

REFERENCES

- Adeinat, I. (2019). Measuring Service Quality. *I3(3)*, 591–604.
- Afthanorhan, A., Awang, Z., Rashid, N., Foziah, H., & Ghazali, P. L. (2019). Assessing The Effects Of Service Quality On Customer Satisfaction. *Management Science Letters*, *9(1)*, 13–24. <https://doi.org/10.5267/j.msl.2018.11.004>
- Alan Wilson & Valarie Zeithaml & Mary Jo Bitner & Dwayne D. Gremler. (2017). *Service Marketing*.
- Ali, B. J., Saleh, P. F., Akoi, S., Abdulrahman, A. A., Muhamed, A. S., Noori, H. N., & Anwar, G. (2021). Impact of Service Quality on the Customer Satisfaction: Case study at Online Meeting Platforms. *International Journal of Engineering, Business and Management*, *5(2)*, 65–77. <https://doi.org/10.22161/ijebm.5.2.6>
- Alshurideh, M. T., Al Kurdi, B., Aburayya, A., Al-Khayyal, A., & Alshurideh, M. (2020). The Impact of Electronic Service Quality Dimensions on Customers' E-Shopping and E-Loyalty via the Impact of E-satisfaction and E-Trust: A Qualitative Approach. *International Journal of Innovation, Creativity and Change. Www.Ijicc.Net*, *14(9)*, 257–281. www.ijicc.net
- Anita Tobagus. (2018). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pengguna Di Situs Tokopedia. *6(1)*, 99–106. <https://doi.org/10.4324/9781315659657-13>
- Ashoer, M. (2019). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pelanggan Situs Toko Online Brodo. <https://doi.org/10.26487/jbmi.v15i3.4543>
- Candra, S., & Juliani, M. (2018). Impact of E-Service Quality and Customer Value on Customer Satisfaction in Local Brand. *Binus Business Review*, *9(2)*, 125–132. <https://doi.org/10.21512/bbr.v9i2.4650>
- Cascio, W. F., & Montealegre, R. (2016). How Technology Is Changing Work and Organizations. *Annual Review of Organizational Psychology and Organizational Behavior*, *3(June)*, 349–375. <https://doi.org/10.1146/annurev-orgpsych-041015-062352>
- Darojat, T. A. (2020). Effect of Product Quality, Brand Image And Life Style Against Buying Decision. *Journal of Management Science (JMAS)*, *3(2)*, 2684–9747. <https://iocscience.org/ejournal/index.php/JMAS>
- Earl Babbie. (2021). *The Practice Of Social Research*. Cengage Learning. [https://books.google.co.id/books?hl=en&lr=&id=5mf6DwAAQBAJ&oi=fnd&pg=PP1&dq=Babbie,+E.+R.+\(2021\).+The+practice+of+social+research.+](https://books.google.co.id/books?hl=en&lr=&id=5mf6DwAAQBAJ&oi=fnd&pg=PP1&dq=Babbie,+E.+R.+(2021).+The+practice+of+social+research.+)

Cengage+Learning&ots=Bmxaf6NBcR&sig=KtM8hF2rxxwPH0lfYLg9fvltYMI&redir_esc=y#v=onepage&q=Babbie%2C E. R. (2021). The practice

- Fadhli, K., Nuha, Z. U., & Oktavia, F. I. (2021). Analysis of Factors Affecting Customer Satisfaction of “Gojek” Online Transportation Service in Sidoarjo. *MULTIDISCIPLINE- International Conference 2021*, 596–603. <https://ejournal.unwaha.ac.id/index.php/ICMT/article/view/2496>
- Fan, W., Shao, B., & Dong, X. (2022). *Effect Of E-Service Quality On Customer Engagement Behavior In Community E-Commerce*. September, 1–16. <https://doi.org/10.3389/fpsyg.2022.965998>
- Fida, B. A., Ahmed, U., Al-Balushi, Y., & Singh, D. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020919517>
- Firdous, S., & Farooqi, R. (2019). Service Quality To E-Service Quality: A Paradigm Shift. *Proceedings Of The International Conference On Industrial Engineering And Operations Management, 2019(MAR)*, 1656–1666.
- Ghouzali & Imam. (2018). *Aplikasi Analisis Multivariate Dengan Program Ibm Spss 25*.
- Hammoud, J., Bizri, R. M., & El Baba, I. (2018). The Impact of E-Banking Service Quality on Customer Satisfaction: Evidence From the Lebanese Banking Sector. *SAGE Open*, 8(3). <https://doi.org/10.1177/2158244018790633>
- Hernandez, H. (2021). *Vol. 6, 2021-05. 6*, 1–38. <https://doi.org/10.13140/RG.2.2.13926.14406>
- Informasi, J., Prawira, D. Y., Kurniawan, R. D., Indrajit, R. E., & Dazki, E. (2023). Effect Of E-Security Service , E Service Quality And Customer Transaction Security On The Level Of Customer Satisfaction In E-Commerce : The Case Of Tokopedia. 5, 1–3. <https://doi.org/10.37034/jidt.v5i1.276>
- Ingaldi, M., & Ulewicz, R. (2019). How To Make E-Commerce More Successful By Use Of Kano’s Model To Assess Customer Satisfaction In Terms Of Sustainable Development. *Sustainability (Switzerland)*, 11(18), 1–22. <https://doi.org/10.3390/su11184830>
- Islam, R., Ahmed, S., Rahman, M., & Al Asheq, A. (2021). Determinants Of Service Quality And Its Effect On Customer Satisfaction And Loyalty: An Empirical Study Of Private Banking Sector. *TQM Journal*, 33(6), 1163–1182. <https://doi.org/10.1108/TQM-05-2020-0119>

