

## DAFTAR PUSTAKA

- Benassi, P. (1999), "TRUST: an online privacy seal program", *Communications of the ACM*, Vol. 42 No. 2, 56-59.
- Bhattacharjee, A. (2001), "Understanding information systems continuance: An expectation-confirmation model", *MIS Quarterly*, Vol. 25, No. 3, 351-370.
- Brown, T., Barry, T., Dacin, P. and Gunst, R. (2005), "Spreading the word: Investigating antecedents of consumers' positive word-of-mouth intentions and behaviors in a retailing context", *Journal of the Academy of Marketing Science*, Vol. 33, No. 2, 123-138.
- Chang, H.H. and Chen, S.W. (2008), "The impact of online store environment cues on purchase intention, trust and perceived risk as a mediator", *Online Information Review*, Vol. 32, No. 6, 818-841.
- Chiles, T.H. and McMackin, J.F. (1996), "Integrating variable risk preference, trust, and transaction cost economics", *Academy of Management Review*, Vol. 21, 73-99.
- Chiu, C.M., Chang, C.C., Cheng, H.L. and Fang, Y.H. (2009), "Determinants of customer repurchase intention in online shopping", *Online Information Review*, Vol. 33, No. 4, 761-784.
- Chen, Y.H., Hsu, I.C., & Lin, C.C. (2010). "Website attributes that increase purchase intention: A conjoint analysis." *Journal of Business Research*, Vol. 63, 1007-1014.
- Chung, T. and Law, R. (2003), "Developing a performance indicator for hotel websites", *International Journal of Hospitality Management*, Vol. 22 No. 1, pp. 119-125
- Collier, J.E. and Bienstock, C.C. (2006), "Measuring service quality in e-retailing", *Journal of Service Research*, Vol. 8 No. 3, 260-275.
- Cronin, J. J., Jr., Brady, M. K., & Hult, G. T. M. (2000). "Assessing the effects of quality, value, and customer satisfaction on consumer behavioural intentions in service environments." *Journal of Retailing*, Vol. 76, No. 2, 193-218.
- Curtis, T., Abratt, R., Rhoades, D. and Dion, P. (2011), "Customer satisfaction, loyalty and repurchase: some evidence from apparel consumers", *Review of Business*, Vol. 32 No. 1, 47-57.
- Das, K., Tamhane, T., Vatterott, B., Wibowo, P., Wintels, S., (2018), "The Digital Archipelago: How online commerce is driving Indonesia's economic



- development.” *McKinsey Insights..* Available at: <https://www.mckinsey.com/featured-insights/asia-pacific/the-digital-archipelago-how-online-commerce-is-driving-indonesias-economic-development> , diakses pada 4 Januari 2019
- Dave, C. (2015), *Digital Business and E-Commerce Management: Strategy, Implementation, and Practice*, 6<sup>th</sup> edition, United Kingdom: Pearson.
- Davis, F.D. (1989), “Perceived usefulness, perceived ease of use, and user acceptance of information technology”, *MIS Quarterly*, Vol. 13, No. 3, 319-40.
- Esch, F.R., Langner, T., Schmitt, B.H. and Geus, P. (2006), “Are brands forever? How brand knowledge and relationships affect current and future purchases”, *Journal of Product & Brand Management*, Vol. 15 No. 2, 98-105.
- Flavian, C. and Guinalu, M. (2006), “Consumer trust, perceived security and privacy policy: three basic elements of loyalty to a web site”, *Industrial Management & Data Systems*, Vol. 106 No. 5, 601-620.
- Gefen, D., Karahanna, E. and Straub, D.W. (2003), “Trust and TAM in online shopping: an integrated model”, *MIS Quarterly*, Vol. 27 No. 1, pp. 51-90.
- Goode, M.M.H. and Harris, L.C. (2007), “Online behavioural intentions: an empirical investigation of antecedents and moderators”, *European Journal of Marketing*, Vol. 41, No. 5/6, 512-536.
- Grunert, K.G. and Ramus, K. (2005), “Consumers’ willingness to buy food through the internet”, *British Food Journal*, Vol. 107 No. 6, 381-403.
- Hair, JR., J. F., William C. Black, Barry J. Babin, dan Rolph E. Anderson (2010), *Multivariate Data Analysis*, 7th edition, New Jersey: Pearson Education
- Hawkins, Del I., and David L. Mothersbaugh. (2010), *Consumer behavior: building marketing strategy*, 11<sup>th</sup> edition, Boston: McGraw-Hill Irwin.
- Herbig, P. and Milewicz, J. (1995), “The relationship of reputation and credibility to brand success”, *Journal of Consumer Marketing*, Vol. 12 No. 4, 5-10.
- Hess, R.L. (2008), “The impact of firm reputation and failure severity on customers’ responses to service failures”, *Journal of Services Marketing*, Vol. 22, No. 5, 385-398.
- Huang, C. (2017), “Cognitive factors in predicting continued use of information systems with technology adoption models”, *Information Research*, Vol. 22 No. 2, 1-29.
- Hume, M. (2008), “Understanding core and peripheral service quality in customer repurchase of the performing arts”, *Managing Service Quality*, Vol. 18 No. 4, 349-369



