

REFERENCES

- Adelina. (2020). Pengaruh Citra Merek dan Kualitas Produk Terhadap Kepuasan Pelanggan Sabun Mandi Merek Lifeboy di Fotmart Samarinda. *Jurnal Fakultas Ilmu Sosial dan Politik*.
- Ali, A. A. (2020). A Study of Customer Satisfaction in the Dubai's Restaurant Industry. *International Journal of Research in Science*. Retrieved from <https://www.zelusinternational.com/index.php/IJRS/article/download/489/834>
- Anwar, S. (2020). *Metode Penelitian*. Pustaka Pelajar. Yogyakarta.
- Balaka, M.Y. (2022). *Metodologi Penelitian Kuantitatif*. Jawa Barat: CV. Widina. Media Utama.
- Bhatti, A., Akram, H., Khan, A., Basit, M. (2020). The customer satisfaction influenced by web design and ICT mediator. *ournal of Advanced Research in Dynamical and Control Systems*.
- Chandra, T., Chandra, S., & Hafni, L. (2020). Service Quality, Consumer Satisfaction, Dan Consumer Loyalty : Tinjauan Teoritis. In *Angewandte Chemie International Edition*, 6(11), 951–952.
- Eka Giovana Asti, Eka Avianti Ayuningtyas. (2020). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Harga Terhadap Kepuasan Konsumen. *EKOMABIS: Jurnal Ekonomi Manajemen Bisnis*. Retrieved from <https://journal.lppmpelitabangsa.id/index.php/ekomabis/article/view/2>
- Febriani, F., & Cipta, W. (2023). Kualitas Produk dan Kualitas Pelayanan serta Harga Berpengaruh terhadap Loyalitas Pelanggan di Kedai Kebab Turkey, Telaga Mas, Karangasem. *Jurnal Manajemen Perhotelan Dan Pariwisata*, 6(1). <https://doi.org/10.23887/jmpp.v6i1.36896>
- Ferdinandisyah, A., & Fadili, D. A. (2024). The Effect of Service Quality And Facilities on Customer Satisfaction. *International Journal of Education, Information Technology, and Others*, 7(1), 260.
- Fianto B A, R. C. (2021). Mobile Banking Services Quality and Its impact on Customer Satisfaction of Indonesian Islamic Banks. *Jurnal Ekonomi dan Keuangan Islam*.
- Ghozali, Imam. (2020). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25*. Semarang: Badan Penerbit Universitas Diponegoro.

- Handoyo, D. (2021). The Effect of Corporate Image, Location, Price and Service Quality on Customer Satisfaction of J&T Express Delivery Services. *Journal of Marketing and Business Research*. Retrieved from <https://ejournal.metromedia.education/index.php/mark/article/download/29/31>
- Herryanto, Agus Supandi Soegoto, Agus Supandi Soegoto. (2024). Analysis of the Influences of Service Quality, Brand Image, and. *European Journal of Business Startups and Open Society*. Retrieved from <https://inovatus.es/index.php/ejbsos/article/download/3203/3040>
- Huli Guo, G. T. (2023). *Customer Experience and Mobile Application Design*. Retrieved from <https://dl.acm.org/doi/pdf/10.1145/3604383.3604394>
- Jayanti, K. F., Fatimah, F., & Izudin, A. (2022). Analisis pengaruh kualitas pelayanan, promosi dan harga terhadap kepuasan pelanggan pada jasa pengiriman barang jne di besuki. *Relasi : jurnal ekonomi*, 18(1), 182-191. <https://doi.org/10.31967/relasi.v18i1.530>
- Jimmy Maming, Heliani, Andri Ardhiyansyah. (2022). The Influence of Service Quality Level and Price on JNE Customer Satisfaction Bandung City Branch Express. *The ES Management and Business*. Retrieved from <https://esj.eastasouth-institute.com/index.php/esee/article/download/8/1>
- Karch, Robert V. (2020). Determining Sample Size for Research Activities, Educational, and Psychological Measurement. Vol.30: 607-610
- 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*. Retrieved from <https://publisher.uthm.edu.my/ojs/index.php/jtmb/article/download/5237/3656>
- Kim, R. B., & Chao, Y. (2020). Effects of brand experience, brand image and brand trust on brand building process: The case of chinese millennial generation consumers. *Journal of International Studies*, 12(3), 9–21. <https://doi.org/10.14254/2071-8330.2019/12-3/1>
- Lukmanul Hakim, Rinjani Saragih. (2019). Pengaruh Citra Merek, Persepsi Harga Dan Kualitas Produk Terhadap Keputusan Pembelian Konsumen Npk Mutiara Di Ud.Barelang Tani Jaya Batam. *Jurnal Ecobisma*. Retrieved from <https://jurnal.ulb.ac.id/index.php/ecobisma/article/viewFile/4/4>
- Mardiah, A., & Apriyono, T. (2023). *The Influence Of Customer Service Quality And Online Reviews On E-Customer Loyalty Of E-Commerce Loyalty In E-Commerce Market*. 9(6), 2472–2482.

