

## BIBLIOGRAPHY

Barreda, A.A., Bilgihan, A., and Kageyama Y. (2015). The Role of Trust in Creating Positive Word of Mouth and Behavioral Intentions: The Case of Online Social Networks. *Journal of Relationship Marketing*, 14(1), 16036.

Booking Holdings Inc. (2019). 2018 Annual Report. Available at <https://ir.bookingholdings.com/financial-information/annual-reports>, accessed on 5 June 2019.

CloudBeds. (2019). Big Book of OTAs. (N/A)

Cooper D.R., and Schindler P.S. (2014). *Business Research Methods*, 12<sup>th</sup> edition. McGraw Hill, New York.

Cristobal, E., Flavian C., and Guinaliu, M. (2007). Perceived E-Service Quality (PeSQ): Measurement Validation and Effects on Consumer Satisfaction and Web Site Loyalty. *Managing Service Quality: An International Journal*, 17 (3), 317-340.

Dabholkar, P. A., Thorpe, D. I., and Rentz, J. O. (1996). A Measure of Service Quality for Retail Stores: Scale Development and Validation. *Journal of the Academy of Marketing Science*, 24 (1): 3-16.

Daria. (2019). The Most Significant Digital Transformation Trends in Travel Industry for 2019. Available at <https://rubygarage.org/blog/digital-transformation-trends-in-travel-industry>, accessed on 3 June 2019.

Dutta, S., Chauhan, R.K., and Chauhan, K. (2017). The Impact of Electronic Service Quality's Dimensions on Customer Trust for Online Travel Agencies in India. *Turizam*, 21(3), 111-122.

Euromonitor International. (2016). *Market Shares of Online Travel Agencies by Country*. London, United Kingdom.

Expedia Group. (2019). Expedia Group Reports Fourth Quarter and Full Year 2018 Results. Available at <https://ir.expediagroup.com/static-files/62b0026a-b78f-4f27-b1d2-168f664b80b6>, accessed on 5 June 2019.

Ghayoumi, M. (2016). Review of Security and Privacy Issues in eCommerce. *International Conference on e-Learning, e-Business, Enterprise Information System and e-Government 2016*, 156-160.

Hair, J.F., Black, W.C., Babin, B.J., and Anderson, R.E. (2010). *Multivariate Data Analysis*, 7<sup>th</sup> edition. Pearson New International Edition, United States of America.

Hamdi, R. (2019). Southeast Asia's Online Travel Agency Traveloka Moves into Food and Wellness Choices. Available at <https://skift.com/2019/04/10/southeast-asias-online-travel-agency-traveloka-moves-into-food-wellness-choices/>, accessed on 19 April 2019.

Haryono, S. (2016). *Metode SEM Untuk Penelitian Manajemen dengan AMOS LISREL PLS*. PT. Intermedia Personalia Utama, Jawa Barat.

Hendra, D. (2018). Traveloka Mengawal Perjalanan Pelanggan di Era Leisure Economy. Available at <https://swa.co.id/wicf/news/traveloka-mengawal-perjalanan-pelanggan-di-era-leisure-economy/>, accessed on 22 January 2019

Hsu, M.H., Chuang, L.W., and Hsu, C.S. (2013). Understanding Online Shopping Intention: The Roles of Four Types of Trust and Their Antecedents. *Internet Research*, 24(3), 332-352.

Iberahim H., Mohd Taufik, N.K., Mohd Adzmir, A.Z., and Saharuddin H. (2015). Customer Satisfaction on Reliability and Responsiveness of Self Service Technology for Retail Banking Services. *Procedia Economics and Finance*, 37, 13 – 20.

Jiang, L., Jun, M., and Yang, Z. (2015). Customer-Perceived Value and Loyalty: How Do Key Service Quality Dimensions Matter in The Context of B2C e-commerce? *Service Business*, 10 (2), 301-317.

Josua, F., Alwie, A.F., and Hendriani S. (2017). The Effect of E-Service Quality and Price on Customer Satisfaction and Loyalty of Traveloka in Pekanbaru (*non-published thesis*). Postgraduate Program Universitas Riau, Pekanbaru.

Kassim, N., and Abdullah, N.A. (2010). The Effect of Perceived Service Quality Dimensions on Customer Satisfaction, Trust, and Loyalty in e-commerce settings: A Cross Cultural Analysis. *Asia Pacific Journal of Marketing and Logistics*, 22(3), 351-371.

