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# Analisis Banking Service Quality Terhadap Citra Bank

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MEMBANGUN LOYALITAS BERDASARKAN KUALITAS JASA MODEL BRADY CRONIN, E-SQ, E-CRM, DAN KOMITMEN NASABAH PERBANKAN  
ICEBE 2020

PENTINGNYA KEPUASAN DAN LOYALITAS PENGUNJUNG: Studi Pengaruh Customer Value, Brand Image, dan Atribut Produk Terhadap Kepuasan dan Loyalitas Pengunjung Pariwisata Pantai  
ICIFEB 2022

Cross Section and Experimental Data Analysis Using EViews

Proceedings of the 6th Yogyakarta International Seminar on Health, Physical Education, and Sports Science (YISHPESS 2023)

Service Management and Marketing

Disruptive Diverting Effects : Teori dan Implikasi Pada Bank Syariah Indonesia

Transformasi Digital dalam Industri Perbankan

Proceedings of the International Conference on Vocational Education Applied Science and Technology (ICVEAST 2023)

ICBAE 2022

DINAMIKA CITRA DAN PELAYANAN BANK TERHADAP LOYALITAS NASABAH DALAM TINJAUAN ISLAM ( Studi kasus Perbankan Syariah di Kota Pekanbaru)

Proceedings of the International Conference on Economic Management, Accounting and Tourism (ICEMAT 2023)

ICEBE 2023

ICBAE 2020

Preferensi masyarakat perkotaan studi pembiayaan kepemilikan rumah pada bank syariah

Proceedings of the 4th Asia Pacific Management Research Conference (APMRC 2022)

Metodologi Penelitian

Proceedings of the 7th Global Conference on Business, Management, and Entrepreneurship (GCBME 2022)

Strategi manajemen pemasaran

Advances in Business, Management and Entrepreneurship

Fleksibilitas Kontrak Berbasis Resiprokal : Analisis Pembiayaan Murabahah di BPRS

Proceedings of the International Conference on Social, Politics, Administration, and Communication Sciences (ICoSPACS 2022)

Proceedings of the International Conference on Economics, Management, and Accounting (ICEMAC 2022)

Manajemen Pemasaran Strategik Bank Di Era Global

Handbook of Univariate and Multivariate Data Analysis and Interpretation with SPSS

Lembaga Keuangan Mikro sebagai Pilar Perekonomian Nasional - Jejak Pustaka

Monograf Model Pengukuran Kualitas Layanan Publik Dengan Indikator Presisi Polri Berbasis Kecerdasan Buatan

Panduan Penulisan Karya Ilmiah untuk Mahasiswa Hospitality and Tourism

APLIKASI STOCKBIT ; PENGGUNAAN PENDEKATAN DELONE & MCLEAN DALAM TRANSAKSI SAHAM

Kepuasan Nasabah : Tinjauan Melalui Kualitas Produk dan Kualitas Pelayanan Nasabah Bank Syariah

The 6th Mechanical Engineering, Science and Technology (MEST 2022) International Conference

Proceedings of the International Conference on Business, Accounting, Banking, and Economics (ICBABA 2022)

Riset Sumber Daya Manusia

ANALISIS PENGARUH E-BANKING DAN KUALITAS PELAYANAN TERHADAP LOYALITAS NASABAH

Manajemen Pendanaan dan Pembiayaan Perbankan Syariah

Increasing Management Relevance and Competitiveness

Kualitas Pelayanan Rumah Sakit

## **DOMINIK ALYSON**

### **MEMBANGUN LOYALITAS BERDASARKAN KUALITAS JASA MODEL BRADY CRONIN, E-SQ, E-CRM, DAN KOMITMEN NASABAH PERBANKAN**

Indonesia Emas Group

This book constitutes the thoroughly refereed proceedings of the 3rd International Conference on Islamic Finance and Business (ICIFEB), held online in Jakarta, Indonesia, in July 19-20 2022. The 29 full papers presented were carefully reviewed and selected from 72 submissions. The papers reflect the conference main and sub-themes namely: Islamic business, Islamic finance, corporate social and environmental sustainability, digital business, marketing and investment.

