

DAFTAR PUSTAKA

- Aladwani, A.M. (2002). The Development Of Two Tools For Measuring The Easiness And Usefulness Of Transactional Websites. *European Journal of Information Systems*. Vol. 11, No. 3, pp. 223-231.
- Aladwani, A.M. and Palvia, P. (2002). Developing and Validating an Instrument for Measuring User Perceived Web Quality. *Information and Management*. Vol. 39, No. 6, pp. 467-476.
- Al-Dweeri, R. M. Obeidat, Z. M. and Al-Dwiry, M. A. dkk. (2017). The Impact of E-Service Quality and E-Loyalty on *Online Shopping*; Moderating Effect of E-Satisfaction and E-Trust. *International Journal of Marketing Studies*. Vol. 9, No. 2, pp. 902-932
- Anderson, Rolph. E and Srinivasan. (2003). E-Satisfaction and E-Loyalty: A Contingency Framework. *Psychology and Marketing*. Vol. 20, No. 2, pp. 123-138.
- Babin, B.J. Lee, Y. Kim, E., Griffin, M. (2005). Modelling Consumer Satisfaction and Word of Mouth: Restaurant Patronage in Korea. *Journal of Service Marketing*. Vol. 19, No. 3, pp. 133-139.
- Baraković, S. and Skorin, L. (2015). Multidimensional modelling of quality of experience for mobile Web browsing. *Computers in Human Behavior*. Vol. 50, pp. 314–332.
- Bandaraa, Ruwan., Maria, Fernandoa., Shahriar, Akterb. (2020). Explicating the Privacy Paradox: A Qualitative Inquiry of Online Shopping Consumers. *Journal of Retailing And Consumer Service*. Vol. 52.
- Barnes, S and Vidgen, R. (2002). An Intregative Approach to The Assesment of Marketplace Quality. *Journal of Electronic Commerce Research*. Vol. 3, No. 3, pp. 114-127.
- Barnes, S and Vidgen, R. (2002). Assessing marketplace quality with WebQual: An evaluation of the usability, informaton quality, and interaction quality on Internet bookstores. *Journal of Electronic Cormerce Research*. Vol. 3, No. 3, pp. 114-127.
- Baurer, H., Falk, T. and Hammerschmidt, M. (2006). Etransqual: A Transaction Process-Based Approach For Capturing Service Quality In *Online Shopping*. *Journal of Business Research*. Vol. 59, No. 7, pp. 866-875.

- Bressolles, G., Durrieu, F. and Senecal, S. (2014). A Consumer Typology Based On E-Service Quality And E-Satisfaction. *Journal of Retailing and Consumer Services*. Vol. 21, No. 6, pp. 889-896.
- Chang, H. H., Yao, H. W., Wen, Y. Y. (2009). The Impact Of E-Service Quality, Customer Satisfaction and Loyalty on e-marketing: Moderating Effect of Perceived Value. *Total Quality Management*. Vol. 20, No. 4, pp. 423-443.
- Cheng, X. Fu, S. and Vreede, G. (2018). A Mixed Method Investigation of Sharing Economy Driven Car-Hailing Services: *Online and offline Perspectives*. *International Journal of Information Management*. Vol. 41, pp. 57–64.
- Cooper, D.R. and P.S. Schindler. (2011). *Business Research Methods*, 9th edition, New York; Mc Graw Hill, Inc.
- Cox, J. and Dale, B.G. (2002). Key Quality Factors in Web Site Design and Use: An Examination. *The International Journal of Quality dan Reliability Management*. Vol 19, pp. 6-7.
- Cristobal, E. (2007). Perceived E-Service Quality (Pesq): Measurement Validation And Effect On Consumer Satisfaction And Website Loyalty. *Managing Service Quality*. Vol. 17, pp. 317-340.
- Das, S., Nayyar, A., and Singh, I. (2019). An Assessment of Forerunnes For Customer Loyalty In The Selected Financial Sector by SEM Approach Toward Their Effect On Business. *Data Technologies and Applications*. Vol. 53, No. 4, pp. 546-561.
- Fang, CM Chiu, and ETG Wang. (2011). Understanding Customers' Satisfaction and Repurchase Intentions. *Journal of Internet Research*. Vol. 21, No.4, pp. 479-503.
- Ghozali, I. and Latan, H. (2015). *Partial Least Squares Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0 Edisi 2*. Semarang: BadanPenerbit Universitas Diponegoro.
- Gommans, M. Krishman, K. S. and Scheffold, K. B. (2001). From brand loyalty to e-loyalty: A conceptual framework. *Journal of Economic dan Social Research*. Vol. 3, pp. 43 – 58.
- Ghane, S., Fathian, M. and Gholamian, M.R. (2011). Full Relationship Among E-Satisfaction, E-Trust, E-Service Quality, And E-Loyalty: The Case Of Iran E-Banking. *Journal of Theoretical and Applied Information Technology*. Vol. 33, No.1, pp. 1-6