- Jaakkola, E., & Terho, H. (2021). Service Journey Quality: Conceptualization, Measurement And Customer Outcomes. *Journal of Service Management*, 32(6), 1–27. <https://doi.org/10.1108/JOSM-06-2020-0233>
- John W. Creswell. (2017). Research Design: Qualitative, Quantitative And Mixed Methods Approaches. 15–30. <https://doi.org/10.4324/9780203803448-9>
- Kalia, P. (2022). E-Service Quality , Consumer Satisfaction And Future Purchase Intentions In E- Retail E-Service Quality , Consumer Satisfaction And Future Purchase Intentions In E-Retail Author (S): Prateek Kalia , Dr Richa Arora And Sibongiseni Kumalo Published By : I. October. <https://doi.org/10.2979/eservicej.10.1.02>
- Keller, K. L., & Swaminathan, V. (2020). Strategic Brand Management : Building, Measuring, And Managing Brand Equity Fifth Edition.
- Klepek, M., & Bauerová, R. (2020). Why Do Retail Customers Hesitate For Shopping Grocery Online? *Technological and Economic Development of Economy*, 26(6), 1444–1462. <https://doi.org/10.3846/tede.2020.13970>
- Komang, I., Permadi, O., Landra, N., Gusti, I., Eka, A., Kusuma, T., & Sudja, I. N. (2018). the Impact of Compensation and Work Environment Towards Job Satisfaction To Affect the Employee Performances. *International Journal of Management and Commerce Innovations*, 6(March), 1248–1258. www.researchpublish.com
- Kumara Sukmajati. (2023). Foreign Tourist Visiting Indonesia In 2022 Increased By 251 Percent, Indicating More Than 5 Millions Visits. <https://thesmedia.id/posts/foreign-tourist-visiting-indonesia-in-2022-increased-by-251-percent-indicating-more-than-5-millions-visits>
- Law Insider. (n.d.). Definition Of Foreign Customer. <https://www.lawinsider.com/dictionary/foreign-customer#:~:text=Foreign Customer means a customer making a purchase at a,than the cardlock card issuer.>
- Li, K., Yang, J., & Huang, S. (2021). A Review On Reliability Modeling Of Manufacturing Systems Considering Production Quality And Equipment Reliability A Review On Reliability Modeling Of Manufacturing Systems Considering The Production Quality And Equipment Reliability. April 2020. <https://doi.org/10.2174/1872212114999200407105025>
- Li, X., & Huang, D. (2020). Research on Value Integration Mode of Agricultural E-Commerce Industry Chain Based on Internet of Things and Blockchain Technology. *Wireless Communications and Mobile Computing*, 2020. <https://doi.org/10.1155/2020/8889148>
- Mahendratmo, B. P. J., & Ariyanti, M. (2019). Analysis Of E-Marketing Mix To

Consumer Purchase Decisions Traveloka. *Asian Journal of Management Sciences & Education*, 8(1), 72–82.

Malnight, T. W., Buche, I., & Dhanaraj, C. (2019). Put Purpose At The Core Of Your Strategy. *Harvard Business Review*, 2019(September-October), 1–14.

Marliyah, M., Ridwan, M., & Sari, A. K. (2021). The Effect of E-Service Quality on Satisfaction and Its Impact on Customer Loyalty of Mobile Banking Users (Case Study of Bank Syariah Mandiri KCP Belawan). *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(2), 2717–2729.
<https://doi.org/10.33258/birci.v4i2.1980>

Meena, V. (2020). A Study On The Role Of The Internet And E-Commerce In Increasing Market Transparency! In *International Journal Of Advanced Research In Commerce* (Vol. 03, Issue 04).

