan berpindah (Switching barriers) kartu prabayar simpati telkomsel (studi pada mahasiswa fisip Universitas Riau)*. Jurnal Aplikasi Bisnis, 1 (1)
- Hartmann, P. & Ibanez, V. A. (2006). *Managing Customer Loyalty in Liberalized Residential Energy Markets: The Impact of Energy Branding*. *Energy Policy*, 35(4), 2661-2672.
- Hartono, Jogiyanto. (2013). *Teori Portofolio dan Analisis Investasi*. BPF: Yogyakarta
- Hasan Abdurahman dan Asep Ririh Riswaya, (2014). "Aplikasi Pinjaman Pembayaran Secara Kredit pada Bank Yudha Bhakti". *Jurnal Computech & Bisnis*, Volume 8 No 2. ISSN: 2442-4943.
- Hasugian, L. (2014, Agustus 13). *Pengetian Aplikasi*. Retrieved from *lesmardin* : 1988
- Husein Umar. (2013). *Metode Penelitian untuk Skripsi dan Tesis Bisnis Edisi Kedua*. Jakarta: Rajawali Pers.
- Isfahila A., Fatimah F., Eko S. W., (2018). *Pengaruh harga, desain, serta kualitas produk terhadap kepuasan konsumen*. *Jurnal sains manajemen dan bisnis Indonesia*.
- Jogiyanto. (2008). *Sistem Informasi Keperilakuan*. Yogyakarta: Andi.
- Jones, M. A., & Suh, J. (2000). *Transaction specific Satisfaction and Overall Satisfaction: An Empirical Analysis*. *Journal of services Marketing*. 14(2) : 147±159.
- Kadir, Abdul. (2003). *Pengenalan Sistem Informasi*. Penerbit Andi, Yogyakarta.
- Kahandawa, K., & Wijayanake, J. (2014). *Impact of Mobile Banking Services on Customer Satisfaction: A Study on Sri Lankan State Commercial*, 03(03), 546-552.

- Kartajaya, Hermawan. (2003). *Marketing In Venus*. Jakarta: Gramedia Pustaka Utama. p. 126.
- Kartajaya, Hermawan. (2005). *Marketing in Venus*. Jakarta: Mark Plus & Co.
- Keller, Kevin Lane. (2013). "*Strategic Brand Management Global Ed*". Boston: Pearson. p. 18.
- Kim, J.H., Hyun, Y.J., (2004). *Determinants of subscriber churn and customer loyalty in the korean mobile telephony market*.
- Kline, Rex B. (1998). *Principles and Practice of Structural Equation Modeling*. New York: The Guilford Press.
- Kotler, P. (2013). Manajemen Pemasaran, Analisis Perencanaan dan Pengendalian, (Terjemahan Ancella Anitawati Hermawan), Jilid II, Edisi 13, Prehallindo, Jakarta. p. 35
- Kotler, Philip & Keller. (2009). Manajemen Pemasaran. Terjemahan Bob Sabran. Edisi ke 13. Jilid 1. Jakarta : Erlangga.
- Kotler, Philip and Amstrong. (2015). *Principle of Marketing. 15th edition*, New Jersey: Prentice-Hall Published. p. 35.
- Kotler, Philip and Gary Amstrong. (2016). Prinsip-prinsip Pemasaran. Edisi 13. Jilid 1. Jakarta : Erlangga. p. 181
- Kotler, Philip and Kevin Lane Keller. (2016). *Marketing Management, 15th Edition, Pearson Education, Inc.*
- Kotler, Philip., Keller, Kevin L. (2013). Manajemen Pemasaran, Jilid Kedua, Jakarta: Erlangga.
- L. Rambat, A. Hamdani. (2006). Manajemen Pemasaran Jasa. Edisi kedua. Jakarta.
- Lenzun, Jessica J, James D.D Massie dan Decky Adare. (2014). Pengaruh Kualitas Produk, Harga dan Promosi Terhadap Kepuasan Pelanggan Kartu Prabayar Telkomsel. Jurnal EMBA vol.2 no.3 September 2014.
- Lonardo dan Yasintha Soelasih. (2014). Analisis Pengaruh Kualitas Produk, Harga, dan Lingkungan Fisik Perusahaan Kue Lapis Legit XYZ Terhadap Kepuasan Konsumen Dalam Membangun Word of Mouth Positif. Jurnal Manajemen vol.11 no.1 Mei 2014.
- Loomba, A.P.S. (1998), "*Product distribution and service support strategy linkages: an empirical investigation*", *International Journal of Physical Distribution & Logistics Management*, Vol. 28 No.2, pp.143-6
- Lovelock, Christopher., Patterson, P. dan Wirtz, J. (2016). *Services Marketing: An Asia-Pasific and Australian Perspective, Sixth Edition*, Pearson, Australia. p. 74