- Hahn, S. Wilkins. and Jin. (2017). E-service Quality Management of a Hotel Website: A Scale and Implications for Management. *Journal of Hospitality Marketing dan Management*. Vol. 26, No. 7, pp. 694-716.
- Hair, Jr., R.E. Anderson, R.L. Tatham, and W.C. Black. (2010). *Multivariate Data Analysis A Global Perspective, 7th edition*, Upper Saddle River, New jersey: Pearson Education.Inc.
- Herington, C and Weaven. S. (2009). E-retailing by banks: E-Service Quality and Its Importance to Customer Satisfaction. *European Journal of Marketing*. Vol.43, NO.9, pp. 1220-1231.
- Honglei, Li. Nanyelugo Aham-Anyanwu, Cemal Tevrixci. (2015). The Interplay Between Value and Service Quality Experience: E-Loyalty Development Process Through The eTilQ Scale and Value Perception. *Electronic Commerce Research*. Vol. 15, pp. 585-615.
- Jun, ji Hew, Garry, Wei Han, Keng, Boon Ooi. (2017). Generating Travel-Related Contents Through Mobile Social Tourism: Does Privacy Paradox Persist?. *Telematics and Informatics*. Vol. 34, No. 7, pp. 914-935.
- Kao, Ta-Wei and Winson T Lin, (2016). The relationship between perceived e-service quality and brand equity: A simultaneous equations system approach. *Computers in Human Behavior*. Vol. 57, pp. 208-218.
- Kim, M. J. and S. S. Kim. (2017). "Utilisation of Immature Wheat Flour as an Alternative Flour with Antioxidant Activity and Consumer Perception on its Baked Product". *Food Chemistry*. Vol. 232, pp. 237-244.
- Kiong, T.P., Gharleghi, B., Yin-Fah, B.C., and Kei, L.M. (2014) "Electronic Ticketing in Airline Industries among Malaysians: The Determinants". *International Journal of Business and Social Science*. Vol. 5, No. 9, pp. 168-174.
- Kotler, Philip and Kevin Lane Keller, (2016). *Marketing Management*, 15th Edition, Pearson Education,Inc.
- Ladhari, Riadh. (2009). Service Quality, Emotional Satisfaction and Behavioural Intentions A Study In The Hotel Industry. *Emerald Group Publishing Limited*. Vol. 19, No. 3, pp. 308-331.
- Ladhari, R., Ladhari, I., and Morales, M. (2011). Bank Service Quality: Comparing Canadian and Tunisian Customer Perceptions. *International Journal of Bank Marketing*. Vol. 29, No. 3, pp. 224-246.

