

DAFTAR PUSTAKA

Buku

- Arikunto, S. (2014). *Penelitian Suatu Pendekatan Praktis*. Jakarta: Rineka Cipta.
- Freeman, R. E. (1984). *Strategic management: A stakeholder approach*. Boston: Pitman.
- Ghozali. (2021). *Aplikasi Analisis Multivariate Dengan program IBM SPSS*. Badan penerbit Universitas Diponegoro.
- Sudarmanto Eko, susanti E., Purba Sukarman, purba B. A. S., & Sipayung Dony Parlin Anggusti Martono, K. A. (2021). *Buku Good Corporate Governance*. Yayasan Kita Menulis.
- Sugiyono. (2020). *Metode Penelitian Kuantitatif, kualitatif Dan R&D*. Bandung : Alfabeta.
- wicaksono, A. (2022). *Metodologi Penelitian Pendidikan (Pengantar Ringkas)*. Yogyakarta: Penerbit Garudhawaca.

Jurnal

- Aprilia, M. (2023). Analisis Pengaruh Banking Internal Service Quality (BINQUAL), *Financial Technology* (FINTECH), dan *Good Corporate Governance* (GCG) terhadap Kepuasan Nasabah (Studi Pada Bank Syariah Indonesia KCP Bandar Lampung Kedaton 2)
- Aten, N., Setiawan, R. A., & Polindi, M. (2024). Analisis Implementasi Gcg Dan Fungsi Dps Sebagai Internal Auditor Di Bank Muamalat Indonesia. *Jurnal Tabarru' : Islamic Banking And Finance*, 7(2).
- Ayu Agustina, D., & Krisnaningsih, D. (2023). Pengaruh Penggunaan Bsi Mobile Terhadap Kepuasan Nasabah Di Bsi Cabang Jenggolo. *Jurnal Tabarru' : Islamic Banking and Finance*, 6(1), 2023.
- Fairuz, H., Ilham, M., & Efendi, D. (2024). Pengaruh Gcg Dan Csr Terhadap Nilai Perusahaan Dengan Kinerja Keuangan Sebagai Variabel Pemoderasi.
- Firnah. (2022). Pengaruh Penerapan *Good Corporate Governance* (GCG) terhadap Kepuasan Nasabah di Bank BRI Unit Belawa Kabupaten Wajo (Analisis Manajemen Syariah).
- Fontaine, C., Haarman, A., & Schmid, S. (n.d.). *The Stakeholder Theory*.
- Isaeva, N., Gruenewald, K., & Saunders, M. N. K. (2020). *Trust theory and customer services research: theoretical review and synthesis*. *Service Industries Journal*, 40(15–16), 1031–1063. <https://doi.org/10.1080/02642069.2020.1779225>.
- Jensen, M. C., & Meckling, W. H. (1976). *Theory Of The Firm: Managerial Behavior, Agency Costs And Ownership Structure*. In *Journal of Financial Economics* (Vol. 3). Q North-Holland Publishing Company.
- Karsono, B. (n.d.). *Good Corporate Governance: Transparency, Accountability, Responsibility, Independency dan Fairness (Literature Review)*. <https://doi.org/10.31933/dijms.v4i5>.
- Ling, G. M., Fern, Y. S., Boon, L. K., & Huat, T. S. (2016). Understanding Customer Satisfaction of Internet Banking: A Case Study In Malacca. *Procedia Economics and Finance*, 37, 80–85. [https://doi.org/10.1016/s2212-5671\(16\)30096-x](https://doi.org/10.1016/s2212-5671(16)30096-x).

