

DAFTAR PUSTAKA

- [1] A. Wibisono And , S., “Pengaruh Kualitas Jasa Pelayanan Terhadap Kepuasan Pelanggan,” *Perform. “J. Bisnis Akuntansi,”* Vol. 6, No. 2, P. 32, 2016, Doi: 10.24929/Feb.V6i2.268.
- [2] S. Rosyidi, “Issn (Print): 2442-885x Issn (Online): 2656-6028 Buletin Bisnis & Manajemen Ekspolrasi Pembelajaran (Syaiko) Buletin Bisnis & Manajemen Ekspolrasi Pembelajaran (Syaiko),” Vol. 05, No. 02, Pp. 94–108, 2019.
- [3] S. E. Dwijaya And S. Hotlan, “Perceived Value Dan Kepuasan Pelanggan Tokopedia,” *Agora*, Vol. 6, No. 2, 2018.
- [4] “Bi-Prediksi-Transaksi-E-Commerce-Tembus-Rp526-T-2022.” .
- [5] R. R. Ramli, “Nilai Transaksi ‘E-Commerce’ Ri Tembus Rp 30,8 Triliun Per Februari 2022,” *Kompas.Com*. P. 1, 2022, [Online]. Available: [https://Money.Kompas.Com/Read/2022/04/05/120000126/Nilai-Transaksi-E-Commerce-Ri-Tembus-Rp-30-8-Triliun-Per-Februari-2022?Page=All](https://money.kompas.com/read/2022/04/05/120000126/Nilai-Transaksi-E-Commerce-Ri-Tembus-Rp-30-8-Triliun-Per-Februari-2022?Page=All).
- [6] M. Ghajargar, G. Zenezini, And T. Montanaro, “Home Delivery Services: Innovations And Emerging Needs,” *Ifac-Papersonline*, Vol. 49, No. 12, Pp. 1371–1376, 2016, Doi: 10.1016/J.Ifacol.2016.07.755.
- [7] Beritakota.Id, “J&T Express Raih Penghargaan Top Brand Award 2020 Tiga Kali Berturut-Turut,” *Online*, 2020. [https://Beritakota.Id/2020/08/04/Jt-Express-Raih-Penghargaan-Top-Brand-Award-2020-Tiga-Kali-Berturut-Turut/](https://beritakota.id/2020/08/04/Jt-Express-Raih-Penghargaan-Top-Brand-Award-2020-Tiga-Kali-Berturut-Turut/).
- [8] D. Azqiya, “[2022] Hari Dan Jam Kerja J&T Express: Drop Point & Cabang,” *Online*. [https://Www.Leskompi.Com/Jam-Kerja-Jnt/#:~:Text=J%26t Selalu Melayani Pengguna Selama,20.00 \(12 Jam Kerja\)](https://www.leskompi.com/jam-kerja-jnt/#:~:Text=J%26t%20Selalu%20Melayani%20Pengguna%20Selama%2C2000%20(12%20Jam%20Kerja).).

- [9] I. Suryanaputri, “Dalam Meningkatkan Layanan Pengiriman, J&T Exspress Sinergikan Teknologi,” *Online*.
<https://www.kompasiana.com/ismi12/5dfb2b9ad541df7b702a99f3/dalam-meningkatkan-layanan-pengiriman-j-t-exspress-sinergikan-teknologi>.
- [10] Pressrelease.Id, “Pakai Aplikasi J&T Express, Nikmati Diskon Ongkir 25% Setiap Hari,” *Online*, 2021.
<https://pressrelease.kontan.co.id/release/pakai-aplikasi-jt-express-nikmati-diskon-ongkir-25-setiap-hari>.
- [11] M. D. D. Dharmesti And S. S. Nugroho, “The Antecedents Of Online Customer Satisfaction And Customer Loyalty Maria Delarosa Dipta Dharmesti And Sahid Susilo Nugroho,” *J. Bus. Retail Manag. Res.*, Vol. 7, No. 2, Pp. 1–12, 2013.
- [12] K. Y. Koay, C. W. Cheah, And Y. X. Chang, “A Model Of Online Food Delivery Service Quality, Customer Satisfaction And Customer Loyalty: A Combination Of Pls-Sem And Nca Approaches,” *Br. Food J.*, No. February, 2022, Doi: 10.1108/Bfj-10-2021-1169.
- [13] P. N. Madiawati, M. Pradana, And S. Miranda, “Effects Of Service Quality, Value Perception And Loyalty On Customer Satisfaction: Case Of A Local Restaurant In South Bandung, Indonesia,” *J. Bisnis Dan Manaj.*, Vol. 22, No. 1, Pp. 19–29, 2021, Doi: 10.24198/Jbm.V22i1.489.
- [14] O. Krisniawati *Et Al.*, “Jurnal Riset Mahasiswa Ekonomi (Ritmik) Dampak Kualitas Layanan Pada,” Vol. 4, No. 1, Pp. 17–29, 2022.
- [15] A. Muhtarom, M. I. Syairozi, And H. L. Yonita, “Analisis Persepsi Harga , Lokasi , Fasilitas , Dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Dimediasi Keputusan Pembelian (Studi Kasus Pada Umkm Skck (Stasiun Kuliner Canditunggal Kalitengah) Metode Structural Equation Modelling (Sem) - Partia,” Vol. 10, Pp. 391–402, 2022.