- Lee, Aiyu. (2020), “*Digital 2020 What You Really Need to Know*”. Available at: <https://wearesocial.com/sg/blog/2020/01/digital-2020-what-you-really-need-to-know>, accessed on April, 12, 2020.
- Lee, Gwo-Guang., Lin, Hsiu-Fen. (2005). Customer Perceptions of e-Service Quality in Online Shopping. *International Journal of Retail & Distribution Management*. Vol.33, No.2, pp. 161-176.
- Liang, Chih-Chin, Wen-Lung Shiau. (2018). Moderating Effect of Privacy Concerns and Subjective Norms Between Satisfaction and Repurchase of Airline E-Ticket Through airline-Ticket Vendors. *Asia Pacific Journal of Tourism Research*. Vol. 23, No. 12, pp. 1142-1159.
- Loiacono, E., Watson, R.T. and Goodhue, D. (2007). WebQual: An Instrument For Consumer Evaluation Of Websites. *International Journal of Electronic Commerce*. Vol. 11, No. 3, pp. 51-87.
- M, Jeon and Jeong, M. (2017), “ Customers’ Perceived Website Service Quality and Its Effects on E- Loyalty”. *International Journal of Contemporary Hospitality Management*. Vol. 29, No. 1, pp. 438-457.
- Martin, Kristen. (2016). Understanding Privacy Online: Development of A Social Contract Approach To Privacy. *Journal of Business Ethics*. Vol. 137, pp. 551-569.
- Neuman, W.L. (2014). *Social Research Methods: Qualitative and Quantitative Approaches*, 7th Ed. Edinburgh Gate: Pearson Education Limited.
- Parasuraman A. and Zinkhan G.M. (2002). Marketing To And Serving Customers Through The Internet: An Overview And Research Agenda. *Journal of the Academy of Marketing Science*. Vol. 30, No. 4, pp. 286-295.
- Parasuraman, A., Zeithaml, V. and Malhotra, A. (2005). E-S-QUAL: A Multiple-Item Scale For Assessing Electronic Service Quality. *Journal of Service Research*. Vol. 7, No. 3, pp. 213-233.
- Raza, Syed Ali., Amma, Umer., Muhammad, Asif Qureshi., Abdul, and Samad Dhari. (2020). Internet Banking Service Quality, E-Customer Satisfaction and Loyalty: The Modified E-SERVQUAL model. *The TQM Journal*. Vol. 32, No. 6, pp. 1443-1466.
- Sekaran, Uma dan Roger Bougie. (2010). Edisi 5, *Research Method For Business: A Skill Building Approach*. John Wiley Sons, New York.

- Santouridis, Ilias, dkk. (2012). “*Using E-S-QUAL to Measure Internet Service Quality of E Commerce Web Sites in Greece*”. *International Journal of Quality and Service Science*, Vol.4, pp. 86-98.
- Schenkman, B. N., and Jönsson, F. U. (2000). Aesthetics and preferences of web pages. *Behaviour and Information Technology*, Vol. 19, No. 5, pp. 367–377
- Shankar. A, Jebarajakirthy, C. (2019). The Influence of E-Banking Service Quality on Customer Loyalty: A Moderated Mediation Approach. *International Journal of Bank Marketing*. Vol. 37, No. 5, pp. 1119-1142.
- Sheng, Tianxiang and Liu, Chunlin. (2010). “An Empirical Study On The Effect Of EService Quality On Online Customer Satisfaction and Loyalty”. *Nankai Business Review International*. Vol. 1, No. 3, pp. 273-283.
- Shin, D. H, Y. J. Shin, H. Choo, K. Beom (2013) : Smartphones As Smart Pedagogical Tools: Implications For Smartphones As U-learning Devices. *Computers in Human Behavior*. Vol. 27, pp. 2207-2214.
- Smith, Alan D and William T. Rupp. (2002). Communication and Loyalty Among Knowledge Workers: A Resource of The Firm Theory View. *Journal of Knowledge Management*. Vol. 6, No. 3, pp. 250-261.
- Swinyard, William R. (1993). The Effects of Mood, Involvement, and Quality of Store Experience on Shopping Intentions. *Journal of Consumer Research*. Vol. 20, No. 2, pp. 271-280.
- Taichon, P and Quach, N. T. (2015). The Relationship Between Service Quality, Satisfaction, Trust, Value, Commitment and Loyalty of Internet Service Providers’ Customers. *Journal of Global Scholars of Marketing Science*. Vol. 25, No. 4, pp. 295-313.
- Tandon, U. Kiran, R. and Sah, A.N. (2017). Analyzing Customer Satisfaction: Users Perspective Towards Online Shopping. *Nankai Business Review International*. Vol. 8, No. 3, pp. 266-288
- Tandon, U., Kiran, R. and Sah, A.N. (2017). Customer Satisfaction as Mediator Between Website Service Quality and Repurchase Intention. An Emerging Economy Case. *Service Science*. Vol. 9, pp. 106-120
- Thakur, Rakhi. (2019). The Moderating Role of Customer Engagement Experiences In Customer Satisfaction-Loyalty Relationship. *European Journal of Marketing*. Vol. 53, NO. 7, pp. 1278-1310.

