

DAFTAR PUSTAKA

- Abu-Alhaija, A. S., Yusof, R. N. R., Hashim, H. & Jaharuddin, N., S. (2018). Determinants of Customer Loyalty: A Review and Future Directions, Australian Journal of Basic and Applied Sciences. DOI: 10.22587/ajbas.2018.12.7.17
- Afshardost, M., Farahmandian, S. & Eshaghi, S. M. S. (2013). Linking Trust, Perceived Website Quality, Privacy Protection, Gender and Online Purchase Intentions, IOSR Journal of Business and Management (IOSR-JBM) Volume 13, Issue 4 (Sep. - Oct. 2013), PP 63-72. ISSN: 2278-487X
- Agyei, J., Sun, S., Abrokwah, E., Penney, E. K. & Boafo, R. O. (2020). Influence of Trust on Customer Engagement: Empirical Evidence from the Insurance Industry in Ghana. SAGE Open Access. <https://doi.org/10.1177/2158244019899104>
- Aimee, R., M. (2019). A Thorough Literature Review of Customer Satisfaction Definition, Factors Affecting Customer Satisfaction and Measuring Customer Satisfaction, International Journal of Advanced Research. DOI: 10.21474/IJAR01/9733
- Aisya, N. N. & Urumsah, D. (2021). Determinan Intensi Retur Pembelian e-commerce di Indonesia: model konseptual, Proceeding of National Conference on Accounting & Finance Volume 3, 2021 Hal. 1-12. DOI: 10.20885/ncaf.vol3.art1
- Akil, S. & Ungan, M. C. (2022). E-Commerce Logistics Service Quality: Customer Satisfaction and Loyalty, Journal of Electronic Commerce in Organizations Volume 20 Issue 1. DOI: 10.4018/JECO.292473
- Akroush, M. N. (2010). Conceptualisation and Development of Customer Service Skills Scale: An Investigation of Jordanian Customers, International Journal of Mobile Communications, Vol. 8, No. 6, 2010. DOI: 10.1504/IJMC.2010.035481

Al-Adwan, A. S. & Al-Horani, M. A. (2019). Boosting Customer E-Loyalty: An Extended Scale of Online Service Quality, *Information* 2019, 10, 380. DOI:10.3390/info10120380

ALibeigi, A., Munir, A. B. & Karim, M. E. (2019). Right to Privacy, a Complicated Concept to Review, *Library Philosophy and Practice* (e-journal). 2841. <https://digitalcommons.unl.edu/libphilprac/2841>

Al-Msallam, S. (2015). The Relationship between Customer Satisfaction and Customer Loyalty in the Banking Sector in Syria, *Journal of Marketing and Consumer Research An International Peer-reviewed Journal* Vol.7, 2015. ISSN: 2422-8451

AlShibly, H. H., Louzi, B. M., Al-Kaied, R. N. (2014). The relationship between Information Quality and Organization Strategic Benefit: an Applied Study on Commercial Banks, *Information and Knowledge Management* Vol.3, No.4, 2014. ISSN 2224-896X

Alsulami, H. (2021). A Framework for Improving Customer Loyalty at Retailers in Jeddah City: A Case Study, *American Journal of Industrial and Business Management*, 2021, 11, 973-983. DOI: 10.4236/ajibm.2021.119059

Alwi, I. (2012). Kriteria Empirik Dalam Menentukan Ukuran Sampel Pada Pengujian Hipotesis Statistika dan Analisis Butir, *Jurnal Formatif* 2(2): 140-148. ISSN: 2088-351X

Amanah, D., Hurriyati, R., Disman, Gaffar, V. & Harahap, D. A. (2018). Service Quality towards Lazada's Customer Satisfaction based on Importance Performance Analysis Methods and Customer Satisfaction Index, 4th Sriwijaya Economics, Accounting, and Business Conference (SEABC 2018), pages 152-160 ISBN: 978-989-758-387-2. DOI: 10.5220/0008437801520160

Aminah, Rafani, Y. & Hariyani (2017). Analisis Pengaruh Faktor Ketepatan Waktu Pengiriman Barang dan Kepercayaan Pelanggan Terhadap Kepuasan Pelanggan

(Studi Kasus Pada Pt Jalur Nugraha Ekakurir (JNE) Pangkalpinang), JURNAL ILMIAH PROGRESIF MANAJEMEN BISNIS (JIPMB), Volume 17, Nomor 2, September 2017. ISSN 2354-5682

An, L., Du, Y. & Tong, L. (2016). Study on Return Policy in E-Commerce Environment Based on System Dynamics, 2nd Information Technology and Mechatronics Engineering Conference (ITOEC 2016)

Andry, J. F. & Reinaldo (2018). Order Fulfillment Information System for Small Medium Business, Journal of Business and Audit Information Systems Vol. 1 (No. 1): no 1 – no 8. Th. 2018. ISSN 2615-6431

Anggraeni, S. & Selamat, F. (2021). Critical Success Factors for Micro, Small and Medium Enterprises in Indonesia, Advances in Social Science, Education and Humanities Research, volume 570. <https://doi.org/10.2991/assehr.k.210805.032>

Ardhiansyah, N., Setyawati, S. M. & Yunanto, A. (2019). Impact Of Brand Trust On Customer Satisfaction And Customer Loyalty, International Conference on Rural Development and Entrepreneurship 2019 : Enhancing Small Business and Rural Development Toward Industrial Revolution 4.0 Vol. 5 No. 1. ISBN: 978-623-7144-28-1

Arslan, I. K. (2020). THE IMPORTANCE OF CREATING CUSTOMER LOYALTY IN ACHIEVING SUSTAINABLE COMPETITIVE ADVANTAGE. Eurasian Journal of Business and Management, 8(1), 2020, 11-20. DOI: 10.15604/ejbm.2020.08.01.002

Atiyah, L. A. (2017). Impact of Service Quality on Customer Satisfaction, Australian Journal Of Basic And Applied Sciences. ISSN:1991-8178

