

DAFTAR PUSTAKA

- Agarwall, R and J. Prasad. 1998. "A Conceptual and Operational Definition of Personal Innovativeness in the Domain of Information Technology" *Information Systems research* Vol 9, No 2, June 1998, h.205—214, diakses tanggal 10 April 2017, dari pubsonline.informrs.org
- Ahmad, R. A., A. M. Othman, and M. S. Salleh. 2015. "Assessing the Satisfaction Level of Zakat Recipients Towards Zakat Management". *Procedia Economics and Finance* 31, h.140-151, diakses tanggal 19 Maret 2017, Pada Science Direct.
- Asosiasi Penyelenggara Jasa Internet Indonesia, 2016. *Penetrasi & Perilaku Pengguna Internet Indonesia 2016*, Jakarta.
- Badan Amil Zakat Nasional, 2015. *Buku Statistik Zakat Nasional 2015*, Jakarta.
- Badan Pusat Statistik, 2015. *Statistik Politik 2015*, Jakarta.
- Boon, S. 2015. "Managing Self-Service Technology Service Quality to Enhance e-Satisfaction" *International Journal of Quality and Service Sciences*, Vol. 7, Iss 4, h. 373-391, diakses tanggal 22 Februari 2017, pada Emerald Insight.
- Cresswell, J, W. 2014. *Research Design : Pendekatan Kualitatif, Kuantitatif, dan Mixed*, Yogyakarta; Pustaka Pelajar
- Dimitriadis, S. and N. Kyrezis.2008. "Does Trust in the Bank Build Trust In its Technology-based Channels?" *Journal of Financial Services Marketing*, Vol 13, H. 28-38, diakses pada tanggal 9 April 2017, dari palgrave-journals.com/fsm
- Dimitriadis,S.,A. Kouremenos, and N.Kyrezis.2010. "Trust-Based Segmentation" *International International Journal of Bank Marketing*,Vol. 29 Iss 1, h.5-31, diakses tanggal 27 Maret 2017, dari emeraldinsight.com
- Florentin. V. 2015. "Baznas : Potensi Zakat Indonesia mencapai Rp. 217 Triiun" <https://m.tempo.co/read/news/2016/06/07/151777667/baznas-potensi-zakat-di-indonesia-mencapai-rp-217-triliun>. Diakses pada tanggal 15 Desember 2016
- Gefen, D., E. Karahanna, and D.W. Staub. 2003. "Trust and TAM in Online Shopping : An Integrated Model" *MIS Quaterly*, Vol. 27. No. 1, h. 51-90, diakses tanggal 5 April 2017, dari www.jstor.org.
- Gerrard, P., J. B. Cumingham, and J. F.Devlin. 2006."Why Consumer are not Using Internet Banking : a Qualitative Study". *Journal of Service Marketing*, Vol. 20, No.3, h.160-168, diakses pada 19 Maret 2017, pada Emerald Insight.
- Ghozali, I. 2008. *Metode Alternatif dengan Partial Least Square (PLS)*, Semarang; Badan Penerbit Undip
- Ghozali, I. 2016. "Aplikasi Analisis Multivariate".Semarang : Badan Penerbit Undip
- Hassan, N. Md., and Noor A. H. M. 2015. "Do Capital Assistance Programs by Zakat Institution Help the Poor?". *Procedia Economics and Finance* 31, h.551-562, diakses pada 6 April 2017, pada Science Direct.