- [16] Mahira, P. Hadi, And H. Nastiti, “Pengaruh Kualitas Produk Dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan Indihome,” *Pros. Konf. Ris. Nas. Ekon. Manajemen, Dan Akunt.*, Vol. 2, No. 1, Pp. 1267–1283, 2021.
- [17] Sumarsid. Atik Budi Paryanti *Et Al.*, “Pengaruh Kualitas Layanan Dan Harga Terhadap Kepuasan Pelanggan Pada Grabfood(Studi Wilayah Kecamatan Setiabudi),” *J. Ilm. M-Progress*, Vol. 12, No. 1, Pp. 70–83, 2022.
- [18] A. S. Armayanti, “Analisis Kualitas Produk, Kualitas Pelayanan Dan Citra Merek Pada Kepuasan Pelanggan Di Klinik Kecantikan Dan Pengaruhnya Terhadap Loyalitas Pelanggan,” *E-Proceeding Manag.*, Vol. 6, No. 1, Pp. 131–138, 2019.
- [19] C. Martua And S. P. Djati, “Pengaruh Kualitas Layanan Dan Harga Terhadap Kepuasan Pelanggan Yang Berdampak Pada Loyalitas Pelanggan Jasa Pengiriman Ab Cargo,” *J. Ilm. Bisnis, Pasar Modal, Dan Umkm*, Vol. 1, No. 1, Pp. 10–18, 2018.
- [20] D. Wijayanti, “Pengaruh Kualitas Sistem Dan Kualitas Layanan Terhadap Kepuasan Serta Loyalitas Pelanggan Pengguna Listrik Prabayar Dan Pascabayar,” *J. Perspektif*, Vol. 17, No. 2, Pp. 208–215, 2019, [Online]. Available:
[Http://Ejournal.Bsi.Ac.Id/Ejournal/Index.Php/Perspektif/Article/View/6476/3628](http://Ejournal.Bsi.Ac.Id/Ejournal/Index.Php/Perspektif/Article/View/6476/3628).
- [21] H. Hsin Chang And H. W. Wang, *The Moderating Effect Of Customer Perceived Value On Online Shopping Behaviour*, Vol. 35, No. 3. 2011.
- [22] A. Juwaini *Et Al.*, “The Role Of Customer E-Trust, Customer E-Service Quality And Customer E-Satisfaction On Customer E-Loyalty,” *Int. J. Data Netw. Sci.*, Vol. 6, No. 2, Pp. 477–486, 2022, Doi: 10.5267/J.Ijdns.2021.12.006.
- [23] J. S. N. H. Et.Al, “The Impact Of E-Service Quality On Customer Engagement, Customer Experience And Customer Loyalty In B2c E-

