

DAFTAR PUSTAKA

- Abdullrahim, N. (2010). <Service Quality Of Islamic Banks.Pdf>. February.
- Aqilla, R. G., & Yudiantoro, D. (2023). Analisis Faktor-Faktor Yang Mempengaruhi Minat Nasabah Menggunakan Layanan Mobile Banking Di Bank Syariah Indonesia Kantor Cabang Pembantu Tulungagung Sudirman. Jipi (Jurnal Ilmiah Penelitian Dan Pembelajaran Informatika), 8(2), 684–691. <https://doi.org/10.29100/jipi.v8i2.3836>
- Beanning, L., & Zulkarnain. (2024). The Effect Of E-Service Quality On Customer Satisfaction And Customer Loyalty: A Study On Mobile Banking Application In Indonesia. Communications In Humanities And Social Sciences, 4(1), 51–58. <https://doi.org/10.21924/chss.4.1.2024.73>
- Comission, E. (2016). Sampel Kuantitatif. 4(1), 1–23.
- Erta Aprillian. (2023). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah Di PT BSI KC Semarang. In Nucl. Phys. (Vol. 13, Nomor 1).
- 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. <https://doi.org/10.1177/2158244020919517>
- Firmansyah, A. (2019). Perbandingan Kualitas Pelayanan Mobile Banking Pada Bank Syariah Mandiri Dan Bri Syariah. Sustainability (Switzerland), 11(1), 1–14.
<http://sciteca.caf.com/bitstream/handle/123456789/1091/red2017-Eng-gene.pdf?sequence=12&isallowed=Y%0ahttp://dx.doi.org/10.1016/j.re>

[gsciurbeco.2008.06.005%0ahttps://Www.Researchgate.Net/Publication/305320484 Sistem Pembetulan Terpusat Strategi Melestari](https://www.researchgate.net/publication/305320484_sistem_pembetulan_terpusat_strategi_melestari)

- Fitria, T. N. (2015). Sistem Informasi Manajemen. Jurnal Ilmiah Ekonomi Islam, 1(2), 75–87. <https://jurnal.stieaas.ac.id/index.php/jei/article/view/30/29>
- Han, E. S., & Goleman, Daniel; Boyatzis, Richard; Mckee, A. (2019). Pengertian Pelayanan Umum. Journal Of Chemical Information And Modeling, 53(9), 1689–1699.
- He, Z., O’connor, F., & Thijssen, J. (2018). Is Gold A Sometime Safe Haven Or An Always Hedge For Equity Investors? A Markov-Switching Capm Approach For Us And Uk Stock Indices. International Review Of Financial Analysis, 60, 30–37. <https://doi.org/10.1016/j.irfa.2018.08.010>
- Khaliq, R. (2019). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah Bank Syariah Mandiri Di Banjarmasin Kalimantan Selatan. Relevance: Journal Of Management And Business, 2(1), 177–188. <https://doi.org/10.22515/relevance.v2i1.1609>
- Lusardi, Annamaria, And Olivia S. Mitchell. 2014. “The Economic Importance of Financial Literacy: Theory dan Evidence.” Journal Of Economic Literature 52(1):6. Doi: 10.1257/Jel.52.1.5.
- Marliana Susianti, Oni. 2024. “Perumusan Variabel dan Indikator dalam Penelitian Kuantitatif Kependidikan.” Jurnal Pendidikan Rokania 9:18.
- Muhajirin, Risnita, & Asrulla. (2024). Kuanttitatif. Journal Genta Mulia, 15(1), 82-92.

Ndubueze, O. V. (2025). The Impact Of Digital Banking On Customer Satisfaction In Commercial Banks The Impact Of Digital Banking On Customer Satisfaction In Commercial Banks. 43(June).

Nirmala Arum Janie, D. (2021). Statistik Deskriptif & Regresi linier Berganda Dengan Spss. In Semarang University Press (Nomor April 2012).

Parasuraman, A, Berry, L. L., & Zeithaml, V. A. (1990). Guidelines For Conducting Service Quality Research. *Marketing Research*, 2(4), 34–45.
<http://Scholar.Google.Com/Scholar?hl=en&btnG=Search&Q=Intitle:Guidelines+For+Conducting+Service+Quality+Research#0>

Parasuraman, A., & Grewal, D. (2000). The Impact Of Technology On The Quality-Value-Loyalty Chain: A Research Agenda. *Journal Of The Academy Of Marketing Science*, 28(1), 168–174.
<https://doi.org/10.1177/0092070300281015>

Prof. H. Imam Ghozali, M.Com, Ph.D, Dr. Karlina Aprilia Kusumadewi, M. S. (2023). *Partial Least Squares Konsep, Teknik Dan Aplikasi*.