Bäckstrand, J., Suurmond, R., Raaij, E. V. & Chen, C. (2019). Purchasing process models: Inspiration for teaching purchasing and supply management, Journal of Purchasing and Supply Management 25 (2019) 100577. <https://doi.org/10.1016/j.pursup.2019.100577>

Bahrudin, M & Zuhro, S. (2015). Pengaruh Kepercayaan dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan, *Jurnal Bisnis dan Manajemen Islam*. <http://dx.doi.org/10.21043/bisnis.v3i1.1463>

Bart, Y., Shankar, V., Sultan, F. & Urban, G. L. (2005). Are the Drivers and Role of Online Trust the Same for All Web Sites and Consumers? A Large-Scale Exploratory Empirical Study, *Journal of Marketing* Vol. 69 (October 2005), 133–152. ISSN: 1547-7185

Barusman, A. R. P. (2019). The Effect of Security, Service Quality, Operations and Information Management, Reliability & Trustworthiness on E-Loyalty moderated by Customer Satisfaction on the Online Shopping Website, *International Journal of Supply Chain Management* Vol. 8, No. 6, December 2019. ISSN: 2050-7399

Beyari, H (2021). Recent E-Commerce Trends and Learnings for E-Commerce System Development from A Quality Perspective, *International Journal for Quality Research* 15(3) 797–810. DOI – 10.24874/IJQR15.03-07

Baktha, K. (2017). Mobile Application Development: All the Steps and Guidelines for Successful Creation of Mobile App: Case Study, *International Journal of Computer Science and Mobile Computing*, Vol.6 Issue.9, September- 2017, pg. 15-20. ISSN 2320–088X

Bhatti, A. (2020). The Customer Satisfaction Influenced by Web Design and ICT Mediator, *Jour of Adv Research in Dynamical & Control Systems*, Vol. 12, 07-Special Issue, 2020. 10.5373/JARDCS/V12SP7/20202383

Burhan. (2017). *Metodologi Penelitian Kuantitatif*. Jakarta: Kencana.

Buttle, Francis & Maklan, Stan. (2015). *Customer Relationship Management : Concepts and Technologies*. 3rd Edition. New York: Routledge

Byrne, B. M. (2009). *Structural Equation Modeling with AMOS: Basic Concepts, Applications, and Programming* Second Edition. New York: Routledge Taylor & Francis Group. ISBN 978-0-8058-6373-4

Camilleri, M.A. (2021). E-Commerce Websites, Consumer Order Fulfillment and After-Sales Service Satisfaction: The customer is always right, even after the shopping cart check-out, *Journal of Strategy and Management*. <https://doi.org/10.1108/JSMA-02-2021-0045>

Casteel, A. & Bridier, N. L. (2021). Describing Populations and Samples in Doctoral Student Research, *International Journal of Doctoral Studies*, 16, 339-362. <https://doi.org/10.28945/4766>

Chattopadhyay, P (2019). A Study on the Impact of Service Quality on Customer Satisfaction and Customer Loyalty with Reference to Service Marketing Context: Theoretical Approach, *IRE Journals Volume 3 Issue 1*, ISSN: 2456-8880

Chienwattanasook, K., Jemsittiparsert, K. & Jarinto, K. (2019). Customer Satisfaction, Word-of-Mouth and Conventional Banks in Thailand, *International Journal of Innovation, Creativity and Change* Volume 10, Issue 1, 2019

Chopra, K. (2014). Empirical Study on Role of Customer Service in Delivering Satisfaction at Branded Retail Outlets in Pune, *Procedia Economics and Finance* 11 (2014) 239 – 246. DOI: 10.1016/S2212-5671(14)00192-0

Dawi, N. M., Jusoh, A., Streimikis, J., & Mardani, A. (2018). The influence of service quality on customer satisfaction and customer behavioral intentions by moderating role of switching barriers in satellite pay TV market. *Economics and Sociology*, 11(4), 198-218. doi:10.14254/2071-789X.2018/11-4/13

Danesh, S. N., Nasab, S. A., Ling, K. C. (2012). The Study of Customer Satisfaction, Customer Trust and Switching Barriers on Customer Retention in Malaysia Hypermarkets, *International Journal of Business and Management* Vol. 7, No. 7; April 2012. DOI: 10.5539/ijbm.v7n7p141

Djunaidi, F. G., Umanailo, M. C. B., Tawulo, M. A., Tang, B., Wula, Z., Mukmin, N. A., Unga, W. O. H. (2021). The Effect of Customer Satisfaction on Customers Loyalty at the Green Mart Supermarket in Namrole City, 11th Annual International Conference on Industrial Engineering and Operations Management Singapore, March 7-11, 2021

Eid, M. I. (2011). Determinants of E-Commerce Customer Satisfaction, Trust, and Loyalty in Saudi Arabia, *Journal of Electronic Commerce Research*, VOL 12, NO 1, 2011

Eisingerich, A. B. & Bell, S.J. (2006). Educating Customers: its impact on consumer trust and implications for management consulting

Fadhillah, A., Zebua, Y. & Prayoga, Y. (2021). Analysis of Information Quality, Trust and Satisfaction on Customer Participation (Case Study on Customer Online Shop Shopee in Rantauprapat), *Budapest International Research and Critics Institute-Journal (BIRCI-Journal) Volume 4, No. 2, May 2021, Page: 3039-3051. e-ISSN: 2615-3076*

Ferdinand, A. (2002). *Structural equation modeling dalam penelitian manajemen*. Semarang: Badan Penerbit Universitas Diponegoro

Flores, A. F, Saldanha, E. D. S. & Vong, M. F. (2020). The Effect of Customer Satisfaction Mediation for the Relationship Between Service Quality and Customer Loyalty, *Timor-Leste Journal of Business and Management Vol.2, Issue 1, pp. 56-65, 2020*

Garaika & Darmanah (2019)> *Metodologi Penelitian*. Lampung: Hira Tech, CV. ISBN : 978-623-93596-9-0

