

DAFTAR PUSTAKA

- Anderson, R.E. & Srivinasan, S.S. (2003). E-satisfaction and e-loyalty: a contingency framework. *Journal of Psychology & Marketing*, 20(2), 123-138. doi: <http://dx.doi.org/10.1002/mar.10063>
- Al-Debei., Mutaz, M., Akroush, Mamoun, N., Ashouri & Ibrahiem, M. (2015). Consumer attitudes towards online shopping: the effects of trust, perceived benefits, and perceived web quality. *Internet Research*, 25(5), 707-733.
- Ardi, A. N & Yulisetiari, D. (2018). The effect of lazada website quality to satisfaction and customer loyalty. *International Journal of Research Science & Management*, 5(10), 11-15. doi: 10.5281/zenodo.1451296.
- Arikunto, S. (2002). *Prosedur Penelitian Suatu Pendekatan Analisis*. Jakarta: Rineka Cipta.
- _____. (2010). *Prosedur Penelitian Suatu Pendekatan Praktik (Rev.ed.)*. Jakarta: Rineka Cipta.
- Bai, B., Law, R., & Wen, I. (2008). The impact of website quality on customer satisfaction and purchase intentions: evidence from Chinese online visitors. *Int J Hosp Manag*, 27(3), 391-402. doi: 10.1016/j.ijhm.2007.10.008
- Buttner, O.B. & Goritz, A.S. (2008). Perceived trustworthiness of online shops. *Journal of Consumer Behaviour*, 7, 35-50. doi: 10.1002/cb.235
- Chang, K., Kuo, N., Hsu, C., & Cheng, Y. (2014). The impact of website quality and perceived trust on customer purchase intention in the hotel sector: website brand and perceived value as moderators. *International Journal of Innovation, Management and Technology*, 5(4): 255-260. doi: 10.7763/IJIMT.2014.V5.523
- Christian, M., & Nuari, V. (2016). Pengaruh kualitas layanan terhadap loyalitas konsumen studi kasus: belanja online Bhinneka.Com. *Jurnal Siasat Bisnis*, 20(1), 33-53.
- Cho, J. (2006). The mechanism of trust and distrust formation and their relational outcomes. *Journal of Retailing*, 82(1): 25-35.
- Dabrowski, S., Basinka, B. A., & Sikorski, M. (2014). Impact of usability website attributes on users' trust, satisfaction and loyalty. *Society and Organizations in The Knowledge Economy – Practical Issues*, 3(85): 22-32. doi: 10.7763/IJIMT.2014.V5.523

- Darwin, S., & Kunto, S. (2014). Analisis pengaruh kualitas layanan terhadap loyalitas pelanggan dengan kepuasan dan kepercayaan pelanggan sebagai variabel intervening pada asuransi jiwa manulife Indonesia-Surabaya, *Jurnal Manajemen Pemasaran Petra*, 2(1)
- Dolatabadi, H. R., Jamshidi, H., & Pool, J. K. (2012). Analysis of factors effective on loyalty of customers of websites. *Aust. J. Basic & Appl. Sci.*, 6(9), 85-95.
- Doney, P.M. and Cannon, J.P. (1997). An examination of the nature of trust in buyer – seller relationship. *Journal of Marketing*, 61(2), 35-51. doi: 10.2307/1251829
- Elrado, H & Molden. (2014). Pengaruh kualitas pelayanan terhadap kepuasan, kepercayaan, dan loyalitas (survei pada pelanggan yang menginap di Jambuluwuk Batu Resort Kota Batu). *Jurnal Administrasi Bisnis*, 15(2).
- Ferdinand, Augusty. (2006). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertai Ilmu Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro
- Ganesan, S. (1994). Determinants of long-term orientation in buyer-seller relationships. *Journal of Marketing*, 58(1), 1–19.
- Ganesan, S & Hess. R. (1997). Dimensions and levels of trust: implications for commitment to a relationship. *Marketing Letters*, 8(4), 439–448.
- Garbarino, E., & Strahilevitz, M., 2004. Gender differences in the perceived risk of buying online and the effects of receiving a site recommendation. *Journal of Business Research*, 57(7), 768-775.
- Ghozali, I. (2014). *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 22.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- _____. (2011). *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 24.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gommans, M., Krishnan, K. S., & Scheffold, K. B. (2001). From brand loyalty to e loyalty: A conceptual framework. *Journal of Economic & Social Research*, 3(1), 43 – 58.
- Gregg, D. G., & Walczak, S. (2010). The relationship between website quality, trust and price premiums at online auctions. *Journal Electronic Commerce Researc*, 10(1), 1-25. doi: 10.1007/s10660-010-9044-2
- Gutavsson, M. & Johansson, A. (2006). Consumer trust in e-commerce. the department of business studies. International Business Program. *Bachelor Dissertation*, Kristianstad University, Sweden.

