

## DAFTAR PUSTAKA

- 2018, Andias. 2018. "Pengaruh Kualitas Pelayanan, Kepercayaan, Kepuasan Pelanggan, Dan Citra Perusahaan Terhadap Loyalitas Pelanggan Di Swalayan Pamella 7 Yogyakarta." *Universitas Islam Indonesia* 6(2): 1–96.
- Arief, Surdi. 2019. "Machining Untuk Mengatasi Ovality Pada Cylinder Transition Turbin Gas MW701D Di UP Gresik." *Jurnal Powerplant* 3(1)(Mi): 5–12.
- Caswito, Ade. "Pelatihan Siswa Berbasis Game-Based Learning Untuk Meningkatkan Pemahaman Pengelolaan Manajemen Keuangan Dan Bisnis Di SMKN 5 Kabupaten Tangerang JAKARTA."
- Farida et al.(2021). 2021. "The Influence of Service Quality and Consumer Trust on Consumer Loyalty of Sociolla." *Proceedings of the International Conference on Industrial Engineering and Operations Management*: 854–59. doi:10.46254/in01.20210247.
- Ferry Siswadi, 2018. 2019. "Pengaruh Kualitas Layanan Terhadap Kepuasan." *Jurnal Pustakawan Indonesia* 18(1): 2–2.
- Ghozali 2018. *Spss Imam Ghozali*.
- Ghozali 2018. *Spss Imam Ghozali*.  
<http://www.library.upnvj.ac.id/pdf/2s1manajemen/205111070/daftarpustaka.pdf>.
- Gunawan & kenny, 2022. 2020. "Kesimpulan Penelitian." *Dictio.id*.
- Hair, Joseph F, William C Black, Barry J Babin, and Rolph E Anderson. 2019. *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION*. [www.cengage.com/highered](http://www.cengage.com/highered).
- IESR. 2023a. "Indonesia Electric Vehicle Outlook 2023." *Pwc,2023* (September): 1–44.
- IESR, 2023. 2023b. "Indonesia Electric Vehicle Outlook 2023." (IESR, 2023).
- Jules Nuytten, 2021. 2020. "Measuring Users ' Satisfaction with Charging Infrastructure Services : Development and Validation of CIS-Diagnostic." *EVS33 Symposium*: 1–12.
- Kementerian ESDM, 2025. 2025. "Sosialisasi Keputusan Menteri ESDM Nomor 24 . K / TL . 01 / MEM . L / 2025 Tentang Rencana Pengembangan SPKLU." : 1–7.
- kiki sentia, 2024. 2024. "Customer Satisfaction Terhadap Customer Loyalty."