- M. Guntur, Effendi. (2010). *Transformasi Manajemen Pemasaran*. Jakarta : Sagung Seto. p. 281
- Machfoedz, Mahmud. (2010), “Komunikasi Pemasaran Modern”, Cetakan Pertama, Cakra Ilmu, Yogyakarta. p. 69
- Made Suci Pratiwi, dkk. (2014). Pengaruh Citra Perusahaan, Citra Produk Dan Citra Pemakai Terhadap Keputusan Pembelian Produk Foremost Pada Distro Ruby Soho Di Singaraja. *e-Journal Bisma Universitas Pendidikan Ganesha Jurusan Manajemen (Volume 2)*
- Marakarkandy, B., Yajnik, N., Dasgupta, C., (2017). *Enabling Internet Banking Adoption. J. Enterp. Inf. Manag.* 30 (2), 263-294.
- McDougall, Gordon H.G and Levesque, Terrence. (2000). *Customer Satisfaction with service: putting perceived value into the equation*. *Journal of Service Marketing* Vol.14 No.5: 392-410.
- Nasution, Nur. (2004). *Manajemen Jasa Terpadu : Ghalia Jakarta Indonesia*
- Ndubisi, N.O. and Jantan, M. (2003), ‘*Evaluating is usage in Malaysian small and medium-sized firms using the technology acceptance model*’, *Logistics Information Management*, Vol. 16 No. 6, pp. 440-50.
- Ndubisi, N.O., Gupta, O.K. and Massoud, S. (2003), ‘*Organizational learning and vendor support quality by the usage of application software packages: a study of Asian entrepreneurs*’, *Journal of Systems Science and Systems Engineering*, Vol. 12 No. 3, pp. 314-31.
- Nor, Hazlin., Abidin, Nurazariah., dan Borhan, Hafizzah Bashira. (2016). *Perceived Quality and Emotional Value That Influence Consumer's Purchase Intention Towards American and Local Product. Procedia Economic and Finance*, 35, 639-643.
- Notoatmodjo, Soekidj. (2003). *Pengembangan Sumber Daya Manusia*, Jakarta: PT. Rineka Cipta.
- Novianti, Sri Suryoko, dan Hari Susanta Nugraha. (2013). “Pengaruh Kepuasan Pelanggan dan Hambatan Berpindah Terhadap Retensi Pelanggan Kartu Prabayar SimPATI di Wilayah Semarang.” *Jurnal Ilmu Administrasi Bisnis Universitas Diponegoro* Vol. 2 No. 2.
- Nyembezi, N., & Bayaga, A. (2015). *Analysis of the effect of effort expectancy on school learners' adoption and use of cloud computing. Journal of Communication*, 6 (1), 113–119.
- Oliver, Richard L., (1999). “*Whence Consumer Loyalty*”, *Journal of Marketing.*, Volume 63 Special Issue, pp. 33-44
- Olubosola, A. O. (2015). *User Satisfaction in Mobile Applications*.

