

DAFTAR PUSTAKA

- Ajzen, Icek, dan Martin Fishbein. 2006. *"Understanding Attitudes and Predicting Social Behavior."* Englewood Cliffs, NJ: Prentice-Hall, Inc.
- Al-Haidari, Nahed. 2016. *"Influences on e-WOM Adoption in Two Female Online Communities: The Cases of Kuwait and Saudi Arabia."*, Brunel University, London.
- Al-Roomi, Samar. 2007. *"Women, Blogs, and Political Power in Kuwait."* In New Media dan Timur Tengah Baru, ed. Philip Seib, 139-55. New York: Palgrave Macmillan AS.
- Bagozzi, Richard P. 2002. *"The Self-Regulation of Attitudes, Intentions, and Behavior."* *Social Psychology Quarterly*, 55 (2): 178-204.
- Bajaj, Kamlesh K dan Debjani Nag. 2000. *"E-commerce the Cutting Edge of Business"*. Singapore: Mc Graw-Hill Book Co.
- Bearden, William O., dan Michael J. Etzel. 2008. *"Reference Group Influence on Product and Brand Purchase Decisions."* *Jurnal Perilaku Konsumen*, 9 (2): 183-94.
- Brown, Jacqueline Johnson, dan Peter H. Reingen. 2007. *"Social Ties and Word-of-Mouth Referral Behavior."* *Jurnal Perilaku Konsumen*, 14 (3): 350-62.
- Bruner, Gordon C., dan Anand Kumar. 2005. *"Explaining Consumer Acceptance of Handheld Internet Devices."* *Jurnal Penelitian Bisnis*, 58 (5): 553-8.

- Burkhardt, Marlene E., dan Daniel J. Kuningan. 2002. *"Changing Patterns or Patterns of Change: The Effects of a Change in Technology on Social Network Structure and Power."* *Administrative Science Quarterly*, 35 (1): 104-27.
- Casaló, Luis V., Carlos Flavianus, dan Miguel Guinalíu. 2008. *"Promoting Consumer's Participation in Virtual Brand Communities: A New Paradigm in Branding Strategy."* *Jurnal Komunikasi Pemasaran*, 14 (1): 19-36.
- Chang, Yung Fu, CS Chen, dan Hao Zhou. 2009. *"Smart Phone for Mobile Commerce."* *Computer Standards & Interfaces*, 31 (4): 740-7.
- Chau, Patrick YK, Paul Jen-Hwa Hu, Bill LP Lee, dan Anson KK Au. 2007. *"Examining Customers' Trust in Online Vendors and Their Dropout Decisions: An Empirical Study."* *Electronic Commerce Research and Applications*, 6 (2): 171-82.
- Childers, Terry L., dan Akshay R. Rao. 2002. *"The Influence of Familial and Peer-Based Reference Groups on Consumer Decisions."* *Jurnal Riset Konsumen*, 19 (2): 198-211.
- Chin-Lung Hsu, Judy Chuan-Chuan Lin, Hsiu-Sen Chiang. 2013. *"The effect of Blogger recommendations on Customers' online shopping intentions"*, *Internet Research*, Vol. 23 Issue: 1, pp.69-88.
- Chu, Shu-Chuan, dan Sara Kamal. 2008. *"The Effect of Perceived Blogger Credibility and Argument Quality on Message Elaboration and Brand Attitudes: An Exploratory Study."* *Journal of Interactive Advertising*, 8 (2): 26-37.

- Cina, Craig. 2009. *"Creating an Effective Customer Satisfaction Program."*
Journal of Business & Industrial Marketing, 4 (2): 33-42.
- Dabholkar, Pratibha A., dan Richard P. Bagozzi. 2002. *"An Attitudinal Model of Technology-Based Self-Service: Moderating Effects of Consumer Traits and Situational Factors."* *Journal of the Academy of Marketing Science*, 30 (3): 184-201.
- Davis, Fred D. 2008. *"Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology."* *MIS Quarterly*, 13 (3): 319-40.
- Davis, Fred D., Richard P. Bagozzi, dan Paul R. Warshaw. 2009. *"User Acceptance of Computer Technology: A Comparison of Two Theoretical Models."* *Management Science*, 35 (8): 982-1003.
- Doney, Patricia M., dan Joseph P. Cannon. 2007. *"An Examination of the Nature of Trust in Buyer-Seller Relationships."* *Jurnal Pemasaran*, 61 (2): 35-51.
- Ein-Dor, Phillip, Eli Segev, dan Moshe Orgad. 2003. *"The Effect of National Culture on IS: Implications for International Information Systems."* *Journal of Global Information Management*, 1 (1): 33-44.
- Elmorshidy, Ahmed, Mohamed M. Mostafa, Issam El-Moughrabi, dan Husain Al-Mezen. 2015. *"Factors Influencing Live Customer Support Chat Services: An Empirical Investigation in Kuwait."* *Journal of Theoretical and Applied Electronic Commerce Research*, 10 (3): 63-76.
- Engel, James F., Roger D. Blackwell, dan Paul W. Miniard. 2005. *Consumer Behavior*. ed 8. New York: Dryden Press.

