

## Daftar Pustaka

- Adityo, B. (2011). *Analisis pengaruh kepercayaan, kemudahan dan kualitas informasi terhadap keputusan pembelian secara on line di situs kaskus*. Diunduh 19 Mei 2015 dari <https://core.ac.uk/download/files/379/11729046.pdf>
- Alshibly, H.H. 2015. Investigating Decision Support System (DSS) Success: A Partial Least Squares Structural Equation Modeling Approach. *Journal of Business Studies Quarterly*, Vol. 6, No. 4
- Asosiasi Penyelenggara Jasa Internet Indonesia (APJII). 2012. Profil Pengguna Internet Indonesia. <https://apjii.or.id/upload/statistik/Survey%20APJII.pdf> Diakses 21 April 2015
- Bisdee, D. (2007). Consumer Attitudes Review. *Office of Fair Trading*, June, 1-147
- Davis, Fred. D. 1993. User Acceptance of Information Technology: System Characteristics, User Perceptions and Behavioral Impacts. *Int. J. Man-Machine Studies*, 38, 475-487
- Davis, Fred. D., R.P. Bagozzi dan P.R. Warshaw. 1989. User Acceptance of Computer Technology: A Comparison of Two Theoretical Models. *Management Science*, Vol. 35 No.8
- Feeny, D. (2001) 'Making Business Sense of the e-Opportunity'. MIT Sloan Management Review, Vol. 42 No. 2
- Ferdinand, Augusty. (2006). *Metode Penelitian Manajemen*. Edisi Kedua. Semarang: Badan Penerbit Universitas Diponegoro
- Ghozali, Imam. 2011. *Model Persamaan Struktural: Konsep dan Aplikasi dengan Program AMOS 21.0*. Semarang: Universitas Diponegoro
- Heijden, V. der., Hans, T. Verhagen, and M. Creemers .2003. "Understanding online purchase intentions: Contributions from technology and trust perspectives." *European Journal of Information Systems*, vol. 12, h. 41-48.
- Holbrook, Morris (1994), "The Nature of Customer Value: An Axiology of Services in the Consumption Context," di dalam *Service Quality: New Directions in Theory and Practice*, ed. Thousand Oaks: SAGE Publications.
- Indriarto, F. 2012. *Worry Marketing: Strategi Pemasaran Berbasis Kekhawatiran*. Yogyakarta: Jala Sutra

- Juniwati. 2014. Influence of Perceived Usefulness, Ease of Use, Risk on Attitude and Intention to Shop Online. *European Journal of Business and Management*. Vol.6, No.27
- Katawetawaraks, C. & Cheng, L. W. (2011). Online shopper behavior: Influences of online shopping decision. *Asian Journal of Business Research*, 1 (2), 66–74.
- Kementrian Komunikasi dan Informatika, 2013. Potret Belanja Online di Indonesia. Jakarta .
- Kim, C., R.D Galliers, N. Shin, J.H. Ryoo, J. Kim. 2012 “Factors influencing Internet shopping value and customer repurchase intention”. *Electronic Commerce Research and Applications* Vol 11 374–387
- Kim, D. J., Ferrin, D. L., & Rao, H. R. (2008). A trust-based consumer decision-making model in electronic commerce: The role of trust, perceived risk, and their antecedents. *Decision Support Systems*, 44, 544–564.
- Kotler, P. & Keller, K. L. (2013). *Marketing management*. 14th Edition. New Jersey: Pearson Horizon.
- Lai, Albert Wenben (1995) ,"Consumer Values, Product Benefits and Customer Value: a Consumption Behavior Approach", in NA - Advances in Consumer Research Volume 22, eds. Frank R. Kardes and Mita Sujan, Provo, UT : Association for Consumer Research, Pages: 381-388
- Lee, H., Lee, Y. & Yoo, D. (2000). The determinants of perceived service quality and its relationship with satisfaction, *Journal of Service Marketing*, 14(3), 217-231
- Lovelock, C.H. 1991. “*Service Marketing*.” John Wiley & Sons Inc.
- Mathwick, C., Malhotra, N., & Rigdon, E. (2001). “Experiential Value: Conceptualization, Measurement and Application in the Catalog and Internet Shopping Environment”. *Journal of Retailing*, 77 (1), 39-56
- Monroe, K.B. & Krishnan, R. (1985). The Effect of Price on Subjective Product Evaluations In Perceived Quality. *Journals of Research Marketing*. Lexington, MA: Lexington Books, 209-302.
- Piccoli, G., Powell, A. & Ives, B. 2004. Virtual teams: team control structure, work processes, and team effectiveness. *Information Technology & People*, h.359 - 379
- Ranius, A.Y. 2014. Hubungan Pemasaran Secara *Online* Terhadap Keputusan Konsumen Dalam Pembelian. *Seminar Nasional Inovasi dan Tren (SNIT)*

- Sekaran, U., dan R. Bougie. 2013. *Research Methods for Business*. 6<sup>th</sup> Edition. West Sussex: Wiley
- Shankar, V., Urban, G. L., & Sultan, F. 2002. Online trust: A stakeholder perspective, concepts, implications, and future directions. *Journal of Strategic Information Systems*, 11(3&4), 325-344
- Soltani, Ines dan Jamel-Eddine Gharbi. 2008. Determinants and Consequences of Website Perceived Value. *Journal of Internet Banking and Commerce*, Vol.13,No.1,<http://www.arraydev.com/commerce/JIBC/2008-04/Ines%20Soltani.pdf>/ Diakses tanggal 8 April 2014
- Sultan, M.U. dan MD Nasir Uddin. 2011. Consumers' Attitude toward Online Shopping: Factors influencing Customer to Shop Online. Hogskolan pa Gotland.
- Sweeny, J.C., Soutar, G.N. & Johnson, L.W. 1999. 'The role of perceived risk in the quality–value relationship: a study in a retail environment.' *Journal of Retailing*, 75, h.77–105.
- Tech in Asia, 2013, <https://id.techinasia.com/survei-website-ecommerce-populer-indonesia> Diakses pada tanggal 30 oktober 2015
- Trendwatching.com. 2012. “(R)etail (R)evolution”, [http://trendwatching.com/trends/ etailevolution/](http://trendwatching.com/trends/etailevolution/) diakses tanggal 13 Nopember 2014.
- Weber Shandwick. 2011. *The Company Behind The Brand: In Reputation We Trust*.
- Widiyanto, I. dan Prasilowati S.L. 2015 . Perilaku Pembelian Melalui Internet. *Jurnal Manajemen Dan Kewirausahaan*, Vol.17, No. 2,: 109–112
- Woodruff, R. B. 1997. “Customer Value: The next Source for Competitive Advantage” *Journal of The Academy Marketing Science*, Vol. 25, No. 2, 139-154.
- Zeithaml, Valerie A. (1988). "Consumer Perceptions of Price, Quality and Value: A Means-End Model and Synthesis of Evidence," *Journal of Marketing*, 52 (3), 2-22
- Zhou, G., Min Zhang, Donghong Ji, and Qiaoming Zhu. 2007. Tree kernel-based relation extraction with context-sensitive structured parse tree information. In EMNLP/CoNLL.