- Commerce,” *Turkish J. Comput. Math. Educ.*, Vol. 12, No. 3, Pp. 3170–3184, 2021, Doi: 10.17762/Turcomat.V12i3.1556.
- [24] K. P. Pratiwi And R. Prihastuty, “Customer Perceived Value Dan Online Repurchase Intention Pada Pengguna E-Commerce Shopee,” *J. Psikol. Perseptual*, Vol. 6, No. 2, Pp. 89–100, 2021, Doi: 10.24176/Perseptual.V6i2.5128.
- [25] N. Octarinie, “Pengaruh Customer Perceived Value (Persepsi Nilai Oleh Pelanggan) Dan Customer Perceived Quality (Persepsi Mutu Oleh Pelanggan) Terhadap Loyalitas Pelanggan Pada Cv. Qyta Dental Persada Laboratory Palembang,” *Vol 8 No 1 J. Manaj.*, 2021.
- [26] S. Jonathan, “Pengertian Dasar Structural Equation Modeling (Sem),” *J. Ilm. Manaj. Bisnis Ukrida*, Vol. 10, No. 3, P. 98528, 2010.
- [27] T. Chuenyindee, R. B. Torres, Y. T. Prasetyo, R. Nadlifatin, And S. F. Persada, “Determining Factors Affecting Perceived Quality Among Shoe Manufacturing Workers Towards Shoe Quality: A Structural Equation Modeling Approach,” *J. Open Innov. Technol. Mark. Complex.*, Vol. 8, No. 2, P. 82, 2022, Doi: 10.3390/Joitmc8020082.
- [28] Wardoyo, “Kerangka Teoritis Dan Pembangunan Hipotesis Theoretical Framework & Hypothesis Development,” Pp. 1–6, 2017.
- [29] L. Moleong, “Metode Penelitian Kualitatif,” Pp. 34–35, 2002, [Online]. Available: File:///C:/Users/Asus/Documents/Teori Kebijakan.Pdf.
- [30] Jasmalinda, “Pengaruh Citra Merek Dan Kualitas Produk Terhadap Keputusan Pembelian Konsumen Motor Yamaha Di Kabupaten Padang Pariaman,” *J. Inov. Penelit.*, Vol. 1, No. 10, Pp. 2199–2205, 2021.
- [31] S. P. Chrisanta Kezia Yemima, “Pengaruh Layanan Bimbingan Kelompok Teknik Role Playing Terhadap Peningkatan Self Control Siswa Era Pandemi Covid-19,” Vol. 5, No. 2, Pp. 99–105, 2022.

- [32] U. L. Unaaha, “Daring Terhadap Hasil Belajar Matematika Peserta Didik Di Kelas Viii Smp Negeri 3 Tongauna,” Vol. 1, No. 6, Pp. 979–986, 2022.
- [33] Sasno Mahurisal, “Pengaruh Likuiditas Dan Solvabilitas, Terhadap Harga Saham Dengan Pertumbuhan Perusahaan Sebagai Variabel Intervening,” Vol. 6, No. September, Pp. 9–25, 2021.
- [34] S. Rahayu And D. Syafe’i, “Pengaruh Kualitas Pelayanan, Harga Dan Promosi Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan,” *Jesya*, Vol. 5, No. 2, Pp. 2192–2107, 2022, Doi: 10.36778/Jesya.V5i2.808.
- [35] E. Haezar, “Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi (Jmbi Unsrat),” Vol. 9, No. 1, Pp. 54–67, 2022.
- [36] N. M. Janna And Herianto, “Konsep Uji Validitas Dan Reliabilitas Dengan Menggunakan Spss,” No. 18210047, 2021.
- [37] H. Hikmah And M. Muslimah, “Validitas Dan Reliabilitas Tes Dalam Menunjang Hasil Belajar Pai,” Vol. 1, Pp. 345–356, 2021.
- [38] “[31] Statistik Teori Dan Aplikasi Jilid 1 Edisi Keenam _ Dinas Perpustakaan Dan Kearsipan Kota Madiun.” .
- [39] “[32] Kamus Umum Bahasa Indonesia _ Susunan W.” .
- [40] A. Shankar And C. Jebarajakirthy, “The Influence Of E-Banking Service Quality On Customer Loyalty: A Moderated Mediation Approach,” *Int. J. Bank Mark.*, Vol. 37, No. 5, Pp. 1119–1142, 2019, Doi: 10.1108/Ijbm-03-2018-0063.
- [41] P. Rita, T. Oliveira, And A. Farisa, “The Impact Of E-Service Quality And Customer Satisfaction On Customer Behavior In Online Shopping,” *Heliyon*, Vol. 5, No. 10, P. E02690, 2019, Doi: 10.1016/J.Heliyon.2019.E02690.
- [42] R. Chinomona, G. Masinge, And M. Sandada, “The Influence Of E-Service Quality On Customer Perceived Value, Customer Satisfaction And Loyalty In South Africa,” *Mediterr. J. Soc. Sci.*, Vol. 5, No. 9, Pp. 331–341, 2014,

Doi: 10.5901/Mjss.2014.V5n9p331.