- Maftuchach, V., & Kusnuranti, A. L.. (2021). The Effect Of Brand Image. On Customer Satisfaction Through. Quality Of Courier Services. During The Covid-19 . *Jurnal Ekonomi Efektif*, Vol. 6, No. 2
- Morelight Virima, Maxwell Sandada, Tinashe TR Ndoro, Tinashe Chuchu. (2019). The impact of service quality drivers on customer satisfaction in internet provision services of Zimbabwe . *Journal of Business and Retail Management Research*. Retrieved from https://repository.up.ac.za/bitstream/handle/2263/71514/Virima_Impact_2019.pdf?sequence=1
- Mukhammad Teguh Afwan, S. B. (2019). Analisis pengaruh kualitas produk, persepsi harga dan kualitas pelayanan terhadap keputusan pembelian dengan citra merek sebagai variabel intervening. *Diponegoro journal of management*. Retrieved from <https://ejournal3.undip.ac.id/index.php/djom/article/download/30308/25161>
- Muspiha, F. G. (2020). The Effect Of Service And Product Quality On Customer Satisfaction And Loyalty In Maluku Regional Development Bank (BPDM). *Uniqbu Journal of Social Sciences*. Retrieved from <https://ejournal-uniqbu.ac.id/index.php/ujss/article/download/40/26>
- Nadhila Ilmi, Khuzaini. (2021). Pengaruh Kualitas Produk, Harga Dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan (Studi Kasus Pada Pelanggan M22 Mini Café Surabaya). *Jurnal Ilmu dan Riset Manajemen*. Retrieved from <http://jurnalmahasiswa.stiesia.ac.id/index.php/jirm/article/download/4071/4083>
- Nugroho Mardi Wibowo, Woro Utari, Yuyun Widiastuti, Andi Iswoyo, Rusdiyanto, Nawang Kalbuana. (2021). The Impact Of Price, Brand Image And Quality Of Service On Consumer Loyalty Through Consumer Satisfaction Delivery Services. *Journal of Legal, Ethical and Regulatory Issues*. Retrieved from <https://www.academia.edu/download/99144882/the-impact-of-price-brand-image-and-quality-of-service-on-consumer-loyalty-through-consumer-satisfaction-delivery-servic.pdf>
- Permana, Muhammad Agung Nugraha and Suntoro, Suntoro and Siswanto, Budi Nur (2022) *Analisis Pengaruh Desain Aplikasi, Customer Services, Layanan Pengiriman, Dan Keamanan Terhadap Kepuasan Pelanggan*. Masters thesis, Perpustakaan ULBI.
- Pramika, Depi. (2020). *Statistika Penelitian*. Palembang: Bening Media Publishing.
- Prihandoyo. (2021). 291148-Pengaruh-Kualitas-Pelayanan-Terhadap-Kep-80936Abc. *Jurnal GeoEkonomi ISSN-Elektronik*, 4(2), 116–129.

- Rumiyati, R., & Syafarudin, A. (2021). Pengaruh kualitas pelayanan, bauran pemasaran, terhadap kepuasan nasabah bank era covid-19. *Insight Management Journal*, 1(2), 32-42. <https://doi.org/10.47065/imj.v1i2.23>
- Rut Laura Silalahi, Adi Suparwo. (2023). The effect of price perceptions, service quality, and brand image on purchasing decisions on JNE Expedition Services. *International Journal of Applied Finance and Business Studies*. Retrieved from <https://www.ijafibs.pelnus.ac.id/index.php/ijafibs/article/download/144/118>
- Sabukunze, I. D., & Arakaza, A. (2021). User Experience Analysis on Mobile Application Design Using User Experience Questionnaire. *Indonesian Journal of Information Systems*, 4(1), 15–26. <https://doi.org/10.24002/ijis.v4i1.4646>
- Salafudin, dan Heni Lilia Dewi. 2022. *Statistika Inferensial Untuk Penelitian Dan Pengembangan Pendidika*. Jakarta: Kencana.
- Santoso, R. R. (2021). Pengaruh Kualitas Produk, Harga, Dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan (Studi Pada Lapis Kukus Pahlawan Surabaya di Toko Rania). *Jurnal Ilmu dan Riset Manajemen*. Retrieved from <https://jurnalmahasiswa.stiesia.ac.id/index.php/jirm/article/view/3908>
- Sriwindarti, S. (2020). Pengaruh Persepsi Kualitas Pelayanan, Brand Image, Dan Word Of Mouth Terhadap Keputusan Pembelian Pada Transportasi Online Grabbike Di Ponorogo.
- Sugiyono. (2021). *Statistika untuk Penelitian*. Bandung : CV Alfabeta.
- Sujarweni, V. Wiratna. (2024). *SPSS untuk Paramedis*, Yogyakarta:
- Syah, A. (2021). Manajemen Pemasaran Kepuasan Pelanggan. In *Universitas Nusantara PGRI Kediri* (Vol. 01). Widina Bhakti Persada Bandung.
- Tjiptono. Fandy & Diana. Anastasia. (2020). *Kepuasan Pelanggan-Konsep, Pengukuran, dan Strategi*. Yogyakarta : ANDI.
- Toxirovna, T. S. (2023). The socio-economic importance of entrepreneurship. *Journal of multidisciplinary bulletin*. Retrieved from <https://sirpublishers.org/index.php/jomb/article/download/558/1061>
- Watomakin, D. B., Pramajuri, B. A., & Suyoto. (2021). Mobile Application Design for Ordering Clean Water Using UCD Method in Indonesia. *International Journal of Interactive Mobile Technologies*, 15(2), 88–109. <https://doi.org/10.3991/ijim.v15i02.11313>

Wisnu, D., & Permana, G. I. (2022). Dampak Pemasaran Sosial Media dan Citra Merek Terhadap Niat Beli. Pustaka Peradaban.

Yu, Na., Yi-Ting Huang. (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*. Retrieved from <https://www.mdpi.com/1660-4601/17/19/6967/pdf>