Garg, A., Gupta, S., Mathew, M. & Singh, S. (2020). Prioritising the Preference of Factors Affecting the Mobile Network Selection: A Combination of factor Analysis and Best Worst Method, *J Public Affairs*. 2022; 22: e2345. DOI: 10.1002/pa.2345

- Gerami, N. & Yazdanian, V. (2022). Customer loyalty and Electronic Loyalty, 5th International conference on Information Technology, computer and Telecommunication Technology of Iran
- Giao, H. N. K., Vuong, B. N. & Quan, T. N. (2020). The Influence of Website Quality o Consumer's E-Loyalty Through The Mediating Role of E-Trust, E-Satisfaction, and Perceived Enjoyment: An evidence from online shopping in Vietnam, *Growing Science*. DOI: 10.5267/j.uscm.2019.11.004
- Ginting, D. B. (2009). Structural Equation Model (SEM), *Media Informatika* Vol. 8 No. 3
- Given, L. M. (2008). *The SAGE Encyclopedia of Qualitative Research Method* Volume 1 & 2. California: SAGE Publications, Inc. ISBN 978-1-4129-4163-1
- Gümüş, N. & Çark, O. (2021). The Effect of Customers' Attitudes Towards Chatbots on Their Experience and Behavioral Intention in Turkey, *Interdisciplinary Description of Complex Systems* 19(3), 420-436, 2021. DOI: 10.7906/indecs19.3.6
- Hidayat, A., Wijaya, T., Ishak, A., Endi Catyanadika, P. (2021). Consumer Trust as the Antecedent of Online Consumer Purchase Decision. *Information* 2021, 12, 145. <https://doi.org/10.3390/info12040145>
- Hossain, S. Y. A., Xi, Z., Nurunnabi, M. & Hussain, K. (2020). Ubiquitous Role of Social Networking in Driving M-Commerce: Evaluating the Use of Mobile Phones for Online Shopping and Payment in the Context of Trust, *SAGE and Open Access*. <https://doi.org/10.1177/2158244020939536>
- Hutagaol, D. C. & Erdiansyah, R. (2019). The Effect of Service Quality, Price, Customer Satisfaction on Customer Loyalty of AirAsia Customers, *Advances in Social Science, Education and Humanities Research*, volume 439 Tarumanagara International Conference on the Applications of Social Sciences and Humanities (TICASH 2019)

Holla, S. & Katti, M. M. (2012). Android Based Mobile Application Development and Its Security, *International Journal of Computer Trends and Technology*-volume3Issue3- 2012. ISSN: 2231-2803

Hsu, Y. & Nguyen, T. M. (2016). Service Quality, Customer Satisfaction, and Customer Loyalty of Internet Banking in Vietnam, *International Review of Management and Business Research* Vol. 5 Issue.4. ISSN: 2306-9007

Hu, L., Yue, D. & Tian, R. (2015). Fuzzy Availability Assessment for a Repairable Multistate Series-Parallel System, *Hindawi Publishing Corporation Discrete Dynamics in Nature and Society* Volume 2015, Article ID 156059, 11 pages. <http://dx.doi.org/10.1155/2015/156059>

Hussain, A. B., Mahmood, A. T. & Naser, R. K. (2017). Investigating The Effect of M-Commerce Design Usability on Customers' Trust. *AIP Conference Proceedings* 1891, 020077 (2017). <https://doi.org/10.1063/1.5005410>

Ibrahimović, S. & Bajgorić, N. (2016). Modeling Information System Availability by Using Bayesian Belief Network Approach, *Interdisciplinary Description of Complex Systems* 14(2), 125-138, 2016. DOI: 10.7906/indec.14.2.2

Isac, C. (2014). E-Fulfillment - A New Challenge for Electronic Business, *Annals of the University of Petroșani, Economics*, 14(1), 2014, 121-128

Ishak, F. & Ghani, N. H. A. (2013). A Review of the Literature on Brand Loyalty and Customer Loyalty

Iskandar, M. S. & Sholihat, Y. (2018). Role of Web Design for Image Brand toward Business, *IOP Publishing*. DOI:10.1088/1757-899X/407/1/012050

Jager, J. W. D., Wulandari, N. & Wannenburg, E. (2020). Cross Country Analysis of Online Banking Service Quality in South Africa And Indonesia, *Eurasian Journal of Economics and Finance*, 8(4), 2020, 194-203. DOI: 10.15604/ejef.2020.08.04.001

Jain, N. K. (2015). Impact of Operational Drivers on Repurchase Intention in E-Fulfillment, Proceedings of the 2015 International Conference on Operations Excellence and Service Engineering Orlando, Florida, USA, September 10-11, 2015

Jalil, E. E. A. (2018). The Importance of Logistical Factors in Online Shopping Behaviour, Knowledge Management International Conference (KMICe) 2018, 25 –27 July 2018, Miri Sarawak, Malaysia. ISBN: 9789670910871

Jambhale, N. & Borkar, V. (2021). A Study on Customer Preference Towards Online Learning Platform for Competative Exam Preparation in Nagpur City, International Journal of Creative Research Thoughts (IJCRT) Volume 9, Issue 4 April 2021. ISSN: 2320-2882

Jannah, R., Mappatempo, A. & Haanurat, I. (2019). The Influence of Product Quality and Promotion on Customer Satisfaction and Its Impact on Customer Loyalty PT. Mahakarya Sejahtera Indonesia, Proceeding of The 3rd International Conference on Accounting, Business & Economics (UII-ICABE 2019).