- Jiang, P. and Rosenblom, B. (2005), "Customer intention to return online: price perception, attribute-level performance, and satisfaction unfolding over time", *European Journal of Marketing*, Vol. 39 Nos 1/2, 150-74.
- Jin, B., Park, J. and Kim, J. (2008), "Cross-cultural examination of the relationships among firm reputation, e-satisfaction, e-trust and e-loyalty", *International Marketing Review*, Vol. 21, No. 3, 324-37.
- Kim, J.H., Kim, M., and Kandampully, J. (2009), "Buying environment characteristics in the context of e-service", *European Journal of Marketing*, Vol. 43, No. 9/10, 1188-1204
- Kim, J., Lennon, S.J., (2013) "Effects of reputation and website quality on online consumers' emotion, perceived risk and purchase intention: Based on the stimulus-organism-response model", *Journal of Research in Interactive Marketing*, Vol. 7, Issue: 1, 33-56
- Kotha, S., Rajgopal, S. and Rindova, V. (2001), "Reputation building and performance: an empirical analysis of the top-50 pure internet firms", *European Management Journal*, Vol. 19 No. 6, 571-586.
- Law, R. and Bai, B. (2008), "How do the preferences of online buyers and browsers differ on the design and content of travel websites?", *International Journal of Contemporary Hospitality Management*, Vol. 20, No. 4, 388-400.
- Lee, C.H., Eze, U.C., Ndubisi, N.O., (2011) "Analyzing key determinants of online repurchase intentions", *Asia Pacific Journal of Marketing and Logistics*, Vol. 23, Issue: 2, 200-221.
- Lee, G.G. and Lin, H.F. (2005), "Customer perceptions of e-service quality in online shopping", *International Journal of Retail & Distribution Management*, Vol. 33, No. 2, 161-176.
- Luarn, P. and Lin, H.H. (2005), "Towards an understanding of the behavioral intention to use mobile banking", *Computers in Human Behavior*, Vol. 21, No. 6, 873-891.
- Madu, C.N., (1999), "Reliability and quality interface", *International Journal of Quality & Reliability Management*, Vol. 16, Issue: 7, 691-698,
- Matute, J., Redondo, Y.P., Utrillas, A.(2016), "The influence of EWOM characteristics on online repurchase intention: Mediating roles of trust and perceived usefulness", *Online Information Review*, Vol. 40, Issue: 7, 1090-1110.
- Mayer, R.C., Davis, J.H. and Schoorman, F.D. (1995), "An integrative model of organizational trust", *Academy of Management Review*, Vol. 20 No. 3, 709-734.



- Moliner, M.A., Sanchez, J., Rodriguez, R.M. and Callarisa, L. (2007), "Perceived relationship quality and post-purchase perceived value: an integrative framework", *European Journal of Marketing*, Vol. 41, No. 11/12, 1392-1422.
- Oh, H. (2003), "Price fairness and its asymmetric effects on overall price, quality, and value judgments: the case of a upscale hotel", *Tourism Management*, Vol. 24, 241-9.
- Pappas, I.O., Pateli, A.G., Giannakos, M.N., Chrissikopoulos, V. (2014), "Moderating effects of online shopping experience on customer satisfaction and repurchase intentions", *International Journal of Retail & Distribution Management*, Vol. 42, Issue: 3, 187-204.
- Pavlou, P.A. and Fygenon, M. (2006), "Understanding and predicting electronic commerce adoption: an extension of the theory of planned behavior", *MIS Quarterly*, Vol.30 No.1,115-43.
- Purohit, D. and Srivastava, J. (2001), "Effect of manufacturer reputation, retailer reputation, and product warranty on consumer judgments of product quality: a cue diagnosticity framework", *Journal of Consumer Psychology*, Vol. 10, No. 3, 123-134.
- Qureshi, I., Fang, Y.L., Ramsey, E., McCole, P., Ibbotson, P. and Compeau, D. (2009), "Understanding online customer repurchasing intention and the mediating role of trust – an empirical investigation in two developed countries", *European Journal of Information Systems*, Vol. 18, No. 3, 205-222.
- Reichheld, F. and Scheffer, P. (2000) E-loyalty, your secret weapon on the web. *Harvard Business Review*, July–August, 105–113.
- Rezaei, S., Amin, M. and Ismail, W.K.W. (2014), "Online repurchase intention: an empirical study among Malaysian experienced online shoppers", *International Journal of Retail and Distribution Management*, Vol. 42, No. 5, 390-421.
- Roman, S. (2007), "The ethics of online retailing: a scale development and validation from the consumers' perspective", *Journal of Business Ethics*, Vol. 72 No. 2, pp. 131-48.
- Rosenberg, L. and Czepiel, J. (1983), "A marketing approach for consumer retention", *Journal of Consumer Marketing*, Vol. 1 No. 1, 45-51
- Rozama, N. A., Kusumatriana, A. L., Ilmiyah, Z., Sutarsih, T., Siswayu, G., Syakilah, A. (2019) *Statistik E-Commerce 2019*. Indonesia: Badan Pusat Statistik.
- Sekaran, U. & Bougie, R. (2016), *Research Methods for Business: a Skill Building Approach*, 7th edition, Chichester, West Sussex, UK: John Wiley and Sons.