- Tsohou, Angeliki., Maria, Karyda., and Spyros, Kokolakis. (2015). Analyzing The Role of Cognitive and Cultural Biases in The Internalization of Information Security Policies: Recommendations For Information Security Awareness Programs. *Computers and Security*. Vol. 52, pp. 128-141.
- Ueltschy, C. Linda, Michell, L. Man, Zhang., and Hyuksoo, Choo. (2009). Is There Really an Asian Connection? Professional Service Quality Perceptions and Customer Satisfaction. *Journal of Business Research*. Vol. 62, No. 10, pp. 972-979.
- Wagner, Janet., Rydstrom, Gabrielle. (2001). Satisfaction, Trust, and Commitment In Consumers Relationship With Online Retailers. *European Advances In Consumer Research*. Vol. 5, pp. 276-281.
- Wang, Y. J. Hernandez, M. D. and Minor, M. S. (2010). Web Aesthetics Effects On Perceived *Online* Service Quality And Satisfaction In An E-Tail Environment: The Moderating Role Of Purchase Task. *Journal of Business Research*. Vol. 63, pp. 935-942.
- Wang, W. and Kim, S. (2018). Lady First? The Gender Difference In The Influence Of Service Quality On *Online* Consumer Behavior. *Nankai Bussines Review International*. Vol. 10, No. 3, pp. 408-428.
- Wolfenbarger, M. and Gilly, M.C. (2003). Etailq: Dimensionalizing, Measuring 70 And Predicting Etail Quality. *Journal of Retailing*. Vol. 79, pp. 183-198
- Yang, Z. and Fang, X. (2004). "Online service quality dimensions and their relationships with satisfaction: a content analysis of customer review of securities brokerage services", *International Journal of Service Industry Management*, Vol 15, No.3, pp. 302-26.
- Yoo, B. and Donthu, N. (2001). Developing and Validating a Multidimensional Consumer-Based Brand Equity Scale. *Journal of Business Research*. Vol. 52 No. 1, pp. 1-14.
- Yu, S., Liu, Zhao G. and Yang, X. (2012). The Prevalence And Burden Of Primary Headaches In China: A Population-Based Door-To-Door Survey. *Head*. Vol. 52, pp 582-591
- Ziaullah, M. Feng, Y. Akhter, S.N. and Khan, M.F. (2014). An Empirical Study On Exploring Relationship Among Information Quality, E-Satisfaction, E-Trust And Young Generation's Commitment To Chinese On Line Retailing. *Journal Of Competitiveness*. Vol. 6 No. 4, pp. 3-18



_____ (2020), “Shopee adalah platform e-commerce terkemuka di Asia Tenggara dan Taiwan”. Available at: <https://careers.shopee.co.id/about/>, accessed on July 10, 2020.

_____ (2020), “ Bagaimana Tokopedia Dimulai”. Available at: <https://www.tokopedia.com/about/our-story>, accessed on July 10, 2020.

_____ (2020), “Tentang BukaLapak” Available at: <https://www.bukalapak.com/about>, accessed on July, 10, 2020.