Meesala, A., & Paul, J. (2018). Service Quality, Consumer Satisfaction And Loyalty In Hospitals: Thinking For The Future. *Journal of Retailing and Consumer Services*, 40(July 2016), 261–269.
<https://doi.org/10.1016/j.jretconser.2016.10.011>

Mikalef, P., Pappas, I. O., Krogstie, J., & Pavlou, P. A. (2020). Big Data And Business Analytics: A Research Agenda For Realizing Business Value. *Information And Management*, 57(1).
<https://doi.org/10.1016/j.im.2019.103237>

Naini, N. F., Sugeng Santoso, Andriani, T. S., Claudia, U. G., & Nurfadillah. (2022). The Effect of Product Quality, Service Quality, Customer Satisfaction on Customer Loyalty. *Journal of Consumer Sciences*, 7(1), 34–50. <https://doi.org/10.29244/jcs.7.1.34-50>

Nguyen, T. D., Banh, U. U. T., Nguyen, T. M., & Nguyen, T. T. (2023). E-Service Quality: A Literature Review and Research Trends. *Lecture Notes in Networks and Systems*, 578(January), 47–62. https://doi.org/10.1007/978-981-19-7660-5_5

Nicholas Walliman. (2021). *Research Methods: The Basics*.
<https://books.google.com.my/books?hl=fr&lr=&id=-1pQEAAAQBAJ&oi=fnd&pg=PT11&dq=Theories+of+research+methodology:+Readings+in+methods.+Routledge.&ots=YLTFAEw1rp&sig=4kOPF8TtKTX0SSfhq257ZkkukX0#v=onepage&q=Theories of research methodology%3A Readings in meth>

Oforu-Boateng, I., & Dwamena Agyei, S. (2020). Issue 4 | 2020 Effect Of Customer Satisfaction And Marketing Communication Mix On Customers' Loyalty In The Ghanaian Banking Industry. *European Journal of Management and Marketing Studies*, 5, 23.

<https://doi.org/10.46827/ejmms.v5i4.891>

- Ok, S., Suy, R., Chhay, L., & Choun, C. (2018). Customer Satisfaction and Service Quality in the Marketing Practice: Study on Literature Review. *Asian Themes in Social Sciences Research*, 1(1), 21–27.
<https://doi.org/10.33094/journal.139.2018.11.21.27>
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The Service Quality Dimensions That Affect Customer Satisfaction In The Jordanian Banking Sector. *Sustainability (Switzerland)*, 11(4), 1–24.
<https://doi.org/10.3390/su11041113>
- Pasaribu, F., Sari, W. P., Ni Bulan, T. R., & Astuty, W. (2022). The Effect Of E-Commerce Service Quality On Customer Satisfaction, Trust And Loyalty. *International Journal of Data and Network Science*, 6(4), 1077–1084.
<https://doi.org/10.5267/j.ijdns.2022.8.001>
- Patnaik, B. C. M., & Padhi, P. C. (2012). Compensation Management : A Theoretical Preview. *Asian Journal Of Marketing & Management Research*, 1(1), 39–48.
- Puriwat, W., & Tripopsakul, S. (2017). The Impact Of E-Service Quality On Customer Satisfaction And Loyalty In Mobile Banking Usage: Case Study Of Thailand. *Polish Journal Of Management Studies*, 15(2), 183–193.
<https://doi.org/10.17512/pjms.2017.15.2.17>
- Qureshi, Z. (2022). Technology And The Future Of Growth.
<https://www.brookings.edu/blog/up-front/2020/02/25/technology-and-the-future-of-growth-challenges-of-change/>
- Rakhmat Romadhan, M., Indriastuty, I., & Prihandoyo, C. (2019). E-Service Quality Kepuasan Konsumen Melalui E-Commerce Terhadap Loyalitas Konsumen. *Jurnal GeoEkonomi*, 10(2), 150–163.
<https://doi.org/10.36277/geoekonomi.v10i2.90>
- Sahir, S. H., Suginam, S., & Fahlevi, M. (2021). Online Travel Agency Marketing Strategy: Implications for Consumer Repurchase Decision. *EKUITAS (Jurnal Ekonomi Dan Keuangan)*, 5(2), 263–281.
<https://doi.org/10.24034/j25485024.y2021.v5.i2.4664>
- Saleem, U., yi, S., Bilal, M., Topor, D. I., & Căpușneanu, S. (2022). The Impact Of Website Quality On Customer Satisfaction And Ewom In Online Purchase Intention: The moderating role of gender in risk-taking. *Frontiers in Psychology*, 13(August). <https://doi.org/10.3389/fpsyg.2022.945707>
- Santoso. (2012). SPSS Mengolah Data Statistik Secara Profesional Versi 7.5.
- Saraswati, A., & Indriani, F. (2021). Effect E-Service Quality on Customer Satisfaction and Impact on Repurchasein Lazada Indonesia's Online Selling

in the City of Semarang. *International Journal of Economics, Business and Accounting Research*, 5(3), 1203–1215. <https://jurnal.stie-aas.ac.id/index.php/IJEBAR>

