

DAFTAR PUSTAKA

- Ã, C. H., & Lee, Y. (2007). The development of an e-travel service quality scale, 28, 1434–1449.
- Andini, C., & Ariyanti, M. (2016). Pengaruh E-Service Quality Terhadap Minat Beli Pengunjung Online Store Lazada Indonesia the Impact of E-Service Quality Upon Visitor Purchase Intention of Lazada Indonesia Online Store, 3(2), 1289–1295.
- Ayo, C. k., Oni, A. A., Adewoye, O. J., & Eweoya, I. O. (2016). E-banking users' behaviour: e-service quality, attitude, and customer satisfaction. *International Journal of Bank Marketing*.
- Belanger, F., Hiller, J. S., & Smith, W. J. (2002). Thrustworrthiness in electronic commerce: the role of privacy, security, and site attributes, 11, 245–270.
- Blut, M. (2016). E-Service Quality: Development of a Hierarchical Model. *Journal of Retailing*, 92(4), 500–517.
- Blut, M., Chowdhry, N., Mittal, V., & Brock, C. (2015). E-Service Quality : A Meta-Analytic Review. *Journal of Retailing*, 91(4), 679-700.
- Chang, H. H., Wang, Y. H., & Yang, W. Y. (2009). The impact of e-service quality, customer satisfaction and loyalty on e-marketing: Moderating effect of perceived value. *Total Quality Management and Business Excellence*, 20(4), 423–443.
- Chang, S., Chou, P., & Wen-chien, L. (2014). Evaluation of satisfaction and repurchase intention in online food group-buying , using Taiwan as an example, 116(1), 44-61.
- Chiu, C. M., Hsu, M. H., Lai, H., & Chang, C. M. (2012). Re-examining the influence of trust on online repeat purchase intention: The moderating role of habit and its antecedents. *Decision Support Systems*, 53(4), 835–845.
- Cox, J., & Dale, B. G. (2001). Research and concepts Service quality and e-commerce : an exploratory analysis. *Managing Service Quality: An International Journal*.
- CNN, Indonesia(2018, 13 Desember). YLKI Sebut Perlindungan Konsumen Belanja Online Rendah. Dikutip Oktober 2018 dari YLKI Sebut Perlindungan Konsumen Belanja Online Rendah: <https://www.cnnindonesia.com/teknologi/20181213190125-185-353513/ylki-sebut-perlindungan-konsumen-belanja-online-rendah>.
- Ferdinand, Augusty. (2014). Metode Penelitian Manajemen. Badan Penerbit Universitas Diponegoro. Semarang.

- Getz, M. (2008). The Electronic Library: *Journal of Library Administration*, 14(3), 71–84.
- Ghozali, I. (2011). Moderated Structural Equation Modeling. In *Model persamaan struktural. Konsep dan aplikasi dengan program AMOS 19.0*.
- Ghozali, I. (2013). Analisis Multivariate dengan program IBSM SPSS21. Semarang: Universitas Diponegoro.
- Gurung, A., & Raja, M. K. (2016). Information & Computer Security Article information : *Information & Computer Security*, 24(4), 348–371.
- Hasan, B. (2016). Perceived irritation in online shopping: The impact of website design characteristics. *Computers in Human Behavior*, 54, 224–230.
- Hawkins, Del I., Roger J. Best, dan Kenneth A. Coney (1998), *Consumer Behavior :Building Marketing Strategy*, Irwin/McGraw-Hill.
- Hair, et al. (2010). *Multivariate data analysis. (7th edition)*. New Jersey : Pearson Education Inc. New Jersey : Pearson Education Inc.
- Holloway, B. B., Beatty, S. E., Holloway, B. B., & Beatty, S. E. (2008). Satisfiers and Dissatisfiers in the, 10(4), 347-364.
- Hsu, M. H., Chang, C. M., & Chuang, L. W. (2015). Understanding the determinants of online repeat purchase intention and moderating role of habit: The case of online group-buying in Taiwan. *International Journal of Information Management*, 35(1), 45–56.
- Hunt, H. K. (1991). Consumer Satisfaction, Dissatisfaction, and Complaining Behavior. *Journal of Social Issues*, 47(1), 107–117.
- <https://kbbi.kemdikbud.go.id/entri/internet>, diakses September 2018
- <https://www.internetworldstats.com>, diakses September 2018
- <https://www.apjii.or.id>, diakses September 2018
- <https://iprice.co.id/insight>, diakses September 2018
- <https://www.statista.com/statistics/251635/number-of-digital-buyers-in-indonesia>, diakses September 2018
- <https://www.lazada.co.id>, diakses September 2018
- <https://www.topbrand-award.com>, diakses September 2018