Kaynama, S.A., and Black C.I. (2000). A Proposal to Assess the Service Quality of Online Travel Agencies: An Exploratory Study. *Journal of Professional Services Marketing*, 21 (1), 63-88

Kotler, P., and Keller K.L. (2016). *Marketing Management*, 15<sup>th</sup> edition. Pearson Education Limited, England.

Kuo, N.T., Chang, K.C., Cheng, Y.S., and Lain, C.H. (2013). How Service Quality Affects Customer Loyalty in Travel Agency: The Effects of Customer Satisfaction, Service Recovery, And Perceived Value. *Asia Pacific Journal of Tourism Research*, 18(7), 803-822.

Kenyon, G.N., and Sen, K.C. (2015). *The Dimensions of Service Quality*. Springer, London.

Kusuma, D. (2018). Departure from Traveloka and Starting a New Chapter. Available at <https://medium.com/@derianto/departure-from-traveloka-and-starting-a-new-chapter-91676b712805> accessed on 19 April 2019.

Li, H., Liu, Y., and Suomi, R. (2009). Measurement of E-service Quality: An Empirical Study in Online Travel Service. *European Conference on Information System*, 191.

Meidita, Y., Suprpto, and Rokhmawati, R.I. (2018). Pengaruh Kualitas Layanan Terhadap Kepuasan, Kepercayaan dan Loyalitas Pelanggan pada E-Commerce (Studi Kasus: Shopee). *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, 2(11), 5682-5690.

Momani, K.A., and Noor, N.A.M. (2009). E-Service Quality, Ease of Use, Usability and Enjoyment as Antecedents of E-CRM Performance: An Empirical Investigation in Jordan Mobile Phone Services. *The Asian Journal of Technology Management*, 2(2), 50-63.

Oliver, R.L. (1999). Whence Customer Loyalty? *Journal of Marketing*, 63, 33-44

Parasuraman, A.P., Berry, L.L., and Zeithaml, V.A. (1988). SERVQUAL: A Multiple-item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12-40.

Patardo, H. (2018). Google, Perkembangan Ekonomi Digital Indonesia Maju Pesat. Available at <https://www.tek.id/tek/google-perkembangan-ekonomi-digital-indonesia-maju-pesat-b1UAj9cOm>, accessed on 20 January 2019.

Ranaweera C., and Prabu J.C. (2003). The influence of satisfaction, trust and switching barriers on customer retention in a continuous purchasing setting. *International journal of Service Industry Management*, 14(4), 374-395.

Ribbink, D., Van Riel, A.C.R., Liljander, V., and Streukens, S. (2004). Comfort Your Online Customer: Quality, Trust, And Loyalty on The Internet. *Managing Service Quality*, 14 (6), 446-456.

Safa, N.S., and Ismail, M.A. (2013). A Customer Loyalty Formation Model in Electronic Commerce. *Economic Modelling*, 35, 559–564.

Taghizadeh, H., Taghipourian M.J., and Khazaei, A. (2013). The Effect of Customer Satisfaction on Word of Mouth Communication. *Research Journal of Applied Sciences, Engineering and Technology*, 5 (7), 2569-2575.

Tsoukatos, E., and Rand, G.K. (2006). Path Analysis of Perceived Service Quality, Satisfaction and Loyalty in Greek Insurance. *Managing Service Quality*, 16 (5), 501-519.

Wong, D. (2016). How E-Commerce Brands Can Strategically Diversify Their Product Portfolio. Available at <https://conversio.com/academy/how-ecommerce-brands-can-strategically-diversify-their-product-portfolio/>, accessed on 12 June 2019

World Travel and Tourism Council. (2018). Travel and Tourism: Economic Impact 2018 Indonesia. Available at <https://www.wttc.org/about/media-centre/press-releases/press-releases/2019/indonesian-travel-and-tourism-growing-twice-as-fast-as-globalaverage/#targetText=Travel%20%26%20Tourism%20in%20Indonesia%20grow,jobsto%20the%20Indonesian%20economy.>, accessed on 15 June 2019

Yang, Z., Jun, M., and Peterson, R.T. (2004). Measuring Customer Perceived Online Service Quality: Scale Development and Managerial Implications. *International Journal of Operations & Production Management*, 24 (11), 1149-1174.

Yen, Yung-Shen. (2010). Can perceived risks affect the relationship of switching costs and customer loyalty in e-commerce? *Internet Research*, 20 (2), 210-224.