Jayengsari, R., Yunita, Y. & Maloka, S. (2021). Pengaruh Kualitas Pelayanan Customer Service Terhadap Kepuasan Nasabah Pada Bank BJB KCP Cipanas, Jurnal Keuangan Dan Perbankan Syariah Vol. 01, No. 01 Maret 2021, hlm. 11-24. <https://jurnal.unsur.ac.id/ar-rihlah/index>

Jeske, H., Chimusoro, E. & Karodia, A. M. (2015). An Evaluation of Customer Service and The Impact of Efficiency on Namibia's Logistical Sector: A Study Involving Selected Courier Companies, Singaporean Journal of Business Economics, And Management Studies Vol.3, No.6, 2015. DOI: 10.12816/001095

Johansson, L. & Olsson, F. (2017). Quantifying Sustainable Control of Inventory Systems with Non-Linear Backorder Costs, Ann Oper Res (2017) 259:217–239. DOI 10.1007/s10479-017-2542-z

- Jore, S. H. (2019). The Conceptual and Scientific Demarcation of Security in Contrast to Safety, *Eur J Secur Res* (2019) 4:157–174. DOI: 10.1007/s41125-017-0021-9
- Joshi, A., Kale, S., Chandel, S. & Pal, D. K. (2015). Likert Scale: Explored and Explained, *British Journal of Applied Science & Technology* 7(4): 396-403, 2015, Article no.BJAST.2015.157. ISSN: 2231-0843
- Juwaini, A. Chidir, G., Novitasari, D., Iskandar, J., Hutagalung, D., Pramono, T., Maulan, A., Safitri, K., Fahlevi, M., Sulisty, A. B. & Purwanto, A. The Role of Customer E-Trust, Customer E-Service Quality and Customer E-Satisfaction on Customer E-Loyalty, *International Journal of Data and Network Science* 6. DOI: 10.5267/j.ijdns.2021.12.006
- Karim, R. A. (2020). Influence of E-Service Quality on Customer Satisfaction & Word of Mouth in App-based Service Industry: A Case on Pathao, Bangladesh, *Journal of Technology Management And Business* Vol. 7 No. 1 (2020) 036–049. DOI: 10.30880/jtmb.2020.07.08.004
- Khairawati, S. (2019). Effect of Customer Loyalty Program on Customer Satisfaction and Its Impact on Customer Loyalty, *INTERNATIONAL JOURNAL OF RESEARCH IN BUSINESS AND SOCIAL SCIENCE* 9(1)(2020) 15-23. <https://doi.org/10.20525/ijrbs.v9i1.603>
- Khan, M. T. (2013) Customers Loyalty: Concept & Definition (A Review), *International Journal of Information, Business and Management*, Vol. 5, No.3, 2013. ISSN 2076-9202
- Khan, S. W. (2019). Cyber Security Issues and Challenges in E-Commerc, *Proceedings of 10th International Conference on Digital Strategies for Organizational Success*. <http://dx.doi.org/10.2139/ssrn.3323741>
- Kebelis, M. F. & Chen, M. (2006). Improving Customer Service Operations at Amazon.com, *Interfaces* 36(5), pp. 433–445. DOI 10.1287/inte.1060.0219

Kevin & Anandya, D. (2021). The Effect of Service Quality, Perceived Value, and Customer Trust Towards Customer Loyalty on Online Transportation Gojek in Surabaya, *Journal of Management and Business*, Vol 20, No.1 (March 2021). <https://doi.org/10.24123/jmb.v20i1>

Kim, J (2012). The Effect of Design Characteristics of Mobile Applications on User Retention: An Environmental Psychology Perspective, Eighteenth Americas Conference on Information Systems, Seattle, Washington, August 9-12, 2012. <https://aisel.aisnet.org/amcis2012/proceedings/HCIStudies/13>

Kotler, P & Keller, K. (2016). *Marketing Management Global Edition*. England: Pearson Education Limited

Kumar, B. S. & Subbaiah, K. V. (2022). Application of the Fucom Method Accompanied by SAW-WASPAS Method for the Selection for the Pump, *International Journal of Engineering Research & Technology (IJERT)*. ISSN: 2278-0181

Kursunluoglu, E. (2017). Customer Service Effects on Customer Satisfaction and Customer Loyalty: A Field Research in Shopping Centers in Izmir City – Turkey, *International Journal of Business and Social Science* Vol. 2 No. 17

Kyurova, V & Davidkova, B. K. (2020). Study of Customer Loyalty in Small and Medium-Sized Enterprises in the Field of Trade in Bulgaria, *SHS Web of Conferences Globalization and its Socio-Economic Consequences 2020*. <https://doi.org/10.1051/shsconf/20219207036>

Leavy, P. (2017). *Research Design: Quantitative, Qualitative, Mixed Methods, Arts-Based, and Community-Based Participatory Research Approaches*. New York: The Guilford Press.

Darwin, M., Mamondol, M. R., Sormin, S. A., Nurhayati, Y., Tambunan, H., Sylvia, D., Adnyana, I. M. D. M., Prasetyo, B., Vianitati, P. & Gebang, A. A. (2021).

Metode Penelitian Pendekatan Kuantitatif. Bandung: Penerbit Media Sains Indonesia.

Lee, J., Lee, H. & Wang, P. (2003). An Interactive Visual Interface for Online Product Catalogs, RC22729 (W0302-090) February 20, 2003 Computer Science

Lee, J. & Lehto, X. (2010). E-Personalization And Online Privacy Features: The Case with Travel Websites, Journal of Management and Marketing Research

Lei, J. & Xue, M. (2021). Drop-Shipping or Batch Ordering: Contract Choice in The Presence of Information Sharing and Quality Decision, Journal of Management Science and Engineering. <https://doi.org/10.1016/j.jmse.2021.11.002>

Leninkumar, V. (2017). The Relationship between Customer Satisfaction and Customer Trust on Customer Loyalty, International Journal of Academic Research in Business and Social Sciences 2017, Vol. 7, No. 4. DOI: 10.6007/IJARBSS/v7-i4/2821

Li, M. Y. & Yeh, Y. S. (2010). Increasing Trust in Mobile Commerce Through Design Aesthetics, Computers in Human Behavior 26 (2010) 673–684. DOI: 10.1016/j.chb.2010.01.004

Libo-on, J. T. (2021). Service Quality Influence on Customer Satisfaction in Courier Services: A Comparative Study, American International Journal of Business Management (AIJBM) Volume 4, Issue 03 (March 2021), PP 51-63. ISSN- 2379-106X

