

DAFTAR PUSTAKA

- Akbar, M. M. dan Parvez, N. (2009) "Impact of Service Quality, Trust, and Customer Satisfaction on Customer Loyalty," *ABAC Journal*, 29(1), hal. 24–38.
- Anderson, R. E. dan Srinivasan, S. S. (2003) "E-Satisfaction and E-Loyalty: A Contingency Framework," *Psychology and Marketing*, 20(2), hal. 123–138. doi: 10.1002/mar.10063.
- APJII (2016) *INFOGRAFIS PENETRASI & PERILAKU PENGGUNA INTERNET INDONESIA SURVEY 2016*. Tersedia pada: www.APJII.or.id.
- Augusty, Ferdinand. 2006. *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertasi Ilmu Manajemen*. Semarang: Universitas Diponegoro.
- Carlson, J. dan O’Cass, A. (2010) "Exploring the relationships between e-service quality, satisfaction, attitudes and behaviours in content-driven e-service web sites," *Journal of Services Marketing*, 24(2), hal. 112–127. doi: 10.1108/08876041011031091.
- Casalo, L., Flavian, C. dan Guinaliu, M. (2008) "The role of perceived usability, reputation, satisfaction and consumer familiarity on the website loyalty formation process," *Computers in Human Behavior*, 24(2), hal. 325–345. doi: 10.1016/j.chb.2007.01.017.
- Chung, K. (2008) "The Relationship among e-Retailing Attributes , e- Satisfaction and e-Loyalty," *Management Review: An International Journal*, 3(1), hal. 23–45.
- Davis, F. (1989) "Perceived usefulness, perceived ease of use, and user acceptance of information technology," *MIS Quarterly*, 13(3), hal. 319–340. doi: 10.1016/S0305-0483(98)00028-0.
- Dick, A. S. dan Basu, K. (1994) "Customer Loyalty: Towards an Integrated Conceptual Framework," *Journal of the Academy of Marketing Science*, 22(2), hal. 99–113. doi: 10.1177/0092070394222001.
- Flavian, C., Guinaliu, M. dan Gurrea, R. (2006) "The role played by perceived usability, satisfaction and consumer trust on website loyalty," *Information and Management*, 43(1), hal. 1–14. doi: 10.1016/j.im.2005.01.002.
- Gajendra Sharma; Wang Lijuan (2015) "The effects of online service quality of e-commerce websites on user satisfaction Introduction," *Emerald Insight*, 33(3), hal. 391. doi: 10.1108/EL-10-2013-0193.
- Gehrke, D. dan Turban, E. (1999) "Determinants of successful Website design: relative importance and recommendations for effectiveness," *Proceedings of the 32nd Annual Hawaii International Conference on Systems Sciences*,