Prof.H.Imam Ghozali, M.Com, Ph.D, Ca, A. (2018). *Aplikasi Analisis Multivariate Dengan Program Ibm Spss 25 Edisi 9*.

Ramadhan, M. Z. J., & Asih, V. S. (2021). Studi Komparatif: Kualitas Layanan Mobile Banking Bri Syariah Dan Bank Syariah Indonesia. *Indonesian Journal Of Economics And Management*, 1(3), 578–583.
<https://doi.org/10.35313/Ijem.V1i3.3492>

Selasi, D., Vidiati, C., & Munajim, A. (2022). Pertumbuhan Bank Syariah Di Asean: Dalam Sejarah The Growth Of Islamic Banks In Asean: In History.

Ecobankers : Journal Of Economy And Banking, 3(2), 157–171.

<https://doi.org/10.47453/Ecobankers.V3i2.623>

Shafie, S., Azmi, W. N. W., & Haron, S. (2004). Adopting And Measuring Customer Service Quality (Sq) In Islamic Banks: A Case Study In Bank Islam Malaysia Berhad. Journal Of Muamalat And Islamic Finance Research, 1(1), 1–12.

<http://scholar.google.com/scholar?hl=en&btnG=Search&q=intitle:adopting+and+measuring+customer+service+quality+in+islamic+banks+:+a+case+study+of+bank+islam+malaysia+berhad#0>

Suci, R. (2022). Analisis Perbandingan Tingkat Kepuasan Dan Kualitas Layanan Bsi Mobile Banking Dengan Action Mobile Banking Bank Aceh (Studi Pada Dosen Uin Ar-Raniry). 9, 356–363.

Sugiyono. (2019). Etode Penelitian Kuantitatif, Kualitatif, Dan R&D.

Sugiyono, 2014. (2014). Pengaruh Faktor-Faktor Motivasi Terhadap Minat Berwirausaha Mahasiswa Program Studi Manajemen Fakultas Ekonomi Dan Bisnis Unika Soegijapranata Semarang. Skala Likert 5, 2(3), 15–22.

<http://eprints.ums.ac.id/id/eprint/84613>

Ubaydillah, Uba. 2025. Persepsi Nasabah Terhadap Aplikasi Byond By BSI Sebagai Sarana Literasi Keuangan Syariah Studi Pada Masyarakat di Purwokerto.

Verhoef, P. C., Neslin, S. A., & Vroomen, B. (2007). Multichannel Customer Management: Understanding The Research-Practice Gap. International Journal Of Research In Marketing, 24(2), 129–148.

<https://doi.org/10.1016/j.ijresmar.2007.03.001>

- Virkanita Aprillyanti, Isra Misra, Hasnita, &. Jelita. 2025. “Perbedaan Kinerja dan Kepuasan Kerja Karyawan Bank Syariah Indonesia (Bsi) Sebelum dan Sesudah.” *Jurnal Tabarru’ : Islamic Banking And Finance* 8(1):15–28.
- Yanti, F. (2025). *Syariah Indonesia Kcp Pekanbaru*. 7253.
- Yasin, R. M., Lailiyah, N., & Edris, M. (2021). Analisis Pengaruh Layanan Digital Perbankan Syariah Terhadap Literasi Keuangan Syariah Generasi Milenial. *Jurnal Baabu Al-Ilmi: Ekonomi Dan Perbankan Syariah*, 6(1), 75.
<https://doi.org/10.29300/Ba.V6i1.4117>
- Yolanda¹, I., Mas’ud², R., Hasanah³, S. M., & Mataram, F. U. I. N. (2022). Pengaruh Teknologi Keuangan Dan Kualitas Layanan Digital Terhadap Kepuasan Nasabah Pada Bank Syariah Indonesia Kcp Masbagik. *Ekonomi Dan Keuangan Syariah*, 10(1), 1–52.
<https://doi.org/10.21608/Pshj.2022.250026>
- Yumanita, Diana. 2008. “Measuring the Competitiveness of Islamic Banking In Indonesian Dual Banking System.” 3(2):72–89.
- Yusril Mahendra, Angga Nadiyanto Prastian. 2025. “Analisis Strategi Bauran Pemasaran dalam Meningkatkan Daya Saing dan Pertumbuhan Penjualan Pada Perusahaan Konveksi I ’ Nine.” 5.
- Zeithaml, Valarie A.; Bitner, Mary Jo; Gremler, Dwayne D. 2018. *Services Marketing: Integrating Customer Focus Across the Firm*. New York, Ny.