#### **ICEBE 2020** Penerbit Adab

Buku ini merupakan hasil penelitian yang dibukukan. Tema yang diambil yaitu customer value, brand image, dan atribut produk yang dikaitkan dengan kepuasan dan loyalitas pengunjung wisata pantai di Kabupaten Jember. Tema kepuasan pelanggan dan loyalitas pelanggan masuk dalam mata kuliah Manajemen Pemasaran yang juga penting diketahui oleh mahasiswa sebagai tema tugas akhir. Semoga dapat memberikan gambaran betapa kepuasan dan loyalitas pelanggan penting untuk diperhatikan bagi organisasi atau unit usaha yang bergerak di bidang industri jasa.

### **PENTINGNYA KEPUASAN DAN LOYALITAS PENGUNJUNG: Studi Pengaruh Customer Value, Brand Image, dan Atribut Produk Terhadap Kepuasan dan Loyalitas Pengunjung Pariwisata Pantai**

Springer Nature

Buku ini berjudul "Fleksibilitas Kontrak Berbasis Resiprokal". Buku ini merupakan karya yang sangat penting dalam konteks perkembangan hukum kontrak di Indonesia, terutama dalam mempertimbangkan kebutuhan fleksibilitas dalam perjanjian bisnis modern. Dalam buku ini, penulis dengan cermat menjelaskan konsep dan prinsip fleksibilitas kontrak berbasis resiprokal, serta memberikan contoh kasus dan analisis hukum yang mendalam tentang penerapannya. Buku ini akan sangat berguna bagi para praktisi hukum, akademisi, pengusaha, dan

siap

#### **ICIFEB 2022** Penerbit Adab

Ucapan puji syukur Penulis haturkan kepada Allah SWT atas karunia yang tidak terduga sehingga Penulis berhasil menyelesaikan penyusunan buku ini. Penulis menyusun buku ini sebagai bahan peningkatan wawasan yang berhubungan dengan metodologi penelitian kuantitatif yang ditujukan terutama untuk penyusunan skripsi dan tesis. Perlunya mengetahui tentang konsep dan prinsip dalam penyusunan skripsi dan tesis karena masih banyaknya pembaca khususnya akademisi yang belum memahami betul konsep maupun prinsip sehingga sering kali melakukan kesalahan dalam penelitian maupun penulisannya. Teori dan prinsip dalam penulisan karya ilmiah, seperti skripsi dan tesis pada umumnya menyesuaikan dengan aturan dalam instansi yang bersangkutan. Penjelasan dalam buku ini dipaparkan secara rinci dan ringkas untuk memudahkan pembaca dalam memahami isi di dalamnya secara umum. Buku ini juga disertai dengan contoh-contoh yang relevan untuk memberikan gambaran yang konkret agar pembaca memiliki pemahaman yang lebih mendalam dan detail.

#### **Cross Section and Experimental Data Analysis Using EViews** AE Publishing

This is an open access book. Hikmahanto Juwana is an Indonesian legal academic. He is a Professor of International Law at the Faculty of Law, University of Indonesia. Since 2020, he has served as Rector of Jenderal Achmad Yani University. He was also an expert staff member for the Coordinating Minister for the Economy Kwik Kian Gie. Hikmahanto was inaugurated as a professor in the field of international law at FHUI at the age of 36 in 2002. He is also the youngest professor in the history of FHUI or even in Indonesia to obtain this title at the age of under 40 years. Hikmahanto is one of the founders of the Indonesia Society of International Law (ISIL) and co-sponsored the implementation of the Philip C. Jessup International Moot Court Competition in Indonesia. In 2021, he was elected President of the Asian Society of International Law (ASIL).

#### **Proceedings of the 6th Yogyakarta International Seminar on Health, Physical Education, and Sports Science (YISHPESS 2023)** Bypass

In examining the new rules of service competition, the author discusses what important issues constitute the three levels of internal marketing, the four basic strategy options, and the five rules of service.

Noviana Diah

This is an open access book. International Conference on Vocational Education Applied Science and Technology (ICVEAST), formerly known as International Conference on Vocation for Higher Education (ICVHE), is an annual event organized by the Vocational Education Program, Universitas Indonesia, that aims to encourage innovative applied research in vocational higher education. In 2022, we rebranded the conference to focus on being an international forum where scholars and practitioners share their ideas on vocational education, especially within applied science and technology. The rebranding from ICVHE to ICVEAST marks our fifth conference. This year, we present our sixth conference, with the theme, "VOCATIONAL 5.0: Virtuosity Collaboration for Sustainability Development and Innovative Technologies Goals 5.0". Collaboration for sustainability development is a crucial part of achieving a sustainable future. It involves working with stakeholders, such as governments, businesses, non-governmental organizations, and communities, to develop and implement sustainable solutions. These stakeholders can pool their resources, knowledge, and expertise by working together to create innovative solutions that benefit the environment and society. The collaboration also helps ensure that all stakeholders are on the same page regarding sustainability goals and objectives. By building relationships and trust between stakeholders, collaboration can help to create a more sustainable future. Innovative Technology Goal 5.0 focuses on using technology to improve access to education and foster a culture of innovation and creativity. It seeks to create a more equitable and inclusive learning environment by providing access to digital tools and resources for all students, regardless of background or ability. It also seeks to promote technology to support the development of 21st-century skills, such as critical thinking, problem-solving, and collaboration. Finally, it aims to ensure that technology is used to support the development of a safe and secure learning environment while encouraging responsible and ethical use.