- Hair, J.F., & Black, W.J. (1998). *Multivariate Data Analysis*. Englewood Cliffs, N.J: Prentice Hall.
- Hair, J.F., Black, W. C., Babin, B. J., & Anderson, R.E. (2010). *Multivariate Data Analysis: A Global Perspective (7th ed.)*. Upper Saddle River: Pearson Education.
- Harris, L. C & Goode, M. M. H. (2004). The four levels of loyalty and the pivotal role of trust: a study of online service dynamics. *Journal of Retailing*, 80(2): 139–158.
- Hidayat, Taufik. (2008). *Panduan Membuat Toko Online dengan OS Commerce*. Jakarta: Media Kita.
- Hsu, S. H, (2008). Developing an index for online customer satisfaction: adaptation of American customer satisfaction index. *Expert Systems with Applications*, 34: 3033–3042.
- Hur, Y., Ko, Y.J., & Valacich, J. (2011). A structural model of the relationships between sport website quality, e-satisfaction, and e-loyalty. *Journal of Sport Management*, 25, 458-473. doi: 10.1123/jsm.25.5.458
- Jin, B., Park, J. Y., & Kim, J. (2007). Cross-cultural examination of the relationships among firm reputation, e-satisfaction, e-trust, and e-loyalty. *International Marketing Review*, 25(3): 324–337.
- Kim, S & Stoel, L. (2004). Apparel retailers: website quality dimensions and satisfaction. *J. Retailing and Consumer Service*, 11: 109 – 117.
- Kim, H & Niehm, L.S. (2009). The impact of website quality on information quality, value, and loyalty intentions in apparel retailing. *Journal Of Interactive Marketing*, 23, 221-233. doi: 10.1016/j.intmar.2009.04.009
- Kim, E. & Suresh, T. (2010). A model of customers' initial trust in unknown online retailers: an empirical study. *International Journal of Business Information Systems*, 6(4), 419-443.
- Konradt , U; Wandke, H; Balazs, B; Christophersen, T. (2003). Usability in online shops: scale construction, validation and the influence on the buyers' intention and decision. *Behaviour & Information Technology*, 22(3): 165–174.
- Kotler, P & Keller, L. (2006). *Manajemen Pemasaran*. Jakarta: Ghalia Indonesia.
- _____. (2009). *Manajemen Pemasaran*. Jakarta: Erlangga.

- Kuenzel, S. (2009). Developing of customer satisfaction and customer satisfaction and customer loyalty in business markets. *Journal of International Business and Economics*, 9(4): 78-87.
- Latan, Hengky. (2013) *Model Persamaan Struktural Teori dan Implementasi AMOS 21.0*. Bandung: Alfabeta.
- Lim, K. H., Sia, C. L., Lee, M. K. O., & Benbasat, I. (2006). Do I trust you online, and if so, will i buy? An empirical study of two trust-building strategies. *Journal of Management Information Systems*, 23(2), 233–266. doi: 10.2753/MIS0742-1222230210
- Mardikawati, W., & Farida, N. (2013). Pengaruh nilai pelanggan dan kualitas layanan terhadap loyalitas pelanggan melalui kepuasan pelanggan pada pelanggan bus efisiensi pelanggan bus efisiensi. *Jurnal Administrasi Bisnis*, 2(1). 64-75
- Norhermaya, Y.A., & Soesanto, H. (2016). Analisis pengaruh kepuasan pelanggan terhadap kepercayaan dan loyalitas pelanggan untuk meningkatkan minat beli ulang (studi pada *online store* Lazada.co.id). *Diponegoro Journal of Management*, 5(3), 1-13.
- Mayer, R.C., Davis, J.H. & Schoorman, F.D. (1995). An integrative model of organizational trust. *Academy of Management Review*. 20(3), 709-734. doi: 10.2307/25879
- Moreira & Silva. (2014). The trust-commitment challenge in service quality-loyalty relationships. *International Journal of Health Care Quality Assurance*, 28(3), 253-266.
- Morgan, R. M, Hunt, S. D. (1994). The commitment-trust theory of relationship marketing. *Journal of Marketing*, 58(3): 20–38.
- Muzahid, A., Mohammad & Parvez, N. (2009). Impact of service quality, trust, and customer satisfaction on customer loyalty. *Independent University*. 29(1).
- Piarna, R. (2014). Pengaruh sumber informasi dan kualitas *website* terhadap kepercayaan pelanggan dalam menentukan keputusan bertransaksi pada *e-commerce* (studi pada pelanggan *e-commerce* di indonesia). *Jurnal Aplikasi Manajemen*, 12(1), 10-21.
- Poddar, A., Donthu, N., & Wei, Y. (2009). “Web site customer orientations, web site quality, and purchase intentions: The role of web site personality,” *Journal of Business Research*, 62(4), 441-450.