- Lymperopoulos, C., Chaniotakis, I. E., & Soureli, M. (2013). *The role of price satisfaction in managing customer relationships: The case of financial services. Marketing Intelligence and Planning*, 31(3), 216–228. <https://doi.org/10.1108/02634501311324582>.
- Mahulae, A., & Sholikhah, A. (n.d.). Pengaruh Kualitas Pelayanan Dan Kepercayaan Terhadap Kepuasan Nasabah Di Bank Bri Unit Pakkat *Influence Of Service Quality And Trust On Customer Satisfaction At Bank Bri Pakkat Unit. TALIJAGAD*, 2024(2). <https://doi.org/10.55732/UNU.TJJ.2024.02.02.6>.
- Morgan, R.M., & Hunt, S.D. (1994). *The Commitment-Trust Theory of Relationship Marketing. Journal of Marketing*, 58(3), 20-38.
- Nasution, A.I., Hermawati, N.N., & Setia, M.N.R. (2024). Pengaruh Transparansi dan Akuntabilitas Pengelolaan Dana Zakat terhadap Kepercayaan Muzzaki. JAIEF. <https://jurnal.polban.ac.id/jaief/article/view/5741>.
- Nugraheni, P., & Fauziah, L. (2019b). *The Impact of Corporate Governance on Customer Satisfaction and Loyalty of Islamic Insurance Company in Indonesia. Journal of Accounting and Investment*, 20(2). <https://doi.org/10.18196/jai.2002120>.
- Oktaviani, N. V., Santoso, A., & Rahmadi, A. N. (2020). Risk : Jurnal Riset Bisnis dan Ekonomi Volume 2 Nomor 2 Tahun 2021 Risk Pengaruh *Good Corporate Governance* Terhadap Loyalitas Nasabah Bank Syariah Indonesia Kc Kediri Trade Center. <http://Ojs.Unik-Kediri.Ac.Id/Index.Php/Risk>
- Puji Estuti, E., Tunggal Sari, C., Khayatun, S., Semarang, S., & Artikel, R. (2022). Penerapan Konsep Dan Prinsip *Good Corporate Governance* Pada Pt. Kiw (Persero) (Vol. 4, Issue 1).
- Sari, R. R., Marnisah, L., & Zamzam, F. (2021). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Citra Bank Terhadap Kepuasan Nasabah Era Covid 19 (Studi Kasus Di Pt. Bank Mandiri Kantor Cabang Palembang). *Integritas Jurnal Manajemen Profesional (IJMPro)*, 2. <https://doi.org/10.35908/ijmpro>.
- Satria, F., & Diah Astarini. (2023). Pengaruh Kualitas Pelayanan Dan Kepuasan Nasabah Terhadap Loyalitas Nasabah Dimediasi Oleh Kepuasan Nasabah. *Jurnal Ekonomi Trisakti*, 3(1), 1911–1924. <https://doi.org/10.25105/jet.v3i1.16124>.
- Schiebler, T., Lee, N., & Brodbeck, F. C. (2025). *Expectancy-disconfirmation and consumer satisfaction: A meta-analysis. Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-024-01078-x>.
- Sinaga, R. et al. (2024). *The Effect of GCG and Sharia Compliance on Customer Satisfaction. Islamic Banking Journal*. <https://ejournal.stebisigm.ac.id/index.php/isbank/article/view/1216>.
- Taolin, L. Maximus, Utomo Nur Mohamad, Wahyudi Sugeng, & Pangestuti Demi Rini Demi. (2019). *How does Good Corporate Governance create Customer Trust? How does Good Corporate Governance create Customer Trust? The Role of Service Quality and Corporate Image*. <https://www.researchgate.net/publication/338432120>.
- Widyaningsih, Azizah, Eka Sudarmaji, dan Nabilah Khairany.2024. “*Good Corporate Governance at the Unit Level: Insights from a State-Owned Bank Branch*.” *Edelweiss Applied Science and Technology*, Vol. 8, No. 6: 2544–2559..

Website

- Laporan GCG Bank BNI. (n.d.). Retrieved May 18, 2025, from <https://www.bni.co.id/en-us/company/corporate-governance/gcg-reports/annual-gcg-reports>.
- Kategori Pemingkatan CGPI.. (n.d) .). Retrieved May 18, 2025, from. <https://iicg.org/wp/>
- Komite Nasional Kebijakan Governance. (2006). *Pedoman Umum GCG Indonesia*. Jakarta. Retrieved May 18, 2025, from <https://knkg.or.id/tentang-knkg/>.
- Peraturan Otoritas Jasa Keuangan Nomor 6 Tahun 2022 Tentang Perlindungan Konsumen Dan Masyarakat Di Sektor Jasa Keuangan. (n.d.). Retrieved May 12, 2025, from <https://peraturan.bpk.go.id/Details/227355/peraturan-ojk-no-6poj072022-tahun-2022>.
- Peraturan Otoritas Jasa Keuangan Nomor 55/POJK.03/2016 Tahun 2016 tentang Penerapan Tata Kelola Bagi Bank Umum. (n.d.). Retrieved May 12, 2025, from <https://ojk.go.id/id/regulasi/Documents/Pages/POJK-tentang-Penerapan-Tata-Kelola-bagi-Bank-Umum/> .
- Peraturan Otoritas Jasa Keuangan (POJK) No. 23 Tahun 2023 tentang perlindungan konsumen dan masyarakat di sektor jasa keuangan . (n.d.). Retrieved May 14, 2025, From <https://www.ojk.go.id/id/regulasi/Documents/Pages/Pelindungan-Konsumen-dan-Masyarakat-di-Sektor-Jasa-Kuangan/>
- Peraturan Otoritas Jasa Keuangan (POJK) Nomor 17 Tahun 2023 tentang Penerapan Tata Kelola Bagi Bank Umum. (n.d.). Retrieved May 14, 2025, From <https://ojk.go.id/id/regulasi/Pages/Penerapan-Tata-Kelola-Bagi-Bank-Umum.aspx>.
- Surat Edaran Otoritas Jasa Keuangan (SEOJK) Nomor 13/SEOJK.03/2017 tentang Penerapan Tata Kelola bagi Bank Umum. (n.d.). Retrieved May 12, 2025, from <https://ojk.go.id/id/kanal/perbankan/regulasi/surat-edaran-ojk/Pages/Surat-Edaran-Otoritas-Jasa-Kuangan-N>.
- Undang-Undang Nomor 4 Tahun 2023 Tentang Pengembangan Dan Penguatan Sektor Keuangan . (N.D.). Retrieved May 12, 2025, From <https://lps.go.id/uu-4-2023/>.