Ling, K. C., Chai, L. T. & Piew, T. H. (2010). The Effects of Shopping Orientations, Online Trust and Prior Online Purchase Experience toward Customers' Online Purchase Intention. International Business Research Vol. 3, No. 3; July 2010. DOI: 10.5539/ibr.v3n3p63

MacDonald, S. & Headlam, N. (2009). *Research Methods Handbook: Introductory guide to research methods for social research*. United Kingdom: Centre for Local Economic Strategies. ISBN: 1870053656

Mahdani, N. M. A. & Widodo, T. (2021). EFEK DIMENSI KUALITAS LAYANAN ELEKTRONIK TERHADAP NIAT PEMBELIAN KEMBALI PELANGGAN LAYANAN APLIKASI REKSA DANA MELALUI KEPUASAN PELANGGAN SEBAGAI VARIABEL INTERVENING (STUDI KASUS: BAREKSA), *e-Proceeding of Management* : Vol.8, No.5 Oktober 2021. ISSN : 2355-9357

Martini, L. K. B. (2013). *Relationship Marketing, Customer Satisfaction, Customer Commitment Dan Customer Loyalty (Studi Pada Sebuah Bank Nasional di Denpasar)*, *Buletin Studi Ekonomi*, Volume 18, No. 1, Februari 2013. ISSN: 1410-4628

Mensah, C. & Tuo, G. (2013). *Evaluation of Procurement Processes and its Operational Performance in the Public Sector of Ghana: A Case Study of Komfo Anokye Teaching Hospital and Kumasi Polytechnic*, *European Journal of Business and Management* Vol.5, No.29, 2013. ISSN 2222-2839

Monyamane, B. (2021). *An Analysis of Internet Security Challenges Faced By Organisations in Botswana: The Reviewed Literature*, *American Based Research Journal* Vol-10-Issue-3 Mar-2021. ISSN 2304-7151

Moretta, A. Cavacece, Y. Russo, G. & Granata, G (2019). *A Systematic Mapping Study on Customer Loyalty and Brand Management*, *Administrative Sciences* 2019, 9, 8, DOI:10.3390/admsci9010008

Mothersbaugh, D & Hawkins, D. (2016). *Consumer Behavior: Building Marketing Strategy*. 13th Edition. New York: McGraw-Hill Education

Murad, S., Nmr, E. & Qusef, A. The Effect of E-Retail on Customer Satisfaction: Case Study from Jordan, Turkish Journal of Computer and Mathematics Education Vol.12 No. 5 (2021), 989-999

Nguyen, T. H., Nguyen, H., Nyuyen, N. D., Phan, C. (2018). Determinants of Customer Satisfaction and Loyalty in Vietnamese Life-Insurance Setting, Sustainability 2018, 10, 1151. DOI:10.3390/su10041151

Novita, D. & Budiarti, A. P. (2022). Perceived Security, Trust, Privacy, and Continuance Intention of E-Commerce Customer, Operations Management and Information System Studies, 2 (1) 2022: 1-13. e-ISSN: 2798-4478

Nurcaya, I. N. (2021). The Effect Of E-Services On Customer Commitments Medied by The Trust Variable, Jurnal Manajemen, Strategi Bisnis dan Kewirausahaan Vol. 15 No. 2, Agustus (2021), 277-288. <https://doi.org/10.24843/MATRIK:JMBK.2021.v15.i02.p10>

Oberoi, P., Patel, C., Haon, C. (2017). Technology Sourcing for Website Personalization And Social Media Marketing: A Study Of E-Retailing Industry, Journal of Business Research 80 (2017) 10–23. <http://dx.doi.org/10.1016/j.jbusres.2017.06.005>

Oni, R. U., Sentanu, W., Valentinus, N. & Manaf, P. A. (2020). Factors That Influence Online Purchase Intention Through E-Commerce in Indonesia, International Journal of Management (IJM) Volume 11, Issue 11, November 2020, pp. 158-171. 10.34218/IJM.11.11.2020.016

Othman, A. K., Jailani, S. F. A. K., Kassim, E. S., Hamzah, M. I. (2013). The Influence of Supplier Characteristics, Customer Trust and Emotional Intelligence on Perceived Value and Satisfaction of Online Purchasing Behaviour. International Journal of Business and Management; Vol. 8, No. 24; 2013. ISSN: 1833-3850

Patrada, R. & Andajani, E. (2020). Effect and Consequence e-Customer Satisfaction for e-Commerce Users, IPTEK Journal of Proceedings Series No. (1)

(2020), The 1st International Conference on Business and Engineering Management (IConBEM 2020) February 1st 2020, Institut Teknologi Sepuluh Nopember, Surabaya, Indonesia. ISSN 2354-6026

Papadopoulou, P., Andreou, A., Kanellis, P. & Martakos, D. (2005). Building Customer Trust Within E-Commerce Environments: The role of agents and virtual reality,

Pitchayadejanant, K., Chewwasung, K., Nakpathom, P., Srikasem, K., Lekmeechai, M., Chaiyawet, C., Suriwong, S. & Tso, C. W. (2019). Determinants of E-service Quality Towards Continuing Using Mobile Application for Hotel Reservation: Case of Agoda Application, Proceedings of CATEA 2019. ISBN 978-623-91018-0-0

Pham, Q. T., Tran, X. P., Misra, S., Maskeliunas, R & Damaševicius, R. (2018). Relationship between Convenience, Perceived Value, and Repurchase Intention in Online Shopping in Vietnam, Sustainability 2018, 10, 156. DOI:10.3390/su10010156

Pink, M. & Djohan, N. (2021). Effect Of Ecommerce Post-Purchase Activities On Customer Retention In Shopee Indonesia, Enrichment: Journal of Management, 12 (1) (2021) 519-526. e-ISSN 2721-7787