- [43] S. Riza, “Analisis Pengaruh E-Service Quality, Kualitas Informasi Dan Persepsi Kemudahan Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Variabel Intervening (Studi Pada Pelanggan Lazada Indonesia),” *Diponegoro J. Manag.*, Vol. 6, Pp. 1–13, 2017, [Online]. Available: [Http://Ejournal-S1.Undip.Ac.Id/Index.Php/Dbr](http://Ejournal-S1.Undip.Ac.Id/Index.Php/Dbr).
- [44] R. Hartono, “Analisis Pengaruh Kualitas Pelayanan Terhadap Loyalitas Pelanggan Dengan Kepuasan Pelanggan Sebagai Variabel Intervening Di Toko Kalimas,” *Agora*, Vol. 6, No. 2, Pp. 1–5, 2018.
- [45] I. Putra And K. Rahyuda, “Peran Perceived Value Memediasi Hubungan Kualitas Pelayanan Dengan Kepuasan Konsumen,” *E-Jurnal Manaj. Univ. Udayana*, Vol. 7, No. 5, Pp. 2793–2822, 2018.
- [46] I. Maria, V. Wijaya, And K. Keni, “Pengaruh Information Quality Dan Service Quality Terhadap Perceived Value Dan Konsekuensinya Terhadap Customer Engagement Behavior Intention (Studi Pada Social Commerce Instagram),” *J. Muara Ilmu Ekon. Dan Bisnis*, Vol. 5, No. 2, P. 321, 2021, Doi: 10.24912/Jmieb.V5i2.12276.
- [47] C. Stefaniem And C. M. Firdausy, “Pengaruh Perceived Value, Trust, Dan Customer Satisfaction Terhadap Customer Loyalty Pengguna Aplikasi M-Banking Bca Di Jakarta Barat,” *J. Manajerial Dan Kewirausahaan*, Vol. 3, No. 3, P. 620, 2021, Doi: 10.24912/Jmk.V3i3.13134.
- [48] A. R. D. Putri, “Pengaruh Penggunaan Media Flash Card Terhadap Kemampuan Menghafal Kosa Kata Bahasa Arab Di Madrasah Ibtidaiyah Negeri (Min ...,” Vol. 4, No. 1, Pp. 12–26, 2020, [Online]. Available: [Http://Repo.Iain-Tulungagung.Ac.Id/17221/](http://Repo.Iain-Tulungagung.Ac.Id/17221/).
- [49] “[46] Berita Terpopuler Dan Terbaru Hari Ini Di Kanal Detikjabar - De.” .
- [50] R. N. S. Amriza And Khairun Nisa Meiah Ngafidin, “Analisis Pengaruh Platform Sosial Media Terhadap Penyebaran Informasi Bencana,” *Jsii*

(*Jurnal Sist. Informasi*), Vol. 8, No. 2, Pp. 82–87, 2021, Doi: 10.30656/Jsii.V8i2.3639.

- [51] G. Permadi And A. Prianggono, “Pengukuran Mutu Website Akademi Komunitas Negeri Pacitan Menggunakan Metode Webqual,” *J. Inf. J. Penelit. Dan Pengabd. Masy.*, Vol. 6, No. 2, Pp. 58–64, 2020, Doi: 10.46808/Informa.V6i2.185.
- [52] G. F. Djayapranata, “Kepuasan Konsumen Tidak Selalu Linear Dengan Loyalitas Konsumen: Analisis Pada Restaurant Cepat Saji Di Indonesia,” *Inobis J. Inov. Bisnis Dan Manaj. Indones.*, Vol. 3, No. 4, Pp. 569–579, 2020, Doi: 10.31842/Jurnalinobis.V3i4.160.