- Fishbein, Martin, dan Icek Ajzen. 2005. *"Belief, Attitude, Intention, and Behavior: An Introduction to Theory and Research."* Jurnal Perilaku Konsumen, MA: Addison-Wesley.
- Fornell, Claes, dan David F. Larcker. 2008. *"Structural Equation Models with Unobservable Variables and Measurement Error: Algebra and Statistics."* *Journal of Marketing Research*, 18 (3): 382-88.
- Gefen, David, Elena Karahanna, dan Detmar W. Straub. 2003. *"Trust and TAM in Online Shopping: An Integrated Model."* *MIS Quarterly*, 27 (1): 51-90.
- Gefen, David. 2002. *"Reflections on the Dimensions of Trust and Trustworthiness Among Online Consumers."* *MIS Quarterly*, 33 (3): 38-53.
- Goldsmith, Ronald E., dan David Horowitz. 2006. *"Measuring Motivations for Online Opinion Seeking."* *Journal of Interactive Advertising*, 6 (2): 2-14.
- Han, Bo, dan John Windsor. *"User's Willingness to Pay on Social Network Sites."* *Journal of Computer Information Systems*, 51 (4): 31-40.
- Hong, Ilyoo B. 2015. *"Understanding the Consumer's Online Merchant Selection Process: The Roles of Product Involvement, Perceived Risk, and Trust Expectation."* *International Journal of Information Management*, 35 (3): 322-36.
- Hsiao, Kuo-Lun, Judy Chuan-Chuan Lin, Xiang-Ying Wang, Hsi-Peng Lu, dan Hueiju Yu. 2010. *"Antecedents and Consequences of Trust in Online Product Recommendations: An Empirical Study in Social Shopping."* *Online Information Review*, 34 (6): 935-53.

- Hsu, Chien-Lung, Chia-Chang Liu, dan Yuan-Duen Lee. 2010, "*Effect of Commitment and Trust Towards Micro-Blogs on Consumer Behavioral Intention: A Relationship Marketing Perspective.*" *International Journal of Electronic Business Management*, 8 (4): 292-303.
- Hsu, Chin-Lung, dan Hsi-Peng Lu. 2004. "*Why Do People Play On-Line Games? An Extended TAM with Social Influences and Flow Experience.*" *Information & Management*, 41 (7): 853-68.
- Hsu, Chin-Lung, dan Hsi-Peng Lu. 2007. "*Consumer Behavior in Online Game Communities: A Motivational Factor Perspective.*" *Computers in Human Behavior*, 23 (3): 1642-59.
- Hsu, Chin-Lung, Judy Chuan-Chuan Lin, dan Hsiu-Sen Chiang. 2013. "*The Effects of Blogger Recommendations on Customers' Online Shopping Intentions.*" *Internet Research*, 23 (1): 69-88.
- Hsu, Hsuan Yu, dan Hung-Tai Tsou. 2011. "*Understanding Customer Experiences in Online Blog Environments.*" *International Journal of Information Management*, 31 (6): 510-23.
- Hung, Kineta., dan Stella. 2007. "*The Influence of eWOM on Virtual Consumer Communities: Social Capital, Consumer Learning, and Behavioral Outcomes.*" *Journal of Advertising Research*, 47 (4): 485-95.
- Ishak, F & Ghani, A. (2013), "A Review of The Literature on Brand Loyalty and Customer Loyalty", *Conference on Business Management Research*, University of Malaya. <http://repo.umm.edu.my/16316/1/20.pdf> . Diakses 6 Maret 2019.

- Kaplan, Andreas M., dan Michael Haenlein. 2010. *"Users of the World, Unite! The Challenges and Opportunities of Social Media."* *Business Horizons*, 53 (1): 59-68.
- Kotler, Philip, and James C. Makens. 2010. *Marketing for Hospitality and Tourism*, 5th ed. Boston: Prentice-Hall.
- Koufaris, Marios, dan William Hampton-Sosa. 2004. *"The Development of Initial Trust in an Online Company by New Customers."* *Information & Management*, 41 (3): 377-97.
- Kuan, Huei-Huang, dan Gee-Woo Bock. 2007. *"Trust Transference in Brick and Click Retailers: An Investigation of the Before-Online-Visit Phase."* *Information & Management*, 44 (2): 175-87.
- Lee, Jumin, Do-Hyung Park, dan Ingoo Han. 2011 *"The Different Effects of Online Consumer Reviews on Consumers' Purchase Intentions Depending on Trust in Online Shopping Malls: An Advertising Perspective."* *Internet Research*, 21 (2): 187-206.
- Lembaga Survei Iconesia (2017), *"Survei Loyalitas Pelanggan"*. <http://iconesia.co.id/jasa-riset/survei-loyalitas-pelanggan/> . Diakses 6 Maret 2019.
- Leidner, Dorothy E., dan Timothy Kayworth. 2006. *"Review: A Review of Culture in Information Systems Research: Toward a Theory of Information Technology Culture Conflict."* *MIS Quarterly*, 30 (2): 357-99.
- Lim, Kai, Choon Sia, Matthew Lee, dan Izak Benbasat. 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): 233-66.