VOCATIONAL 5.0 is a collaborative effort to promote sustainable development and innovative technology goals. It is designed to bring together experts from various fields, including business, education, government, and the non-profit sector, to identify and develop innovative solutions to global challenges. Through the use of data-driven decision-making and the application of new technologies, VOCATIONAL 5.0 seeks to create a more sustainable and equitable world. The initiative also aims to foster collaboration between stakeholders, create a platform for knowledge sharing, and promote the use of technology to drive social, economic, and environmental progress. By leveraging the collective expertise of its members, VOCATIONAL 5.0 is committed to achieving its sustainable development and innovative technology goals. This ICVEAST aims to be a respected international forum to discuss the recent improvement and challenges in Vocational Education nowadays and in the future, from the research insight, mainly applied research in the field of administration and business, health science, social humanities, and engineering. The event will gather representatives from different countries, diverse areas of knowledge, and lots of education, research, public institutions, and organizations. The conference is devised as a space to exchange ideas and discuss the challenges that education and manufacturing face in preparing human capabilities to shift into the current trend of automation and the role of advanced technologies in those challenges. We intend to have an interactive conference through these three different sessions: business talks, keynote, and parallel/presentation sessions.

Service Management and Marketing Springer Nature

The Proceeding book presented the International Conference of Economics, Business & Entrepreneurship (ICEBE), which is an international conference hosted by Faculty of Economics & Business Universitas Lampung (FEB-UNILA) in collaboration with Magister Manajemen Teknologi Universitas Multimedia Nusantara. Total 50 full papers presented were carefully reviewed and selected from 85 submissions with the topics not limited to Finance, Accounting, Marketing and Digital Innovation. The ICEBE 2020 Conference was conducted virtually, on 01 October 2020 which had been attended by academics and researchers from various universities worldwide including practitioners with the theme Innovation and Sustainability in the Digital Age.

### **Disruptive Diverting Effects : Teori dan Implikasi Pada Bank Syariah Indonesia CV.** Intelktual Manifes Media

The 6th International Economics, Business, and Entrepreneurship Conference was held on September 13-14, 2023, in Lampung, Indonesia. Our theme was "Echoing the Financial and Digital Transformation to Support Inclusive Economic Growth". The process of selecting articles uses a double-blind review to ensure the quality of the papers. Reviewers were not allowed to know the authors' identities. The reviewers come from Indonesia, Malaysia, Turkey, and the Philippines. The contributions of the ICEBE conference to academia and society are as follows: provide knowledge and skills to participants on how to do quality research and community service; provide knowledge and skills to participants on how to publish research and community service results in reputable international journal publications; disseminate the research and community service results that the participants have carried out; review the latest research issues in economics and business, especially those related to sustainable development.

### **Transformasi Digital dalam Industri Perbankan** Springer Nature

Buku Ini Membahas tentang cara menghitung kauliatas pelayanan di Rumah Sakit, konsep kualitas pelayanan kesehatan, cara membuat diagram cartesius

*Proceedings of the International Conference on Vocational Education Applied Science and Technology (ICVEAST 2023)* Nas Media Pustaka

Perkembangan teknologi digital khususnya perkembangan aplikasi berbasis mobile phone dalam berinvestasi sangat berkembang pesat pada saat ini dan sangat berpengaruh terhadap perkembangan pasar modal (Hasniati dkk, 2023). Kehadiran aplikasi-aplikasi ini untuk memberikan kemudahan, layanan yang unggul kepada para investor dan pelaku pasar modal dalam berinvestasi (Nur dkk, 2024). Perkembangan teknologi digital ini juga turut berdampak pada berubahnya perilaku dan pola transaksi di pasar modal (Nugraheni & Mahardhika, 2023). Seorang investor baik itu individu, kelompok ataupun entitas yang ingin berinvestasi saham di pasar modal perlu melalui suatu perusahaan sekuritas yang sudah memiliki izin dari Otoritas Jasa Keuangan (OJK).