- Sugiyono, S. (2011), *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*, Bandung: AFABETA.
- Swaminathan, V., Lepkowska-White, E. and Rao, B.P. (1999), "Browsers or buyers in cyberspace? An investigation of factors influencing electronic exchange", *Journal of Computer Mediated Communication*, Vol. 5 No. 2, 1-21
- Tong, X. (2010), "A cross-national investigation of an extended technology acceptance model in the online shopping context", *International Journal of Retail and Distribution Management*, Vol. 38, No. 10, 742-759.
- Trivedi, S. K. & Yadav, M. (2018) "Predicting online repurchase intentions with e-satisfaction as mediator: a study on Gen Y", *VINE Journal of Information and Knowledge Management Systems*, Vol. 48, Issue: 3, 427-447.
- Udo, G. (2001), "Privacy and security concerns as major barriers for e-commerce: a survey study", *Information Management & Computer Security*, Vol. 9 No. 4, 165-174.
- Upadhyay, A. K., Khandelwal, K., Nandan, T., Mishra, P., (2018) "Sales technology usage: Modeling the role of support service, peer usage, perceived usefulness and attitude", *Asia Pacific Journal of Marketing and Logistics*, Vol. 30, Issue: 1, 257-271.
- Wolfinbarger, M. and Gilly, M.C. (2003), "etailQ: dimensionalizing, measuring and predicting etail quality", *Journal of Retailing*, Vol. 79 No. 3, 193-8.
- Woodruff, R. (1997), "Customer value: the next sources for competitive advantage", *Journal of the Academy of Marketing Science*, Vol. 25, No. 2, 17-23.
- Zeithaml, V.A. (1988), "Consumer perceptions of price, quality, and value: a means-end model and synthesis of evidence", *Journal of Marketing*, Vol. 52, No. 3, 2-22.
- Zhou, W., Tsiga, Z., Li, B., Zheng, S., Jiang, S., (2018) "What influence users' e-finance continuance intention? The moderating role of trust", *Industrial Management & Data Systems*, Vol. 118, Issue: 8, 1647-1670.
- Zhang, Y., Fang, Y., Wei, K., Ramsey, E. (2011), "Repurchase intention in B2C e-commerce-A relationship quality perspective", *Elsevier Journal of Informaton & Management*, Vol 48, 192-200.
- \_\_\_\_\_ (2016), "Unlocking Indonesia's Digital Opportunity." *McKinsey Insights*. Available at: <https://www.mckinsey.com/featured-insights/asia-pacific/unlocking-indonesias-digital-opportunity> , Diakses pada 4 Januari 2019



- \_\_\_\_\_ (2017), “Nilai Transaksi e-Commerce Indonesia Melonjak 250 Persen,” *Katadata*, <https://databoks.katadata.co.id/datapublish/2017/11/11/2011-2015-nilai-transaksi-e-commerce-indonesia-melonjak-250-persen> , Diakses pada 4 Januari 2019.
- \_\_\_\_\_ (2017), “Hasil Survei Penetrasi dan Perilaku Pengguna Internet Indonesia 2017” *Asosiasi Penyelenggara Jasa Internet Indonesia*. Available at: <https://apjii.or.id/survei2017> , Diakses pada 10 Oktober 2018.
- \_\_\_\_\_ (2017), “The World Factbook 2017” *Central Intelligence Agency*. Available at: <https://www.cia.gov/library/publications/the-world-factbook/geos/id.html>, Diakses pada 5 September 2017.
- \_\_\_\_\_ (2018), “Kajian Ekonomi dan Keuangan Regional BI DIY Agustus 2018”, *Kajian Ekonomi Regional Bank Indonesia*. Available at: <https://www.bi.go.id/id/publikasi/kajian-ekonomi-regional/yogya/Default.aspx>, Diakses pada 1 Desember 2018.
- \_\_\_\_\_ (2018), “PDB Indonesia per kapita tahun 2018,” *CEIC*, Available at: <https://www.ceicdata.com/id/indicator/indonesia/gdp-per-capita>, Diakses pada 2 Agustus 2019
- \_\_\_\_\_ (2018), “PDB Malaysia per kapita tahun 2018,” *CEIC*, Available at: <https://www.ceicdata.com/id/indicator/malaysia/gdp-per-capita>, Diakses pada 2 Agustus 2019