

DAFTAR PUSTAKA

- Ahmad, Asad, Obaidur Rahman, dan Mohammed Naved Khan. 2017. "Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India." *Journal of Research in Interactive Marketing* 11, no.3: 246-267.
- Anderson, R.E., dan S.S Srinivasan. 2003. "E-satisfaction and e-loyalty: A contingency framework." *Psychology & Marketing* 20, no 2: 123-38.
- Asosiasi Penyelenggara Jasa Internet Indonesia (APJII). 2017. "Infografis Penetrasi dan Perilaku Pengguna Internet Indonesia." Diakses pada 3 April 2018, <https://goo.gl/ijqYEG>.
- Bauer, Hans H., Tomas Falk, Maik Hammerschmidt. 2006. "eTransQual: A transaction process-based approach for capturing service quality in online shopping." *Journal of Business Research* 59, 866-75.
- Baron, Reuben M., dan David A Kenny. 1986. "The Moderator-Mediator Variabel Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations." *Journal of Personality and Social Psychology* 51, no. 6:1173-1182.
- Bolton, Ruth N., dan Katherine N. Lemon. 1999. "A Dynamic Model of Customers' Usage of Services: Usage as an Antecedent and Consequence of Satisfaction." *Journal of Marketing Research* 36, 171-186.
- Carlson, Jamie, dan Aron O'Cass. 2010. "Exploring the relationships between e-service quality, satisfaction, attitudes and behaviours in content-driven e-service web sites." *Journal of Services Marketing* 24, no 2: 112-27.
- Chang, Hsin Hsin, Yao-Hua Wang dan Wen-Ying Yang. 2009. "The impact of e-service quality, customer satisfaction and loyalty on e-marketing: Moderating effect of perceived value". *Total Quality Management & Business Excellence* 20, no. 4 (April): 423-43.
- Chang, Hsin-Hsin, dan Hsin-Wei Wang. 2011. "The moderating effect of customer perceived value on online shopping behavior." *Online Information Review* 35, no. 3: 333-359.
- Cristobal, Eduard, Carlos Flavián, dan Miguel Guinalú. 2007. "Perceived e-service quality (PeSQ): Measurement validation and effects on consumer satisfaction and web site loyalty." *Managing Service Quality: An International Journal* 17, no. 3: 317-40.
- DBS Group Research. 2014. "Indonesia, Pusat e-commerce ASEAN." DBS Insight. Diakses pada 9 April 2018. <https://www.dbsinsights.com/id/digital-dan-inovasi/indonesia-pusat-e-commerce-asean>.
- Digital News Asia. 2017. "2017 E-commerce Review for Indonesia", 25 Desember. Diakses pada 9 April 2018. <https://www.digitalnewsasia.com/digital-economy/2017-e-commerce-review-indonesia>.
- Guo Xiaoying, K.C. Ling dan M. Liu. 2012. "Evaluating factors influencing customer satisfaction towards online shopping in China." *Asian Social Science* 8, no. 13: 40-50.

- Hair, Jr., J.F., M.W. Celsi, D.J. Oritinau, dan R.P. Bush. 2009. *Essentials of Marketing Research*, edisi 2. New York: McGraw-Hill.
- Hartono, Jogyanto dan Willy Abdillah. 2014. *Konsep dan Aplikasi PLS (Partial Least Square) untuk Penelitian Empiris*. Yogyakarta: BPFE-Yogyakarta.
- Hizza, Izyan, dan Boon Liat Cheng. 2014. "Factors Influencing Customer Satisfaction and E-Loyalty: Online Shopping Environment among the Young Adults." *Management Dynamics in the Knowledge Economy* 2, no. 3: 426-71.
- Ho, Chaang- Iuan, dan Yi-Ling Lee. 2007. "The development of an e-travel service quality scale." *Tourism Management* 28, 1434–49.
- Jones, Michael A., dan Jaebeom Suh. "Transaction-specific satisfaction and overall satisfaction: an empirical analysis." *Journal of Services Marketing* 14, no. 2: 147-159.
- Kompas Klasika. 2017. "Agromaret, E-dagang Khusus Sektor Agrobisnis" *Klasika Kompas*, 8 November. Diakses pada 9 April 2018, <https://klasika.kompas.id/agromaret-e-dagang-khusus-sektor-agrobisnis/>
- Kotler, Philip, dan Kevin Lane Keller. 2012. *Marketing management*. New Jersey: Prentice Hall.
- Lin, Hsiu-Fen. 2007. "The Impact of Website Quality Dimensions on Customer Satisfaction in the B2C E-commerce Context". *Total Quality Management* 18, no. 4 (Juni): 363-78.
- Parasuraman, A., Valerie A. Zeithaml, dan Arvind Malhotra. 2005. "E-S-QUAL a multiple-item scale for assessing electronic service quality." *Journal of Service Research* 7, no. 3: 213-33..
- Sekaran, U. dan R. Bougie. 2016. *Research methods for business*, edisi 7, West Sussex: John Wiley & Son.
- Sen, Sahana, Dawn Lerman. 2007. "Why are you telling me this? An examination into negative consumer reviews on the web" *Journal of Interactive Marketing* 21, no. 4: 76-94.
- Shankar, V., A. Smith, & A. Rangaswamy. 2003. "Customer satisfaction and loyalty in online and offline environments." *International Journal of Research in Marketing*, 20, 153–75.
- Szymanski, David M., dan Richard T Hise. 2000. "e-Satisfaction: An initial examination." *Journal of Retailing* 76, no.3: 309–22.
- Vinzi, Vincenzo Esposito, Wynne W. Chin, Jörg Henseler, dan Huiwen Wang. 2010. *Handbook of Partial Least Squares :Concepts, Methods and Applications*. New York: Springer.
- Wakefield, R. J., M.H. Stocks, dan W.M. Wilder. 2004. "The role of Web site characteristics in initial trust formation". *Journal of Computer Information Systems* 45, no.1: 94–10.
- Wolfinger, Mary, dan Mary C. Gilly. 2001. "Shopping online for freedom, control and fun." *California Management Review* 43, no. 2: 34-55.
- Wolfinger, Mary, dan Mary C. Gilly. 2003. "ETailQ: Dimensionalizing, measuring and predicting etail quality." *Journal of retailing* 79, 183-198.