- Licheng Xu, 2024. 2024. “Exploring User Satisfaction and Improvement Opportunities in Public Charging Pile Resources.” *Indonesian Journal of Electrical Engineering and Computer Science* 34(1): 482–96. doi:10.11591/ijeecs.v34.i1.pp482-496.
- Lisdiana dkk., 2023. 2024a. “Penerapan Metode Quality Function Deployment Guna Meningkatkan Kualitas Pelayanan Jasa Pada Koperasi Pegawai Negeri.” *Jurnal Minfo Polgan* 13(1): 38–46. doi:10.33395/jmp.v13i1.13470.
- Lisdiana dkk., 2023. 2024b. “Penerapan Metode Quality Function Deployment Guna Meningkatkan Kualitas Pelayanan Jasa Pada Koperasi Pegawai Negeri.” *Jurnal Minfo Polgan* 13(1): 38–46. doi:10.33395/jmp.v13i1.13470.
- (Malarkey et al., 2023. 2024. “A Review of the Customer Experience at Public Charging Stations and Its Effects on Electric Vehicle Purchase and Use.” *Transport Findings* 2024(September). doi:10.32866/001c.122904.
- Margaretha. 2017. “Pengaruh Kualitas Layanan-E, Kepuasan-E, Dan Kepercayaan-E Terhadap Kesetiaan-E Pada Gojek.” *Business Management Journal* 13(1): 1–28. doi:10.30813/bmj.v13i1.247.
- Maulana, Yusuf. 2025. “Analisis Pengaruh Kualitas Pelayanan Dan Kepercayaan Terhadap Loyalitas Pelanggan Shopee.” *Jurnal Semesta Ilmu Manajemen dan Ekonomi* 1(3): 126–39. doi:10.71417/j-sime.v1i3.256.
- Mayer, Davis & Schoorman, 1995. 2014. “MODEL OF TRUST.” 20(3): 709–34.
- Mayer dkk., 1995. 2022. “A Model of Trust.” *Games* 13(3): 709–34. doi:10.3390/g13030039.
- Mila Sari, 2025. 2025. “Exploring the Influence of Service Quality and Trust on Customer Loyalty Mediated by Satisfaction: An Expectation-Confirmation Theory Approach.” *World Journal of Advanced Research and Reviews* 27(3): 880–88. doi:10.30574/wjarr.2025.27.3.2905.
- Morgan & Hunt, 1994. 1994a. “The Commitment-Trust Theory Of.” 58(July): 20–38.
- Morgan & Hunt, 1994. 1994b. “The Commitment-Trust Theory Of.” 58(July): 20–38.
- Nazir, 2005. 2019. “Dalam Membentuk Kepuasan Pelanggan Sehingga Tercipta Loyalitas Pelanggan.” *Jurnal Dialektika* 4(1): 45–64.
- Oliver, 1999. 1999a. “Whence Consumer Loyalty?” 63: 33–44.
- Oliver, 1999. 1999b. “Whence Consumer Loyalty?” 63: 33–44.
- Parasuman, 1998. 1988a. “Servqual : A Multiple-Item Scale For Measuring Consumer Perc.”

- Parasuman, 1998. 1988b. "Servqual : A Multiple-Item Scale For Measuring Consumer Perc." PROMOSI, 2025. 2025. "1 , 2 1,2." 13(2): 429–40.
- Rahma, 2024. 2024. "Determinasi Loyalitas Nasabah Bank Central Asia: Perspektif Kualitas Pelayanan, Kepercayaan Dan Kepuasan." *Media Online* 5(2): 101–9. doi:10.47065/arbitrase.v5i2.2219.
- (Ridwan & Wibisono, 2024). 2024. "Analysis of Brayton Cycle Efficiency at 100 MW Load Before and After Overhaul of Unit 1 Block 1 At PLTGU PT. PLN Nusantara Power Up Gresik." *Asian Journal of Social and Humanities* 2(7): 1540–47. doi:10.59888/ajosh.v2i7.281.
- Roland Berger, 2023. 2023. "EV Charging Index Edition 4, 2023. Recharged: The Electric Vehicle and EV Charging Markets Regain Stability."
- SCIRP, 2020. 2020. "The Roles of Relationships and Service Quality as Drivers of Customer Loyalty: An Empirical Study." *Open Journal of Social Sciences* 08(04): 14–32. doi:10.4236/jss.2020.84002.
- sekarang boogie. *An Easy Way to Help Students Learn, Collaborate, and Grow*. www.wileypluslearningspace.com.
- sekarang boogie. *An Easy Way to Help Students Learn, Collaborate, and Grow*.
- Sugiyono, 2017. 2024. "Operasionalisasi Variabel Dalam Penelitian Kuantitatif." : 140.
- UNRD, 2024. 2023. "Impact of Service Quality on Customer Retention." *Quality - Access to Success* 24(195): 280–85. doi:10.47750/QAS/24.195.33.
- Widjianto, Muji 2023. 2024. "The Influence of Brand Trust and Customer Satisfaction on Customer Loyalty Among Shopee Users in Rural Area." *Jurnal Multidisiplin Madani* 4(5): 687–700. doi:10.55927/mudima.v4i5.9406.
- Yuksel & Yuksel, 2014. 2016. "After-Sales Services of Home Appliances: Evidence from Sri Lanka." *International Journal of Consumer Studies* 40(1): 115–24. doi:10.1111/ijcs.12229.