- Palupi, Diah P. (2005). Potret Loyalitas Konsumen. Swa 02/XXI/19. Januari-Februari. Jakarta.
- Pamitra, Teddy. (2001). Perilaku Konsumen dan Komunikasi Pemasaran. Bandung: PT Remaja Rosda Karya.
- Pane, Oon dan Rini, E.S. (2011). "Pengaruh *Brand Equity* Flash Disk Merek *Kingston* Terhadap Keputusan Pembelian Pada Mahasiswa AMIK MBP Medan". Jurnal Ekonomi. Vol 14, No 3, Juli 2011. p. 119
- Patterson, P.G., & Smith, T. (2003). *A cross-cultural of switching barriers and propensity to stay with service providers. Journal of Retailing*, 79(2), 107–120.
- Pérez, A., de los Salmenes, M.D.M.G. and Bosque, I.R.D. (2013), "The effect of corporate associations on consumer behaviour", *European Journal of Marketing*, Vol. 47 No. 1, pp. 218-238.
- Peter, J. Paul dan Jerry C. Olson. (2000). *Consumer Behavior: Perilaku Konsumen dan Strategi Pemasaran*. Edisi 4. Jilid 2. Penerbit Erlangga. Jakarta. Alih bahasa: Damos Sihombing dan Peter Remy Yossi Pasla.
- Pranata, Hery. (2017). Pengaruh Harga, Desain Serta Fitur Terhadap Kepuasan Konsumen dan Loyalitas Merek Produk Smartphone Merek Samsung Pada Konsumen di Wilayah Tegalboto Jember. Skripsi. Fakultas Ekonomi dan Bisnis. Universitas Negeri Jember.
- R. Gisela Ekachristine & Japariato, Edwin. (2015). "Pengaruh *Customer Satisfaction* dan *Switching Barriers* terhadap *Customer Loyalty* dengan *Customer Trust* sebagai Variabel Moderator pada Toko Buku Togamas Surakarta." *Jurnal Manajemen Pemasaran Petra* Vol. 2 No. 2.
- Ramzi, Muhammad. (2013). LKP: Rancang Bangun Aplikasi Penjadwalan Mata Pelajaran Berbasis Web Pada SMK Negeri I Cerme. Undergraduate thesis, STIKOM.
- Ranaweera, C. and J. Prabhu. (2003). The Influence of Satisfaction, Trust and Switching Barriers on Customer Retention in a Continuous Purchasing Setting. *International Journal of Service Industry Management*. Vol. 14 No. 4, pp. 374-395.
- Rangkuti, Freddy (2002), *Measuring Customer Satisfaction*. Penerbit PT Gramedia Pustaka Utama, Jakarta. p. 60
- Rashid, R., & Yusuf, S. A. (2015). *The Impact of Quality and Customer Satisfaction on Customer's Loyalty: Evidence From Fast Food Restaurant of Malaysia. International Journal of Information Business and Management*, 7 (4) p. 209
- Rigopoulou, Irini D, et al. (2008). *After-sales service quality as an antecedent of customer satisfaction The case of electronic appliances. Greece*.

- Rosario Va'zquez-Carrasco and Gordon R. Foxall. (2006). *Positive vs. negative switching barriers: the influence of service consumers' need for variety*. *Journal of Consumer Behaviour*. Published online in Wiley InterScience.
- S. Supriyanto dan Ernawati, 2010. Judul : Pemasaran Industri Jasa Kesehatan. Penerbit CV Andi Offset : Yogyakarta.
- Sachari, Agus, & Sunarya, Yanyan,. (2001). Tinjauan Historis Desain dan Kesenirupaan Indonesia dalam Wacana Transformasi Budaya, Penerbit ITB, Bandung. p. 10
- Sachari, Agus. (2005). Pengantar Metodologi Penelitian, Desain, Arsitektur, Seni Rupa dan Kriya. Jakarta: Penerbit Erlangga. p. 5
- Sanjaya. (2015). Model Pengajaran dan Pembelajaran, Bandung: CV Pustaka Setia.
- Schiffman & Kanuk. (2004). Perilaku Konsumen (edisi 7). Jakarta : Prentice Hall.
- Sekaran, Uma. (2011). *Research Methods For Business* (Metode Penelitian Untuk Bisnis). Jakarta: Salemba Empat.
- Shelly., Cashman., Vermaat. (2007) *Discovering Computers*. Jakarta : Salemba Infotek. Edisi 3.
- Simamora, Bilson. (2001). *Marketing for Business Recovery*. Jakarta : Gramedia. p. 78
- Siti Nuremah. (2013). Pengaruh Desain dan Kualitas Produk Terhadap Kepuasan Konsumen Pada Perusahaan Nurul Collection Tasikmalaya. *Jurnal Manajemen dan Bisnis*, Vol.2 No.2
- Söderlund, M. dan Öhman, N., (2003). "Behavioral Intentions in Satisfaction Research Revisited", *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, Vol. 12, pp. 53-66.
- Soemirat S, Ardianto E. (2007). Dasar-Dasar Public Relations. Jakarta : Rosdakarya. p. 111
- Soemirat, Soleh & Ardianto, Elvinaro. (2007), Dasar-Dasar Public Relations. Bandung: Rosdakarya.
- Sri Widarwati, 2000, Desain Busana I, Yogyakarta : FPTK IKIP Yogyakarta. p. 2.
- Stanton, William J. (2012). Prinsip pemasaran, alih bahasa : Yohanes Lamarto Penerbit Erlangga, Jakarta.
- Stanton, William J., Y. Lamarto., (1995). Prinsip Pemasaran . Jakarta.: Erlangga.
- Sugiyono (2015). Metode Penelitian Kombinasi (Mix Methods). Bandung: Alfabeta.
- Sugiyono, (2013). Metodologi Penelitian Kuantitatif, Kualitatif Dan R&D. (Bandung: ALFABETA)

- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&B*. Bandung: Alfabeta.
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sujarweni, V. Wiratna. (2015). *Statistik untuk Bisnis dan Ekonomi*. Yogyakarta: Pustaka Baru Press.
- Supriyanto, Aji. (2005). "Pengantar Teknologi Informasi". Edisi Pertama. Penerbit Salemba Empat. Jakarta. p. 2
- Sutisna, (2003). *Perilaku Konsumen dan Komunikasi Pemasaran*, Cetakan Ketiga. Bandung: PT. Remaja Rosdakarya. p. 41
- Sutisna. (2002). *Perilaku Konsumen & Komunikasi Pemasaran*. Bandung: PT. Remaja Rosdakarya
- Tahid, Suwarno Dan Dwi Nurcahyanie, Yulia 2007. *Konsep Teknologi Dalam Pengembangan Produk Industri*, Jakarta : Kencana.
- Tjiptono, Fandy dan G. Chandra. (2005). *Service, Quality, & Satisfaction*. Yogyakarta: Penerbit Andi. p. 40
- Tjiptono, Fandy. (2000), *Manajemen Jasa*, Penerbit Andi, Yogyakarta.
- Tjiptono, Fandy. (2010). *Strategi Pemasaran*, Edisi 2, Andi Offset, Yogyakarta. p. 146.
- Tjiptono, Fandy. (2015). *Strategi Pemasaran*. Yogyakarta: Penerbit Andi.
- Tsotou. (2003) *The Role of Perceived Product Quality and Overall Satisfaction on Purchase Intention*. *International Journal of Consumer Studies*. 30 (2)
- Tu, Chien-Chung., Kwoting Fang., and Chwen-Yea Lin. (2012). "Perceived Ease of Use, Trust, and Satisfaction as Determinants of Loyalty in e-Auction Marketplace". *Journal of Computers*, VOL. 7, NO. 3, Taiwan.
- Venkatesh, V. et al., (2003). *User Acceptance of Information Technology : Toward a Unified View*. *MIS Quaterly*, 27(3), pp. 425-478
- Xu, Chenyan., Daniel Peak & Victor Prybutok. (2015). *A Customer Value, Satisfaction, and Loyalty Perspective of Mobile Application Recommendations*, *Decision Support Systems*. Doi: 10.1016/j.dss.2015.08.008.
- Youcef, Souar et, al. (2015). *The Impact of Customer Satisfaction for their Loyalty with the Existence of Trust and Commitment as Intermediate Variables*. *Management*, Vol. 5, No. 1.
- Zeithaml, Valarie A. and Bitner, Mary Jo. (2000). *Service Marketing Edition 1*. McGraw Hill Inc, Int'l Edition, New York.

Zeithaml, Valarie A. and Bitner, Mary Jo. (2002). *Service Marketing*. McGraw Hill Inc, Int'l Edition, New York.

<https://kemenperin.go.id/artikel/21522/Industri-Elektronik-Semakin-Agresif-Dobrak-Pintu-Ekspor> diunduh pada 18 Februari 2021

<https://www.barantum.com/blog/industri-elektronik/> diunduh pada 18 februari 2021

<https://selular.id/2020/05/idc-top-5-brand-smartphone-di-indonesia-q1-2020/> diunduh pada 18 Februari 2021

<https://www.mi.co.id/id/about/> diunduh pada 18 Februari 2021

<https://www.pricebook.co.id/article/review/2016/02/10/3686/selain-smartphone-inilah-15-produk-canggih-xiaomi-di-pasar-dunia> diunduh pada 18 Februari 2021

<https://www.liputan6.com/tekno/read/4054702/pengguna-aktif-miui-di-indonesia-capai-24-juta-orang> diunduh pada 18 februari 2021

<https://kumparan.com/kumparantech/xiaomi-punya-24-juta-pengguna-aktif-smartphone-miui-di-indonesia-1rnchXMXaib/full> diunduh pada 18 februari 2021

<https://www.cnbcindonesia.com/tech/20200603151438-37-162804/penjualan-xiaomi-naik-saat-samsung-oppo-anjlok-rahasiannya> diunduh pada 22 Februari 2021

<https://tekno.sindonews.com/read/376792/122/hadir-di-100-negara-50-cuan-xiaomi-berasal-dari-luar-china-1616724199>