Putra, I. P. K., Hudayah, S. & Achmad, G. N. (2020). The Effect of Customer Value and Customer Trust on Satisfaction and Customer Loyalty PT Samator Gas Industri Samarinda Seberang, International Journal of Economics, Business and Accounting Research (IJEBAR) Peer Reviewed – International Journal Vol-4, Issue-2, 2020 (IJEBAR). E-ISSN: 2614-1280

Putrianti, A. S. & Samuel, H. (2018). The Analysis of E-service Quality, Customer Trust, Perceived Value, and Behavioral Intention on Online Transportation in Surabaya, International Journal of Business Studies, Vol. 1, No. 1, June 2018: 1–10. DOI: 10.9744/ijbs.1.1.1–10

Rath, D. K. & Kumar, A. (2020). Information Privacy Concern at Individual, Group, Organization and Societal Level - A Literature Review, Vilakshan – XIMB Journal of Management Vol. 18 No. 2, 2021 pp. 171-186 Emerald Publishing Limited 0973-1954. DOI: 10.1108/XJM-08-2020-0096

Razak, I., Nirwanto, N. & Triatmanto, B. (2016). The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value, Journal of Marketing and Consumer Research An International Peer-reviewed Journal Vol.30, 2016. ISSN 2422-8451

Rennie, E., Yunkaporta, T. & James, I. H. (2018). Privacy Versus Relatedness: Managing Device Use in Australia's Remote Aboriginal Communities, International Journal of Communication 12(2018), 1291–13091–18. DOI: 1932–8036/20180005

Rita, P., Oliveira, T. & Farisa, A. (2019). The Impact of E-Service Quality and Customer Satisfaction on Customer Behavior in Online Shopping, Heliyon 5 (2019) e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>

Rizan, M., Bakar, K. A & Saidani, B. (2015). The Relationship Between Customer Satisfaction and Security Toward Trust and Its Impact on Repurchase Intention (Survey on Customer of Elevenia Online Website), Jurnal Riset Manajemen Sains Indonesia (JRMSI) Vol 6, No. 2, 2015

Rua, S. Saldanha, E., D., S. & Amaral, A., M. (2020). Examining the Relationships between Product Quality, Customer Satisfaction and Loyalty in the Bamboo Institute, Dili, Timor-Leste, Timor-Leste Journal of Business and Management Vol.2, Issue 1, pp. 33-44, 2020

Rudzewicz, A. & Rudzewicz, A. S. (2021). The Influence of Brand Trust on Consumer Loyalty, European Research Studies Journal Volume XXIV, Special Issue 3, 2021 pp. 454-470

Ruf, A., Zahn, C., Agotai, D., Iten, G. & Opwis, K. (2022). Aesthetic Design of App Interfaces and Their Impact on Secondary Students' Interest and Learning, *Computers and Education Open* 3 (2022) 100075.
<https://doi.org/10.1016/j.caeo.2022.100075>

Sabukunze, I. D. & Arakaza, A. (2021). User Experience Analysis on Mobile Application Design Using User Experience Questionnaire, *Indonesian Journal of Information Systems (IJIS)* Vol. 4, No. 1, August 2021.
<https://doi.org/10.24002/ijis.v4i1.4646>

Safa, N. S., Sookhak, M., Solms, R. V., Furnell, S., Ghani, N. A. & Herawan, T. (2015). Information Security Conscious Care Behaviour Formation in Organizations, *Computers & Security* 53 (2015) 65e78.
<http://dx.doi.org/10.1016/j.cose.2015.05.012>

Sagala, R. & Mulyono, N. B. (2021). Operational Improvement in Infrastructure Department Contract Service Performance in Coal Mining Company, *Journal of International Conference Proceedings (JICP)* Vol. 4 No. 3, 302-319, December, 2021. E-ISSN: 2621-993X

Sakti, B. J. & Mahfudz (2018). Analisis Pengaruh Kualitas Layanan, Ketepatan Waktu Pengiriman dan Fasilitas Terhadap Kepuasan Pelanggan (Studi pada J&T Express Kota Semarang), *Diponegoro Journal Of Management* Volume 7, Nomor 4, Tahun 2018, Halaman 1-8. ISSN (Online): 2337-3792

Salam, A., Panahifar, F. & Byrne, P. J. (2016). Retail Supply Chain Service Levels: The role of inventory storage, *Journal of Enterprise Information Management* Vol. 29 No. 6, 2016 pp. 887-902. <http://dx.doi.org/10.1108/JEIM-01-2015-0008>

Salehi, F., Abdollahbeigi, B., Langroudi, A. C. & Salehi, F. (2012). The Impact of Website Information Convenience On E-commerce Success Of Companies, *International Conference on Asia Pacific Business Innovation and Technology*

Management Procedia - Social and Behavioral Sciences 57 (2012) 381 – 387. DOI: 10.1016/j.sbspro.2012.09.1201

Salim, K. F., Catherine & Andreani, F. (2015). Pengaruh Customer Experience dan Kepercayaan Terhadap Kepuasan Konsumen di Tx Travel Klampis. *Jurnal Hospitality dan Manajemen Jasa*, vol. 3, no. 1, 2015, pp. 322-340.

Sánchez, R. A., Illescas, R. A., Molinillo, S. (2020). Trust and Loyalty in Online Brand Communities, *Spanish Journal of Marketing - ESIC Vol. 24 No. 2*, 2020 pp. 177-191 Emerald Publishing Limited 2444-9709. DOI: 10.1108/SJME-01-2020-0004

Saravanan, N. & Leelavathi, R. (2020). Impact of E- Banking Services with Customer Attitude and Satisfaction with Special Reference to Chennai District, *European Journal of Molecular & Clinical Medicine*, Volume 7, Issue 10, 2020. ISSN 2515-8260

Sasongko, E. N., Mustafid, Rusgiyono, A. (2016). Penerapan Metode Structural Equation Modeling Untuk Analisis Kepuasan Pengguna Sistem Informasi Akademik Terhadap Kualitas Website (Studi Kasus pada Website sia.undip.ac.id), *Jurnal Gaussian*, Volume 5, Nomor 3, Tahun 2016, Halaman 395-404. ISSN: 2339-2541

Sekaran, U. & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. 7th Edition. United Kingdom: John Wiley & Sons Ltd.