- 32(c), hal. 1–8. doi: 10.1109/HICSS.1999.772943.
- Ghozali, Imam, 2011, Aplikasi Analisis Multivariate dengan program IBM SPSS 19, Edisi 5, Penerbit: Badan Penerbit Universitas Diponegoro, Semarang
- Haubl, G. dan Trifts, V. (2000) “Consumer Decision Making in Online Shopping Environments: The Effects of Interactive Decision Aids,” *Marketing Science*, 19(1), hal. 4–21. doi: 10.1287/mksc.19.1.4.15178.
- Indrianto, Nur dan Bambang Supono. 1999. Metodologi Penelitian Bisnis. Yogyakarta: BPFE
- Jacoby, J. dan Kyner, D. B. (1973) “Brand Loyalty vs. Repeat Purchasing Behavior,” *Journal of Marketing Research*, 10(1), hal. 1–9. doi: 10.2307/3149402.
- Janda, S., Trocchia, P. J. dan Gwinner, K. P. (2002) “Consumer perceptions of Internet retail service quality,” *International Journal of Service Industry Management*, 13(5), hal. 412–431. doi: 10.1108/09564230210447913.
- Jun, M., Yang, Z. dan Kim, D. (2004) “Customers’ perceptions of online retailing service quality and their satisfaction,” *International Journal of Quality & Reliability Management*, 21(8), hal. 817–840. doi: 10.1108/02656710410551728.
- Kassim, N. dan Asiah Abdullah, N. (2010) “The effect of perceived service quality dimensions on customer satisfaction, trust, and loyalty in e-commerce settings,” *Asia Pacific Journal of Marketing and Logistics*, 22(3), hal. 351–371. doi: 10.1108/13555851011062269.
- Keller, K. L. (1993) “Conceptualizing and Measuring , Brand Managing Customer-Based Equity,” *Journal of Marketing*, 57(1), hal. 1–22. doi: 10.2307/1252054.
- Keller, K. L. dan Staelin, R. (1987) “Effects of Quality on and Quantity of Information Decision Effectiveness,” 14(2), hal. 200–212.
- Kim, H. dan Niehm, L. S. (2009) “The Impact of Website Quality on Information Quality, Value, and Loyalty Intentions in Apparel Retailing,” *Journal of Interactive Marketing*. Elsevier Inc., 23(3), hal. 221–233. doi: 10.1016/j.intmar.2009.04.009.
- Laudon, K. C. dan Laudon, J. P. (2013) *Essentials of management information systems*.
- Lee, G.-G. dan Lin, H.-F. (2005) “Customer perceptions of e-service quality in online shopping,” *International Journal of Retail & Distribution Management Online Information Review Internet Research*, hal. 161–176. doi: 10.1108/09590550510581485.
- Lin, H. dan Luarn, P. (2003) “a Customer Loyalty Model for E-Service Context,” *Journal of Electronic Commerce Research*, 4, hal. 156–167.

- O'Brien, J. A. dan Marakas, G. M. (2010) "Introduction to Information Systems," hal. 626. doi: 10.1111/j.1365-2575.2008.00307.x.
- Oliver, R. L. (1980) "A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions," *Journal of Marketing Research*, 17(4), hal. 460. doi: 10.2307/3150499.
- Parasuraman, A. Zeithaml, a dan Berry, L. (1994) "Reassessment of Expectations as a comparison Standard in Measuring Comparison Service for Quality: Implications Further Research," *Journal of Management*, 58(1), hal. 111–124.
- Parasuraman, A., Zeithaml, V. A. dan Malhotra, A. (2005) "E-S-Qual," *Journal of Service Research*, 7(3), hal. 213–233. doi: 10.1177/1094670504271156.
- Peter, J. P. dan Olson, J. C. (2009) *Consumer Behavior & Marketing Strategy*, Dana.
- Peterson, R. A., Balasubramanian, S. dan Bronnenberg, B. J. (1997) "Exploring the Implications of the Internet for Consumer Marketing," *Journal of the Academy of Marketing Science*, 25(4), hal. 329–346. doi: 10.1177/0092070397254006.
- Rai, A., Lang, S. S. dan Welker, R. B. (2002) "Assessing the Validity of IS Success Models: An Empirical Test and Theoretical Analysis," *Information System Research*, 13(1), hal. 50–69.
- Ranganathan, C. dan Ganapathy, S. (2002) "Key dimensions of business-to-consumer web sites," *Information and Management*, 39(6), hal. 457–465. doi: 10.1016/S0378-7206(01)00112-4.
- Rao, Purba (1996), "Measuring Consumer Perceptions Through Factor Analysis", *The Asian Manager*, February-March, pp.28-32
- Reichheld, F. F. dan Schefter, P. (2000) "E-Loyalty: Your Secret on the Web," *Harvard Business Review*, 78(4), hal. 105–113. doi: 10.1007/PL00012187.
- Revels, J., Tojib, D. dan Tsarenko, Y. (2010) "Understanding consumer intention to use mobile services," *Australasian Marketing Journal*. Australian and New Zealand Marketing Academy., 18(2), hal. 74–80. doi: 10.1016/j.ausmj.2010.02.002.
- Ribbink, D. *et al.* (2004) "Comfort your online customer: quality, trust and loyalty on the internet," *Managing Service Quality*, 14(6), hal. 446–456. doi: 10.1108/09604520410569784.
- Richard L. Oliver (1999) "Whence Consumer Loyalty," 63(1999), hal. 33–44.
- Sahadev, S. dan Purani, K. (2008) "Modelling the consequences of e-service quality," *Marketing Intelligence & Planning*, 26(6), hal. 605–620. doi: 10.1108/02634500810902857.