**ICBAE 2022** CRC Press

Persepsi kemudahan (Perceived ease of use) merupakan kepercayaan dari seseorang bahwa penggunaan teknologi mudah untuk dipahami. Jika penggunaan teknologi dipercaya oleh pengguna merupakan suatu teknologi yang mudah untuk dipelajari, maka pengguna akan memiliki minat untuk menggunakan teknologi tersebut. Persepsi kemanfaatan (Perceived usefulness) didefinisikan sebagai tingkat kepercayaan seseorang bahwa dengan menggunakan sistem tertentu dapat meningkatkan kinerja, sehingga persepsi ini diyakini bahwa dengan menggunakan suatu teknologi tertentu akan dapat memberikan manfaat bagi seseorang yang menggunakannya.

### **DINAMIKA CITRA DAN PELAYANAN BANK TERHADAP LOYALITAS NASABAH DALAM TINJAUAN ISLAM ( Studi kasus Perbankan Syariah di Kota Pekanbaru)** LD MEDIA

This is an open access book. The 2023 INTERNATIONAL CONFERENCE ON ENTERPRISE AND INDUSTRIAL SYSTEMS (ICOEINS 2023) held in 4-5 October 2023 in Bali Indonesia and will be held in a hybrid format. The ICOEINS gather the researchers, inventors, academicians, and students to experience the real opportunity to discuss new issues, tackle complex problems and find advanced enabling solutions that able to shape new trends in Information System and Industrial Engineering.

### **Proceedings of the International Conference on Economic Management, Accounting and Tourism (ICEMAT 2023)**

European Alliance for Innovation

The GCBME Book Series aims to promote the quality and methodical reach of the Global Conference on Business Management & Entrepreneurship, which is intended as a high-quality scientific contribution to the science of business management and entrepreneurship. The Contributions are expected to be the main reference articles on the topic of each book and have been subject to a strict peer review process conducted by experts in the fields. The conference provided opportunities for the delegates to exchange new ideas and implementation of experiences, to establish business or research connections and to find Global Partners for future collaboration. The conference and resulting volume in the book series is expected to be held and appear annually. The year 2019 theme of book and conference is "Transforming Sustainable Business In The Era Of Society 5.0". The ultimate goal of GCBME is to provide a medium forum for educators, researchers, scholars, managers,

graduate students and professional business persons from the diverse cultural backgrounds, to present and discuss their research, knowledge and innovation within the fields of business, management and entrepreneurship. The GCBME conferences cover major thematic groups, yet opens to other relevant topics: Organizational Behavior, Innovation, Marketing Management, Financial Management and Accounting, Strategic Management, Entrepreneurship and Green Business.

#### **ICEBE 2023** Springer Nature

This is an open access book. Due to the impacts of the Coronavirus Disease (COVID-19) around the world, international conference will be held in Semarang, Central Java, Indonesia, on 9th November 2022. Will take place online via zoom. The BABE International Conference series is held at regular intervals to provide an interactive forum for presentation and discussion on the International Conference of Business, Accounting, Banking, and Economics Research. We welcome participants academicians and practitioners from all over the world who are interested in developing new knowledge and professional ties to enhance career opportunities. The BABE international conference should serve as an ideal forum to establish relationships among members around the world. We hope you will join us at the BABE international conference 2022 which will be held regularly every year.

#### **ICBAE 2020** Springer Nature

The 2nd International Conference of Business, Accounting, and Economics (ICBAE) 2020 continued the agenda to bring together researcher, academics, experts and professionals in examining selected theme by applying multidisciplinary approaches. This conference is the second intentional conference held by Faculty of Economics and Business, Universitas Muhammadiyah Purwokerto and it is a bi-annual agenda of this faculty. In 2020, this event will be held in 5-6 August at Faculty of Economics and Business, Universitas Muhammadiyah Purwokerto. The theme of the 2nd ICBAE UMP 2020 is "Economics Strength, Entrepreneurship, and Hospitality for Infinite Creativity Towards Sustainable

Development Goals (SDGs)". It is expected that this event may offer contribution for both academics and practitioners to conduct researches related with Business, Accounting, and Economics Related Studies. Each contributed paper was refereed before being accepted for publication. The double-blind peer reviewed was used in the paper selection.