- Jain, N. K., Gajjar, H., Shah, B. J., & Sadh, A. (2017). E-fulfillment dimensions and its influence on customers in e-tailing: a critical review. *Asia Pacific Journal of Marketing and Logistics*, 29(2), 347–369.
- Jonathan, H. (2017). Analisis Pengaruh E-Service Quality terhadap Customer Satisfaction yang Berdampak pada Customer Loyalty PT Bayu Buana Travel Tbk. *The Winners*, 14(2), 104.
- Kassim, N., & Abdullah, N. A. (2008). Customer Loyalty in e-Commerce Settings: An Empirical Study. *Electronic Markets*, 18(3), 275–290.
- Kim, C., Galliers, R. D., Shin, N., Ryoo, J. H., & Kim, J. (2012). Factors influencing Internet shopping value and customer repurchase intention. *Electronic Commerce Research and Applications*, 11(4), 374–387.
- Kotler, Philip, dan Gary Armstrong 2012. Prinsip-prinsip Pemasaran. Edisi 13. Jilid 1. Erlangga : Jakarta.
- Kotler, P., & Keller, K. L. (2009). Marketing management (13th ed.). In *Prentice Hall*.
- Kotler, Philip, dan Kevin Keller. 2012. *Marketing Management 14th edition*. New Jersey: Pearson International Edition Prentice Hall
- Koufteros, X., Droke, C., Heim, G., Massad, N., & Vickery, S. K. (2014). Encounter Satisfaction in E-tailing: Are the relationships of order fulfillment service quality with its antecedents and consequences moderated by historical satisfaction? *Decision Sciences*, 45(1), 5–48.
- Kyauk, S. T., & Chaipoopirutana, S. (2014). Factors Influencing Repurchase Intention: A Case Study of Xyz.Com Online Shopping Website in Myanmar.
- Lee, G. G., & Lin, H. F. (2005). Customer perceptions of e-service quality in online shopping. *International Journal of Retail and Distribution Management*, 33(2), 161–176.
- Lin, C., & Lekhawipat, W. (2014). Factors affecting online repurchase intention. *Industrial Management and Data Systems*, 114(4), 597–611.
- Moon, Y. J. (2013). The tangibility and intangibility of e-service quality. *International Journal of Smart Home*, 7(5), 91–102.
- Neo-bis, J., & Pradana, M. (2015). KLASIFIKASI JENIS-JENIS BISNIS E-COMMERCE, 9(2), 32–40.
- Pappas, I. O., Pateli, A. G., Giannakos, M. N., & Chrissikopoulos, V. (2014). Moderating effects of online shopping experience on customer satisfaction and repurchase intentions. *International Journal of Retail and Distribution Management*, 42(3), 187–204.

- Putra, B. A. P. W., Rochman, F., & Noermijati, N. (2017). the Effect of Trust, Risk, and Web Design on Consumer Intention By Means of Consumer Attitude To Purchase Online. *Jurnal Aplikasi Manajemen*, 15(3), 472–479.
- Rosen, D. E., & Purinton, E. (2002). Website design. *Journal of Business Research*, 57(7), 787–794.
- Santos, J. (2003). E-service quality: A model of virtual service quality dimensions. *Managing Service Quality: An International Journal*, 13(3), 233–246.
- Schiffman, L. G., Kanuk, L., & Hansen, H. (2008). *Consumer Behaviour: A European Outlook*. *Consumer Behaviour: A European Outlook*.
- Shergill, G. S., & Chen, Z. (2005). WEB-BASED SHOPPING: CONSUMERS' ATTITUDES TOWARDS ONLINE SHOPPING IN NEW ZEALAND, 6(2), 79–94.
- Sugiyono. (2007). *Metode Penelitian dan Pengembangan (Research and Development/R&D)*. Bandung: Alfabeta.
- Tjiptono. (2007). *Strategi Pemasaran, edisi kedua*. Yogyakarta : Andi Offset
- Tobagus, A. (2018). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pengguna Di Situs Tokopedia. *Agora*, 6(1), 1–10.
- Wen, C., Prybutok, V. R., Xu, C., & WEN VICTOR PRYBUTOK CHENYAN xU, C. R. (2011). The Keep An integrated model for customer online repurchase intention AN INTEGRATED MODEL FOR CUSTOMER ONLINE REPURCHASE INTENTION. *Taylor & Francis*, (January).
- Wu, L., Chen, K., Chen, P., & Cheng, S. (2014). Perceived value , transaction cost , and repurchase-intention in online shopping : A relational exchange perspective. *Journal of Business Research*, 67(1), 2768–2776.
- Zemblytė, J. (2015). The Instrument for Evaluating E-Service Quality. *Procedia - Social and Behavioral Sciences*, 213, 801–806.