- Kotler, P. and K. L. Keller. *Manajemen Pemasaran* edisi 13. Jakarta : Penerbit Erlangga.
- Laudon, K. and Traver, C. 2012. *E-Commerce 2012*, Edinburg Gate, England; Pearson Education Limited
- Lee, I. 2010. *Encyclopedia of E-Business Development and Management in the Global Economy*, Published by Bussiness Science Reference, diakses 7 April 2017, dari IGI Global.
- Lupiyoadi, R. dan Hamdani, A. 2006. *Manajemen Pemasaran Jasa*, Jakarta; Salemba Empat.
- Macnell, I. R. 1981. “ The New Social Contract: An Inquiry into Modern Contractual Relations” *Michigan Law Review*, Vol. 79, No. 4, h.827-830.diakses tanggal 24 Maret 2017, dari www.jstor.org
- Malaquias, R. F. and Y. Hwang. 2015. “An Empirical Study on Trust in Mobile Banking: A Developing Country Perspective” *Computes in Human Behaviour* (2016) 54, h.453-461, diakses tanggal 23 Maret 2017, dari sciencedirect.com
- Mayer, R. C., J.H. Davis, and F.D. Schoorman.1995. “An Integrative Model of Organizational Trust” *Academy of Management Review* 1995, Vol. 20, No. 3, h.705-734, diakses tanggal 14 April 2017, jstor.org
- McKnight, D. H., V. Choudhury, and C. Kacmar. 2002. “Developing and Validating Trust Measures for e-Commerce: An Integrative Typology” *Information System Research* Vol 13, No.3, H. 334-359, diakses pada tanggal 10 April 2017, pada google scholar
- McKnight, D. H., L.L. Cummings, and N.L. Chervany. 1998. “Initial Trust Formation in New Organizational Relationships” *Academy of Management Review*, Vol 23, No. 3, H.473-490, diakses pada tanggal 23 Juli 2017.
- Meuter, M. L.. 2000. “Self Service Technologies: Understanding Customer Satisfaction with Technology-Based Service Encounters” *Journal of Marketing*, Vol. 64, h.50-64, diakses tanggal 5 Maret 2017, pada Google Scholar.
- Meuter, M. L., *et al.* 2003. “ The Influence of Technology Anxiety on Consumer use and Experiences with Self-Service Technologies”. *Journal of Bussiness Research* 56, h. 899-906, diakses tanggal 1 Maret 2017, pada Science Direct.
- Morgan, R.M. and S.D.Hunt.1994.“The Commitment-Trust Theory of Relationship Marketing” *Journal of Marketing*, Vol. 58, H.20-38, diakses tanggal 28 Maret 2017, pada jstor.org
- Parasuraman, A. 2000. “Technology Readiness Index (TRI): A Multiple-Item Scale to Measure Readiness to Embrace New Technologies” *Journal of Service Research*, Vol.2 No. 4, h.307-320, diakses tanggal 11 Maret 2017, Pada jsr.sagepub.com.
- Rotter, J.B. 1971. “Generalized Expectacies for Interpersonal Trust”.*American Psychologist*, H.443-450. diakses tanggal 24 Maret 2017, di Google Scholar.
- Schlosser, A. E., T. B. White, and S. M. Lloyd. 2006. “Converting Web Site Visitors into Buyers How Web Site Investment Increase Consume Trusting Beliefs and Online

- Purchase Intentions” *Journal of Marketing*, Vol. 70, h.133-148, diakses tanggal 27 Maret 2017, di google scholar.
- Setiyaningrum, A, J. Udaya, dan Efendi. 2015. *Prinsip-prinsip Pemasaran*. Yogyakarta : Penerbit Andi.
- Solomon R, M. 2015. *Consumer Behavior : Buying, Having, and Being*, England Pearson Education.
- Srinivasan, S. 2004. “ Role of Trust in e-Business Success”. *Information Management & Computer Security*, Vol.12, No. 1, diakses tanggal 28 Maret 2017, pada Emerald Insight.
- Sugiyono. 2000. *Metode Penelitian Bisnis*, Bandung; Alfabeta
- Wahab, N. A. and A. R. Rahman. 2012. “ Productivity Growth of Zakat Institutions in Malaysia: An Application of Data Envelopment Analysis” *Studies in Economics and Finance*, Vol. 29, No. 3, h. 197-210, diakses tanggal 12 Oktober 2016, pada Emerald Insight.
- Yousafzai, S. Y., J. G. Pallister, and G. R. Foxall. 2005. “ Strategies for Building And Communicating Trust in Electronic Banking: A Field Experiment” *Psychology & Marketing*, Vol. 22(2), h.181-201, diakses tanggal 14 April 2017, di Wiley Interscience.
- Yu, C.S. 2012. “ Factors Affecting Individuals to Adopts Mobile Banking: Empirical Evidence From the UTAUT Model” *Journal of Electronic Commerce Research*, Vol. 13, No.2, diakses tanggal 26 Maret 2017, pada Google Scholar.
- Yu, C.S. 2015.”An Investigation of Trusting in E-Banking Evidence: Evidence from Taiwan and New Zealand Empirical Studies” *Management Research Review*, Vol. 38 Iss 12, diakses tanggal 15 Maret 2017, dari emeraldinsight.com
- Yusuf Qardhawi. 1999. *Hukum Zakat*. Jakarta: Penerbit Mizan