Sengupta, A., Mazumdar, C. & Barik, M. S. (2005). E-Commerce Security – A life cycle approach, *Sadhana* Vol. 30, Parts 2 & 3, April/June 2005, pp. 119–140. DOI: 10.1007/BF02706241

Setiawan, E. B., Wati, S., Wardana, A. & Ikhsan, R. B. (2020). Building Trust Through Customer Satisfaction in The Airline Industry in Indonesia: Service Quality and Price Fairness Contribution, *Management Science Letters* 10 (2020) 1095–1102. DOI: 10.5267/j.msl.2019.10.033

Shamsudin, N. N. A., Yatin, S. F. M., Nazim, N. F. M., Talib, A. W., Sopiee, M. A. M. & Shaari, F. N. (2019). Information Security Behaviors among Employees, *International Journal of Academic Research in Business and Social Sciences*, 9(6), 560–571. DOI: 10.6007/IJARBSS/v9-i6/5972

Sharma, A., Gupta, J., Gera, L., Sati, M. & Sharma, S. (2020). Relationship between Customer Satisfaction and Loyalty, *Social Science Research Network*. <http://dx.doi.org/10.2139/ssrn.3913161>

Shilawati, A. & Sumitro (2020). Influence of Company Image, Trust and Satisfaction on Consumer Loyalty (Case Study PT. Jalur Nugraha Ekakurir (JNE) Tipar Cakung East Jakarta). *Sekolah Tinggi Ilmu Ekonomi Indonesia – 2020*

Sholeh, M. N., Suwanto, F. (2020). Perfect Order Fulfillment in Construction Supply Chain Performance, *E3S Web of Conferences 202*, 13001 (2020) ICENIS 2020 <https://doi.org/10.1051/e3sconf/202020213001>

Silvennoinen, J. (2014). Experiencing Visual Usability and Aesthetics in Two Mobile Application Contexts, *Journal of Usability Studies* Vol. 10, Issue 1, November 2014 pp. 46-62.

Siswi, A., A. & Wahyono (2020). The Role of Customer Satisfaction in Increasing Customer Loyalty, *Management Analysis Journal* 9 (1) (2020)

Sleiman, K. A. A., Juanli, L., Lei, H., Liu R., Ouyang Y. & Rong, W. (2021), *SAGE and Open Access*. <https://doi.org/10.1177/21582440211056599>

Sugiyono. (2015). *Metode Penelitian Pendidikan: Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: CV. Alfabeta.

Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: ALFABETA, CV.

Sutopo (2010). Penentuan Jumlah Sampel Dalam Penelitian, *Jurnal Ekonomi Manajemen Akuntansi*, Vol 17, No 29 (2010)

- Socha, R. (2021). Sense of Security and Crime: The Residents' Perspective, *European Research Studies Journal* Volume XXIV, Special Issue 4, 2021 pp. 501-511.
- Stocchi, L., Pourazad, N., Michaelidou, N., Tanusondjaja, A. & Harrigan, P. (2021). Marketing Research on Mobile Apps: past, present, and future, *Journal of the Academy of Marketing Science* (2022) 50:195–225. <https://doi.org/10.1007/s11747-021-00815-w>
- Suchánek, P., Richter, J. & Králová, M. (2017). Customer Satisfaction with Quality of Products of Food Business, *Prague Economic Papers*, 2017, 26(1), 19–35. <https://doi.org/10.18267/j.pep.595>
- Supertini, N. P. S., Telagawathi, N. L. W. S. Yulianthini, N. N. (2020). Pengaruh Kepercayaan dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Pada Pusaka Kebaya di Singaraja, *Jurnal Manajemen dan Bisnis*, Vol 2 No. 1, Juli 2020. ISSN: 2685-5526
- Supiandi, G. (2018). Analisis Pengaruh Pemenuhan Kebutuhan, Pemenuhan Harapan, dan Kualitas Layanan Terhadap Kepuasan Pelanggan Pacific Satelindo Systems, *Jurnal Pemasaran Kompetitif* Vol. 1 No.4
- Syahbuddin, B. H., Azzahro, F., Afrida, W. G., Hidayanto, A. N. & Phusavat, K. (2020). The Implementation of Multiple Information Security Governance (ISG) Frameworks Strategy and Critical Success Factors in Indonesia's Oil and Gas Industry: Case Study of PT X, *Jurnal Sistem Informasi (Journal of Information System)*, Volume 16, Issue 2, October 2020
- Syahza, A. (2021). *Metodologi Penelitian Edisi Revisi Tahun 2021*. UR Press Pekanbaru.
- Tarsani (2016). Peran Customer Service Dalam Meningkatkan Kepuasan Pelanggan Melalui Pendekatan Komunikasi Antar Pribadi (Studi Kasus pada *Customer Service* GraPARI Telkomsel Gandaria), *Jurnal Bricolage* Vol. 2 No. 1

Theodosiou, M., Katsikea, E., Samiee, S., Makri, K., (2019). A Comparison of Formative Versus Reflective Approaches for the Measurement of Electronic Service Quality, *Journal of Interactive Marketing* 47 (2019) 53–67. <https://doi.org/10.1016/j.intmar.2019.03.004>

Thirumalai, S., Sinha, K. K. (2005). Customer Satisfaction with Order Fulfillment in Retail Supply Chains: Implications of Product Type in Electronic B2C Transactions, *Journal of Operations Management* 23 (2005) 291–303. DOI: 10.1016/j.jom.2004.10.015

Thacker, L. R. (2020). What Is the Big Deal About Populations in Research? *Progress in Transplantation* 2020, Vol. 30(1) 3. DOI: 10.1177/1526924819893795

Ting, C. & Kankanhalli, A. (2005). Impact of Security Measures on the Usefulness of Knowledge Management Systems, *Pacific Asia Conference on Information Systems 2005 Proceedings*. 43.

