

DAFTAR REFERENSI

- Anderson, Erin and Barton Weitz., 1992, "The Use of Pledges to Build and Sustain Commitment in Distribution Channels", **Journal of Marketing Research**, Vol.29, February, p.18-34
- Anderson, James C. and James A. Narus, 1990, "A Model of Distribution Firm and Manufactur Firm Working Partnerships", **Journal of Marketing**, Vol. 54, January, p. 42-58
- Bennet, Roger and Helen Gabriel, 2001, "Reputation, Trust and Supplier Commitment: The Case of Shipping Company/Seaport Relation", **The Journal of Business and Industrial Marketing**, Vol. 16, No. 67, p. 424-438
- Browne, MW and Cudeck, R., 1993, "**Alternative Ways of Assessing Model Fit in, KA Bollen & JS Long (Eds), Testing Structural Equation Models**, California, Sage Publications Inc
- Crosby *et al.*, 1990, "Relationship Quality in Service Selling : Ab Interpersonal Influence Perspective", **Journal of Marketing**, Vol.54, July, p. 68-81
- Diah Arum C., Yoestini, 2003, "Studi Mengenai Pengembangan Hubungan Jangka Panjang Perusahaan dan Pengecer", **Jurnal Sains Pemasaran Indonesia**, Vol. 2, No.1, Mei, hal. 67-84
- Doney, Patricia M., and Joseph P. Cannon, 1997, "An Examination of The Nature of Trust in Buyer-Seller Relationship", **Journal of Marketing**, Vol. 16, April, p. 35-51
- Garbarino, Ellen, dan Mark S.Johnson, 1999, "The Different Roles of Satisfaction, Trust and Commitment in Customer Relationship", **Journal of Marketing**, Vol. 63, April, p.70-87
- Ganesan, Shangkar, 1994, " Determinants of Long-Term Orientation in Buyer-Seller Relationship", **Journal of Marketing**, Vol. 58, April, p. 1-19
- Hair, J.F., Anderson, R.E.,Tatham,R.L.,and Black, W.C., 1995, **Multivariate Data Analysis with Readings**, 4th ed, Prentice Hall: New Jersey

- Hewett, Kelly and William O Bearden, 2001, "Dependence, Trust, and Relational Behavior on the Part of Foreign Subsidiary Marketing Operation : Implication for Managing Global Marketing Operations", **Journal of Marketing**, Vol. 65, October, p. 51-66
- Indriantoro, dan Bambang Supomo, 1999, **Metodologi Penelitian Bisnis; untuk Akuntansi dan Manajemen**, Edisi Pertama, BPFE, Yogyakarta
- Jih, Wen-Jang (Kenny), Su F.L., Yuang-Cheng, T., 2007, "Effect of Service Quality and Shared Value on Trust and Commitment: An Empirical Study of 3CS Product Customer in Taiwan", **International Journal of Business Studies**, Vol. 15, No. 2, p. 83-98
- Jin, ByoungHo, *et al.*, 2007, "Cross-Cultural Examination on The Relationship Among Firm Reputation, e-Satisfaction, e-Trust and e-Loyalty", **International Marketing Review**, Vpl. 25, No. 3, p. 324-337
- Miles, Morgan P dan Jeffrey G. Covin, 2000, "Environmental Marketing : A Source of reputational, Competitive and Financial Advantage", **Journal of Business Ethics**, Vol.23, p. 299-311
- Moore, Kevin R., 1998, "Trust and Relationship Commitment in Logistics Alliances : A Buyer Perspective", **International Journal of Purchasing and Materials Management**, Winter, p. 24-37
- Moorman *et al.*, 1993, "Factors Affecting Trust in Market Research Relationship", **Journal of Marketing**, Vol. 57, January, p. 81-101
- Morgan, Robert M., and Shelby D. Hunt, 1994, "The Commitment-Trust Theory of Relationship Marketing", **Journal of Marketing**, Vol. 58, July, p. 20-38
- Nursatyo Heri B., 2003, "Analisis Pengaruh Kepercayaan Untuk Mencapai Hubungan Jangka Panjang", **Jurnal Sains Pemasaran Indonesia**, Vol. 2, Mei, hal. 85-92
- Parsons, Amy L., 2002, "What Determines Buyer-Seller Relationship Quality? An Investigation From The Buyer's Perspective", **The Journal of Supply Chain Management**, p. 4-12
- Sing, Jagdip and Deepak Sirdeshmukh, 2000, "Agency and Trust Mechanisms in Consumer Satisfaction and Loyalty Judgments", **Journal of The Academy of Marketing Science**, Vol.61, January, p.3-21

So, May., W.C and Dominic, S., 2002, "The Role of Trust, Quality, Value and Risk in Conducting e-Business", **Industrial Management + Data System**, Vol. 102, No. 89, p. 503-512

Sugiyono, 2002, **Metode Penelitian Bisnis**, CV Alvabeta, Bandung

Zeithaml *et al.*, 1988, "SERVQUAL A Multiple-Item Scale for Measuring Consumer Perception or Future Research", **Journal of Marketing**, Vol. 49, November, No. 1, p. 12-40

Zeithaml *et al.*, 1990, "**Delivering Quality Service**", New York : The Free Press

www.telset-online.com