

## DAFTAR PUSTAKA

- Andri, Kuntoro Boga, Prima Diarini Riajaya, Fitriiningdyah Tri Kadarwati, Budi Santoso, and Suminar Diyah Nugraheni, 'The Feasibility Study on Development of Sugar Cane Farming in Sampang Regency', *Buletin Tanaman Tembakau, Serat & Minyak Industri*, 7.1 (2015), 15–27
- Arif Affandi, "Peranan Kualitas Pelayanan dalam Meningkatkan Loyalitas Pelanggan di JNE Agen Gurah Kabupaten Kediri," Skripsi .Kediri: IAIN Kediri, 2019.
- Armawan, I Nyoman Tri. "Pengaruh Gaya Kepemimpinan Transformasional Dan Motivasi Kerja Terhadap Kinerja Karyawan (Studi Kasus Pada PT. FSG)." *Jurnal MIX*, IV (3) 381395 (2014).
- Bahri, Diah Silvana. Pengaruh Customer Relationship Management Terhadap Loyalitas Nasabah PT. Bank Syariah Mandiri KCP Medan Setia Budi. Diss. Universitas Islam Negeri Sumatera Utara Medan, 2021.
- Basalamah, MR. Moeljadi, Sunaryo, Sudjatno "The Effect of Service Quality And Relationship Marketing Towards Customer Loyalty for Sharia Banking (Sharia Banking Study in Makassar Indonesia)" *International Review of Management and Marketing*, Vol. 8, No. 1. 2018
- Budiawan, Wiwik, and Christine, 'Analisis Pengaruh Marketing Mix ( 7P ) Terhadap Minat Beli Ulang Konsumen ( Studi Pada House of Moo, Semarang )', *Industrial Engineering Online Journal*, 6 (1) (2017), 8 <<https://ejournal3.undip.ac.id/index.php/ieoj/article/view/15928>>
- Darmawan, Didit.. *Metodologi Penelitian*. Surabaya: Metromedia. . 2015
- Duwi, Priyatno. *Spss 22: Pengolahan Data Terpraktis*, Yogyakarta : C.V Andi Offset. 2014
- Fandy Tjiptono.*Pemasaran Jasa*. Yogyakarta : Andi Offset .2014
- Ghozali, I., *SEM Metode Alternatif dengan menggunakan Partial Least Square (PLS)*, Badan Penerbit
- Ghozali, Imam, 'SEM Metode Alternatif Dengan Menggunakan Partial Least Squares (PLS)', *Semarang: Badan Penerbit Universitas Diponegoro*, 2014
- Hidayatullah, Syarif, Et Al. "Pengaruh Sistem Informasi Pemasaran, Kualitas Pelayanan Dan Loyalitas Terhadap Keunggulan Bersaing Jatim Park Group." *Jurnal Seminar Nasional Sistem Informasi (SENASIF)*. Vol. 3. No. 1. 2019.

- Hidayatullah, Syarif, Ryan Gerry Patalo, Achmad Firdianjah, Abdul Waris, Unmer Malang, and Polinema Malang, 'Pengaruh Sistem Informasi Pemasaran, Kualitas Pelayanan Dan Loyalitas Terhadap Keunggulan Bersaing Jatim Park Group', *Jurnal Teknologi Informasi*, September, 2019, 1652–60  
<<https://jurnalfti.unmer.ac.id/index.php/senasif/article/view/226/186>>
- Joubert, Marasi Deon, and Aditya Prihantoko, 'Analisis Keberterimaan Pengguna Terhadap Aplikasi Sistem Manajemen Operasi Irigasi Menggunakan Technology Acceptance Model (Studi Kasus Daerah Irigasi Boro, Purworejo)', *Jurnal Irigasi*, 10.1 (2015), 11–20
- Kaplan, Robert S, 'Using the Balanced Scorecard for Successful Health Care M&A Integration', *New England Journal of Medicine*, X, 2020, 1–8 <<https://doi.org/10.1056/CAT.20.0286>>
- Kotler, Keller, and Kevin Lane Keller, 'Marketing Management, 14th, Person Education', *Philip Kotler DanKevin LaneKeller*, 2012
- Kotler, P., Keller, K.L. *Marketing Managemen*, 15th Edition, Pearson Education, Inc. New Jersey. 2016.
- Kuswandarini, Krisna Issri, and Arna Asna Annisa. "Analisis pengaruh kualitas layanan, corporate image, dan customer relationship management terhadap loyalitas nasabah dengan kepuasan nasabah sebagai variabel intervening." *Journal of Management and Digital Business* Vol. 1, No.1 2021.
- Lesmana, Eggy. Analisis Pengaruh Customer Relationship Management, Kualitas Pelayanan dan Lingkungan Pelayanan (Servicecape) Terhadap Loyalitas Nasabah (Studi Kasus Pada PT. Bank Syariah Indonesia Tbk, Karawang). BS thesis. Fakultas Ekonomi dan Bisnis uin jakarta.2021
- Mahargiyantie, Sri. "Peran Strategis Bank Syariah Indonesia Dalam Ekonomi Syariah Di Indonesia." *Al-Misbah* 1, no. 2 (2020): 199–208.
- Morissan M. *Metode Penelitian Survei. Cet-2*. Jakarta: Kencana. 2014.
- Naeem, Hummayoun, Asma Akram, M Iqbal Saif, and others, 'Service Quality and Its Impact on Customer Satisfaction: An Empirical Evidence from the Pakistani Banking Sector', *International Business & Economics Research Journal (IBER)*, 8.12 (2009)
- Setyo, Purnomo Edwin. "Pengaruh kualitas produk dan harga terhadap kepuasan konsumen best autoworks." *Jurnal Manajemen dan Start-Up Bisnis* 1.6 (2017): 755-764.
- Sugiyono, Prof, 'Metode Penelitian Manajemen (Pendekatan Kuantitatif, Kualitatif, Kombinasi (Mixed Methods), Penelitian Tindakan (Action Research, Dan Penelitian Evaluasi)', *Bandung: Alfabeta Cv*, 2016
- Ulfa, Alif. "Dampak Penggabungan Tiga Bank Syariah Di Indonesia." *Jurnal Ilmiah Ekonomi Islam* 7, no. 2 (2021): 1101–6.

- Wahyoedi, Soegeng, Achmad Sudiro, Sunaryo Sunaryo, and Sudjatno Sudjatno, 'The Effect of Religiosity and Service Quality on Customer Loyalty of Islamic Banks Mediated by Customer Trust and Satisfaction', 2020
- Yumanita, Diana, and others. "Bank Syariah: Gambaran Umum." Jakarta: Pusat Pendidikan Dan Studi Kebanksentralan (PPSK) Bank Indonesia, 2005.
- Yusuf, Mohammad, Reza Nurul Ichsan, and Dewi Mahrani Rangkuty. "Bank Syariah Indonesia Service Quality: Social Perspective." *Jurnal Kajian Ekonomi Dan Kebijakan Publik (JEpa)* 6, no. 2 (2021): 561–70.