- Lin, Judy Chuan-Chuan, dan Hsipeng Lu. 2000. *"Towards an Understanding of the Behavioural Intention to Use a Web Site."* *International Journal of Information Management*, 20 (3): 197-208.
- MacKenzie, Scott B., dan Richard J. Lutz. 2009. *"An Empirical Examination of the Structural Antecedents of Attitude Toward the Ad in an Advertising Pretesting Context."* *Journal of Marketing*, 53 (2): 48-65.
- Maulana, R. 2018. *Tren Perilaku Konsumen Belanja Online Indonesia Tahun 2018 Menurut iPrice*. Retrieved from <https://id.techinasia.com/tren-perilaku-konsumen-online-indonesia-menurut-iprice>. Diakses 6 Maret 2019.
- McKnight, D. Harrison, Vivek Choudhury, dan Charles Kacmar. 2002a. *"Developing and Validating Trust Measures for e-Commerce: An Integrative Typology."* *Information Systems Research*, 13 (3): 334-59.
- McKnight, D. Harrison, Vivek Choudhury, dan Charles Kacmar. 2006. *The Impact of Initial Consumer Trust on Intentions to Transact with a Web Site: A Trust Building Model."* *Journal of Strategic Information Systems*, 11 (3-4): 297-323.
- Mitreviski, P., & Hristoski, I. (2011). *e-Consumer Online Behavior: A Basis for Obtaining e-Commerce Performance Metrics*. Communications in Computer and Information Science, 83 CCIS, 142–151. https://doi.org/10.1007/978-3-642-19325-5_15
- Osman, Deanna, John Yearwood, dan Peter Vamplew. 2009. *"Weblogs for Market Research: Finding More Relevant Opinion Documents Using System Fusion."* *Online Information Review*, 33 (5): 873-88.

- Pavlou, Paul A. 2013. *“Consumer Acceptance of Electronic Commerce: Integrating Trust and Risk with the Technology Acceptance Model.” International Journal of Electronic Commerce*, 7 (3): 101-34.
- Parasuraman, A., V. A. Zeithaml, dan L.L. Berry, 1998, *SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality*, Journal of Retailing, Vol. 64, No.1.
- Saputri, M. E. (2016). *Pengaruh Perilaku Konsumen Terhadap Pembelian Online Fashion Pada Zalora Indonesia*. Sosioteknologi, 15 (2), 291–297.
- Salo, Jari, dan Heikki Karjaluoto. 2007. *A Conceptual Model of Trust in the Online Environment.* ” *Online Information Review*, 31 (5): 604-21.
- Sekaran, Uma dan Roger Bougie. 2016. *“Research Methods for Business: A Skill-Building Approach”. 7th Edition*. Chichester, WestSussex, United Kingdom: John Wiley & Sons.
- Shahzad, H. (2015). *Online Shopping Behavior. International Business & Economics Research Journal*. Uppsala Universitet Campus Gotland. <https://doi.org/10.1017/CBO9781107415324.004>. Diakses 6 Maret 2019.
- Sidharta, I., Suzanto, B. 2015. *Pengaruh Kepuasan Transaksi Online Shopping dan Kepercayaan Konsumen Terhadap Sikap serta Perilaku Konsumen Pada E-Commerce*. Jurnal Computech & Bisnis, Vol. 9, No.1, ISSN 2442- 4943.
- Soopramanien, D. G. R., & Robertson, A. 2007. *Adoption and usage of online shopping: An empirical analysis of the characteristics of buyers browsers and non-internet shoppers*. *Journal of Retailing and Consumer Services*, 14 (1), 73–82.
- Shamdasani, Prem N., Andrea J.S. Stanaland, and Juliana Tan. 2001. *“Location, Location, Location: Insights for Advertising Placement on the Web.” Journal of Advertising Research*, 41(4): 7-21.

Tyra, M. J., & Clara, C. 2014. *Analisis faktor-faktor yang mempengaruhi perilaku pelanggan belanja*. Jurnal Manajemen, XVIII (3), 438–455.

Zaenudin, A. 2017. *Profil Konsumen Belanja Online di Indonesia*. Retrieved from <https://tirto.id/profil-konsumen-belanja-online-di-indonesia-cuEG>.

Diakses 6 Maret 2019.