Tonder, E. V. & Petzer, D. J. (2018). The Interrelationships between Relationship Marketing Constructs and Customer Engagement Dimensions, *Service Industries Journal. User Trust levels and Adoption of Mobile Payment Systems in China: An Empirical Analysis*. DOI: 10.1080/02642069.2018.1425398

Um, N. H. (2019). Predictors of Mobile Advertising Avoidance: What Makes People Avoid Mobile Advertising?, *International Journal of Contents*, Vol.15, No.4, Dec. 2019. <https://doi.org/10.5392/IJoC.2019.15.4.044>

Upamannyu, N. K., Gulati, C., Chack, A. & Kaur, G. (2015). The Effect of Customer Trust on Customer Loyalty and Repurchase Intention: The moderating influence of perceived CSR, *International Journal of Research in IT, Management and Engineering Impact Factor: 5.309*, Volume 5, Issue 4, April 2015. ISSN 2249-1619

Utami, S. (2015). The Influence of Customers' Trust on Customer Loyalty, *International Journal of Economics, Commerce and Management United Kingdom* Vol. III, Issue 7, July 2015. ISSN 2348 0386

Walliman, N. (2011). *Research Method: The Basics*. London: Routledge Talyor & Francis Group. ISBN 0-203-83607-3

Wang, J., Shahzad, F., Ahmad, Z., Abdullah, M. & Hassan, N. M. (Trust and Consumers' Purchase Intention in a Social Commerce Platform: A Meta-Analytic Approach, SAGE and Open Access. <https://doi.org/10.1177/21582440221091262>

Watson, G. F., Beck, J. T., Henderson, C. M. & Palmatier, R. W. (2015). *Building, measuring, and profiting from customer loyalty*, Springer. DOI 10.1007/s11747-015-0439-4

Wilis, R. A. & Nurwulandari, A. (2020). The effect of E-Service Quality, E-Trust, Price and Brand Image Towards E-Satisfaction and Its Impact on E-Loyalty of Traveloka's Customer, *Jurnal Ilmiah MEA (Manajemen, Ekonomi, dan Akuntansi)* Vol. 4 No. 3, 2020. E-ISSN: 2621-5306

Wiwiek (2020). Analysis of The Effect Of Trust, Privacy, and Efficiency on E-Satisfaction in Forming E-Loyalty in Tokopedia Customers in Surabaya, *Research In Management and Accounting* Vol. 3 No. 1 June 2020. <https://doi.org/10.33508/rima.v3i1.2744>

Wouters, J. & Håkansson, H. (2001). *Customer Service as A Competitive Marketing Instrument: An Investigation Into The Construction and Measurement Equipment Supply Chains*, 17th Annual IMP Conference, 9-11 September 2001

Yassierli, Vinsensius, & Mohamed, M. S. S. (2018) The Importance of Usability Aspect in M-Commerce Application for Satisfaction and Continuance Intention, *Makara Journal of Technology*: Vol. 22 : No. 3, Article 6. DOI: 10.7454/mst.v22i3.3655

Yoo, M. & Won, Y. (2018). A Study on the Transparent Price Tracing System in Supply Chain Management Based on Blockchain, *Sustainability* 2018, 10, 4037. DOI:10.3390/su10114037

Yu, N. & Huang, Y. T. (2020). Important Factors Affecting User Experience Design and Satisfaction of a Mobile Health App—A Case Study of Daily Yoga App, *International Journal of Environmental Research and Public Health* 2020, 17, 6967. DOI: 10.3390/ijerph17196967

Zhang, J., Luximon, Y. & Song, Y. (2019). The Role of Consumers' Perceived Security, Perceived Control, Interface Design Features, and Conscientiousness in Continuous Use of Mobile Payment Services, *Sustainability* 2019, 11, 6843. DOI:10.3390/su11236843

Zhang, M., Ren, C., Wang, G. A. & He, Z. (2018). The Impact of Channel Integration on Consumer Responses in Omni-Channel Retailing: The Mediating Effect of Consumer Empowerment, *Electronic Commerce Research and Applications* (2018). DOI: <https://doi.org/10.1016/j.elerap.2018.02.002>

<https://databoks.katadata.co.id/datapublish/2021/11/18/tokopedia-masih-jadi-e-commerce-paling-banyak-dikunjungi-pada-kuartal-iii-2021> (diunduh pada 01 April 2022)

<https://databoks.katadata.co.id/datapublish/2021/06/04/penggunaan-e-commerce-indonesia-tertinggi-di-dunia> (diunduh pada 08 April 2022)

<https://www.kominfo.go.id/content/detail/36448/internet-primadona-kala-pandemi/0/artikel> (diunduh pada 08 April 2022)

https://services.google.com/fh/files/misc/e_economy_sea_2021_report.pdf (diunduh pada 08 April 2022)

<https://datareportal.com/reports/digital-2022-indonesia> (diunduh pada 08 April 2022)

<https://careers.shopee.co.id/about> (diunduh pada 09 April 2022)

<https://www.sea.com/products/shopee> (diunduh pada 09 April 2022)

<https://iprice.co.id/insights/mapofecommerce/en/> (diunduh pada 09 April 2022)

<http://www.loyaltyresearch.com/insights/customer-loyalty-what-is-it-how-can-you-measure-and-manage-it/> (diunduh pada 12 April 2022)

<https://medium.com/@reza.vebrian/application-design-peran-dalam-sebuah-project-8f7d0bd8a786> (diunduh pada 14 April 2022)

<https://www.iteratorshq.com/blog/app-design-process-design-a-great-mobile-app/> (diunduh pada 15 April 2022)

<https://finance.detik.com/berita-ekonomi-bisnis/d-5573380/ini-13-jenis-produk-asing-yang-tak-boleh-lagi-dijual-di-shopee> (diunduh pada 12 Desember 2022)