Sari, D. K., Suziana, S., & Games, D. (2020). An Evaluation Of Social Media Advertising For Muslim Millennial Parents. *Journal of Islamic Marketing*, 12(9), 1835–1853. <https://doi.org/10.1108/JIMA-02-2020-0055>

Sari, P. K., Alamsyah, A., & Wibowo, S. (2018). Measuring E-Commerce Service Quality From Online Customer Review Using Sentiment Analysis. *Journal of Physics: Conference Series*, 971(1). <https://doi.org/10.1088/1742-6596/971/1/012053>

Sekaran. (2016). *Research Methods For Business A Skill Building Approach*, United States: Wiley. [https://books.google.co.id/books?hl=en&lr=&id=Ko6bCgAAQBAJ&oi=fnd&pg=PA19&dq=Sekaran.\(2017\).+Research+Methods+for+Business+A+Skill+Building+Approach,+United+States:+Wiley&ots=2C5PV_I1qP&sig=G4upCRw2y-i0DdOw2lAynuKeLUI&redir_esc=y#v=onepage&q&f=false](https://books.google.co.id/books?hl=en&lr=&id=Ko6bCgAAQBAJ&oi=fnd&pg=PA19&dq=Sekaran.(2017).+Research+Methods+for+Business+A+Skill+Building+Approach,+United+States:+Wiley&ots=2C5PV_I1qP&sig=G4upCRw2y-i0DdOw2lAynuKeLUI&redir_esc=y#v=onepage&q&f=false)

Setyowati, W., Widayanti, R., & Supriyanti, D. (2021). Implementation Of E-Business Information System In Indonesia : Prospects And Challenges. *International Journal of Cyber and IT Service Management*, 1(2), 180–188. <https://doi.org/10.34306/ijcitsm.v1i2.49>

Similarweb. (2023). Overview Of Traveloka. <https://www.similarweb.com/website/traveloka.com/#competitors>

Statista. (2023). Most Popular Online Travel Agencies Among Consumers In Indonesia As Of December 2022. <https://www.statista.com/statistics/1200620/indonesia-most-used-online-travel-agencies/>

Tereza Semerádová, P. W. (2022). Achieving Business Competitiveness In A Digital Environment. <https://link.springer.com/book/10.1007/978-3-030-93131-5>

the jakarta post. (2023). Road Less Traveled: Indonesia Through The Lens Of International Students. <https://www.thejakartapost.com/culture/2023/02/14/road-less-traveled-indonesia-through-the-lens-of-international-students.html>

Tondang, R. U. R., dan Robin, R. (2022). Pengaruh Pengetahuan Dewan Dan Akuntabilitas Terhadap Peran Dprd Dalam Pengawasan Keuangan Daerah Studi Pada Dprd Provinsi Kepulauan Riau. *Open Journal Systems, Volume XVI(1978)*, 7059–7068.

Traveloka.com. (2019). Traveloka Pushes The Number Of Inbound Travellers In

Indonesia Through Amazing Deals To Indonesia.
<https://www.traveloka.com/en-id/explore/news/amazing-deals-to-indonesia-2019/63493>

Verina, R. N., Rini, E., & Sembiring, B. K. (2021). The Effect Of E-Service Quality On Customer Loyalty With Customer Satisfaction As An Intervening Variable For Grab Services Users In Medan City. 8(March), 703–714.
<https://www.semanticscholar.org/paper/cc4a2127390a6346eae5fcd3edf89d4760ca0a32>

Vining, D. C. M. & E. A. P. & G. G. (2012). Introduction To Linear Regression Analysis.

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, & Akuntansi)*, 4(3), 1061–1099.
<http://journal.stiemb.ac.id/index.php/mea/article/view/609>

Zavareh, F. B., Ariff, M. S. M., Jusoh, A., Zakuan, N., Bahari, A. Z., & Ashourian, M. (2012). E-Service Quality Dimensions and Their Effects on E-Customer Satisfaction in Internet Banking Services. *Procedia - Social and Behavioral Sciences*, 40, 441–445.
<https://doi.org/10.1016/j.sbspro.2012.03.213>