#### **Preferensi masyarakat perkotaan studi pembiayaan**

**kepemilikan rumah pada bank syariah** Springer Nature  
Buku monograf ini merupakan buah pikir dan gagasan yang dituangkan dalam bentuk tertulis tentang suatu kebaruan (novelty) pada bidang manajemen berbasis teknologi informasi. Adapun kebaruan yang dimaksud adalah ditemukannya model pengukuran kualitas layanan publik dengan indikator PRESISI POLRI dan berbasis kecerdasan buatan. Buku ini kami dedikasikan bagi institusi POLRI tercinta dan sebagai kado bagi negara Republik Indonesia dalam HUT ke-78. Amanat Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik menuntut pemerintah untuk memenuhi kebutuhan setiap warga masyarakat berupa tersedianya penyelenggaraan pelayanan publik yang prima dalam rangka memenuhi kebutuhan dasar dan hak sipil setiap warga negara atas barang publik, jasa publik, dan pelayanan administratif. Sedangkan terkait dengan perlunya pengembangan inovasi pelayanan publik juga diamanatkan dalam Undang- Undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah, khususnya Pasal 386-390 yang mengatur tentang perlunya inovasi dalam rangka peningkatan kinerja penyelenggaraan pemerintahan daerah.

#### **Proceedings of the 4th Asia Pacific Management Research**

##### **Conference (APMRC 2022)** Publica Indonesia Utama

The 3rd International Conference of Business, Accounting, and Economics (ICBAE) 2022 continued the agenda to bring together researchers, academics, experts and professionals in examining selected themes by applying multidisciplinary approaches. This conference is the third intentional conference held by the Faculty of Economics and Business, Universitas Muhammadiyah

Purwokerto and it is a bi-annual agenda of this faculty. In 2022, this event will be held on 10-11 August at the Faculty of Economics and Business, Universitas Muhammadiyah Purwokerto. The theme of the 3rd ICBAE UMP 2022 is "Innovation in Economic, Finance, Business, and Entrepreneurship for Sustainable Economic Development". It is expected that this event may offer a contribution for both academics and practitioners to conduct research related to Business, Accounting, and Economics Related Studies. Each contributed paper was refereed before being accepted for publication. The double-blind peer review was used in the paper selection.

#### **Metodologi Penelitian** CRC Press

This is an open access book. The ultimate goal of physical education and physical activity promotion is to facilitate and encourage individuals to engage in a physically active lifestyle. It can be achieved by improving physical literacy, which is defined as 'the ability of individuals to move with competence and confidence in a wide variety of physical activities, in multiple environments that benefit the healthy development and overall quality of life of the whole person.' Prior to developing strategies for improving physical literacy, its concept needs to be defined and conceptualized because it involves complex interplays of individuals' knowledge and understanding of physical activity as well as individuals' motivation, self-confidence and physical competence for being physically active for life. The 6th Yogyakarta International Seminar on Health, Physical Education, and Sports Science (YISHPESS 2023) respond to this issue by organising the conference which carries a theme of "Lessening the prevalence of sedentary lifestyles through the use of physical education resources". The Conference invites reputable international scholars and experts closely working in physical literacy, physical education and sports science in general. *Proceedings of the 7th Global Conference on Business, Management, and Entrepreneurship (GCBME 2022)* LeutikaPrio  
ANALISIS PENGARUH E-BANKING DAN KUALITAS PELAYANAN TERHADAP LOYALITAS NASABAH

Best Sellers - Books :

- [November 9: A Novel By Colleen Hoover](#)
- [Dark Future: Uncovering The Great Reset's Terrifying Next Phase \(the Great Reset Series\)](#)
- [Think And Grow Rich: The Landmark Bestseller Now Revised And Updated For The 21st Century \(think And Grow Rich Series\) By Napoleon Hill](#)

- [It Ends With Us: A Novel \(1\)](#)
- [Flash Cards: Sight Words](#)
- [A Court Of Silver Flames \(a Court Of Thorns And Roses, 5\) By Sarah J. Maas](#)
- [Verity By Colleen Hoover](#)
- [Kindergarten, Here I Come!](#)
- [The Shadow Work Journal: A Guide To Integrate And Transcend Your Shadows](#)
- [A Soul Of Ash And Blood: A Blood And Ash Novel \(blood And Ash Series\)](#)