- Sambandam, R. dan Lord, K. R. (1995) "Switching behavior in automobile markets: A consideration-sets model," *Journal of the Academy of Marketing Science*, 23(1), hal. 57–65. doi: 10.1007/BF02894612.
- Santos, J. (2003) "E-service quality: a model of virtual service quality dimensions," *Managing Service Quality*, hal. 233–246. doi: 10.1108/09604520310476490.
- Shankar, V., Smith, A. K. dan Rangaswamy, A. (2003) "Customer satisfaction and loyalty in online and offline environments," *International Journal of Research in Marketing*, 20(2), hal. 153–175. doi: 10.1016/S0167-8116(03)00016-8.
- Sheng, Tianxiang; Liu, C. (2009) "An empirical study of the effect of customer satisfaction and its two dimensions on online customer loyalty," *IEEM 2009 - IEEE International Conference on Industrial Engineering and Engineering Management*, hal. 2232–2235. doi: 10.1109/IEEM.2009.5373079.
- Srinivasan, S. S., Anderson, R. dan Ponnayolu, K. (2002) "Customer loyalty in e-commerce: An exploration of its antecedents and consequences," *Journal of Retailing*, 78(1), hal. 41–50. doi: 10.1016/S0022-4359(01)00065-3.
- Sugiyono. 2006. *Statistika Untuk Penelitian*, Cetakan Ketujuh. Bandung: CV. Alfabeta.
- Sugiyono. 2011, *Metode Penelitian Kuantitatif, Kualitatif dan R & D*, Bandung: CV. Alfabeta.
- Supranto, J. 2001. *Statistik teori dan aplikasi*. Edisi 6. Jakarta : Erlangga
- Szymanski, D. M. dan Hise, R. T. (2000) "E-satisfaction: an initial examination," *Journal of Retailing*, 76(3), hal. 309–322. doi: 10.1016/S0022-4359(00)00035-X.
- Tandon, U., Kiran, R. dan Sah, A. N. (2016) "Analysing the complexities of website functionality, perceived ease of use and perceived usefulness on customer satisfaction of online shoppers in India," *International Journal of Electronic Marketing and Retailing*, 7(2), hal. 115–140. doi: 10.1504/IJEMR.2016.077118.
- Torkzadeh, G. dan Dhillon, G. (2002) "Measuring factors that influence the success of Internet commerce," *Information Systems Research*, 13(2), hal. 187–204. doi: 10.1287/isre.13.2.187.87.
- Tu, C. C., Fang, K. dan Lin, C. Y. (2012) "Perceived ease of use, trust, and satisfaction as determinants of loyalty in e-auction marketplace," *Journal of Computers*, 7(3), hal. 645–652. doi: 10.4304/jcp.7.3.645-652.
- Zeithaml, V. A., Berry, L. L. dan Parasuraman, A. (1996) "Behavioral Consequences of Service Quality," *Journal of Marketing*, 60(2), hal. 31–46.

- Zeng, F. *et al.* (2009) “Determinants of online service satisfaction and their impacts on behavioural intentions,” *Total Quality Management & Business Excellence*, 20(915529998), hal. 953–969. doi: 10.1080/14783360903181719.
- Zha, J. X., Ju, F. H. dan Wang, L. S. (2006) “Customer satisfaction in E-commerce: An exploration of its antecedents and consequences,” *ICMIT 2006 Proceedings - 2006 IEEE International Conference on Management of Innovation and Technology*, 1, hal. 540–544. doi: 10.1109/ICMIT.2006.262240.