- Rahmawati, A., Fajarwati & Fauziyah. (2014). *Statistika: Teori dan Praktek (Edisi 2)*. Yogyakarta: Prodi Manajemen Fakultas Ekonomi Universitas Muhammadiyah Yogyakarta.
- Sadeh, S., Sadeh, E., Mousavi, L., & Asgari, F. (2011). The effect of website quality dimensions on customer satisfaction in e-retailing system. *Middle-East Journal of Scientific Research*, 10(3), 366-369.
- Sadeh, E., Mousavi, L., Garkaz, M., & Sadeh, S. (2011). The structural model of e-service quality, e-customer satisfaction, trust, customer perceived value and e-loyalty. *Australian J. Basic and Applied Sci.*, 5(3): 532-538.
- Santoso, S. (2012). *Panduan Lengkap SPSS Versi 20*. Jakarta: PT Elex Media Komputindo.
- Sekaran, U. (2006). *Research of Methods for Business*. Jakarta: Salemba Empat.
- Sekaran & Bougie. (2017). *Metode Penelitian untuk Bisnis (Edisi 6)*. Jakarta: Salemba Empat.
- Setiawan, H., & Sayuti, A. J. (2017). Effects of service quality, customer trust and corporate image on customer satisfaction and loyalty: an assessment of travel agencies customer in south sumatra indonesia. *Journal of Business and Management*, 19(5): 31-40. doi: 10.9790/487X-1905033140
- Setyawan, A. A., & Susila, I. (2004). *Pengaruh Service Quality Perception Terhadap Purchase Intention*. Usahawan NO. 07 TH XXXI.
- Setyaningsih, O., (2014). Pengaruh persepsi kualitas layanan *e-commerce* terhadap kepuasan pelanggan, kepercayaan, dan loyalitas pada produk fashion, *Jurnal Bisnis dan Manajemen*, 14(2), 67-80.
- Siagian, H dan Cahyono, E. (2014). Analisis website quality, trust, dan loyalty pelanggan online shop. *Jurnal Manajemen Pemasaran*, 8(2), 55-61. doi: 10.9744/pemasaran.8.2
- Shpetim, C. (2012). Exploring the relationships among service quality, satisfaction, trust and store loyalty among retail customers. *Journal of Competitiveness* 4(4).
- Sugiyono. (2009). *Metodologi Penelitian Bisnis*. Bandung: Alfabeta
- _____. (2011). *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta.
- _____. (2014). *Metode Penelitian Kuantitatif, Kualitatif, dan Kombinasi (Mixed Methods)*. Bandung: Alfabeta.

_____. (2015). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.

Szymanski, D. M., & Hise, R.T. (2000). E-satisfaction: an initial examination. *Journal of Retailing*, 76(3), 309-322.

Tasin, N. B. (2017). Factors influencing customer's trust in online shopping among executives in a bank. *Malaysian Journal of Social Sciences and Humanities*. 2(3), 60-70.

Tjiptono, F. (2000). *Prinsip & Dinamika Pemasaran (Edisi 1)*. Yogyakarta: J & J Learning.

_____. (2004). *Manajemen Jasa (Edisi 1)*. Yogyakarta: Andi Offset.

_____. (2007). *Strategi Pemasaran (Edisi Kedua)*. Yogyakarta: Andi.

_____. (2011). *Pemasaran Jasa (Edisi 1)*. Jawa Timur: Banyumedia Publishing.

Vanessa, G. (2007). *Customer Relationship Management and Marketing Public Relations*. Bandung: Alfabeta.

Yuliarmi, N. Y., & Riyasa, P. (2007). Analisis faktor-faktor yang mempengaruhi kepuasan pelanggan terhadap pelayanan PDAM kota Denpasar. *Buletin Studi Ekonomi*, 12(1), 9-28.

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2013). *Services Marketing – Integrating Customer Focus Across the Firm*. Singapore: McGraw-Hill International Edition.

Zhang, X. (2009). A model of the relationship among consumer trust, web design and user attributes. *Journal of Organizational and End User Computing*, 21(2): 44-66.

Zhou, X., Lynch J. R., John, G., & Chen, Q. (2010). Reconsidering baron and kenny: myths and truths about mediation analysis. *Journal of Consumer Research*, 37: 197-206.

<http://wartaekonomi.co.id/read/2016/11/08/119441/core-indonesia-transaksi-ecommerce-2016-rp3198-triliun.html> Diakses tanggal 18 Juli 2018 pk 09.10 WIB

<http://nusaresearch.com/> Diakses tanggal 18 Juli 2018 pk 09.39 WIB