

BIBLIOGRAPHY

- Akoumianakis, D. (2009). Practice-oriented toolkits for virtual communities of practice. *Journal of Enterprise Information Management*, Vol. 22 No. 3, pp. 317-345.
- Al-Kurdi, O., El-Haddadeh, R., & Eldabi, T. (2018). Knowledge sharing in higher education institutions: a systematic review. *Journal of Enterprise Information Management*, 31(2), 226–246. <https://doi.org/10.1108/JEIM-09-2017-0129>
- Anastasiei, B., & Dospinescu, N. (2019). Electronic word-of-mouth for online retailers: Predictors of volume and valence. *Sustainability (Switzerland)*, 11(3). <https://doi.org/10.3390/su11030814>
- APJII (2019). Survey Internet Asosiasi Penyelenggara Jasa Internet Indonesia 2019. Asosiasi Penyelenggara Jasa Internet Indonesia. Available at : <https://apjii.or.id/survei>, accessed on November 21, 2020.
- Bagozzi, R. P. (1995). Reflections on relationship marketing in consumer markets. *Journal of the Academy of Marketing Science: Official Publication of the Academy of Marketing Science*, 23(4), 272–277. <https://doi.org/10.1177/009207039502300406>
- Balaji, M. S., Khong, K. W., & Chong, A. Y. L. (2016). Determinants of negative word-of-mouth communication using social networking sites. *Information and Management*, 53(4), 528–540. <https://doi.org/10.1016/j.im.2015.12.002>
- Beldad, A., De Jong, M., & Steehouder, M. (2010). How shall i trust the faceless and the intangible? A literature review on the antecedents of online trust. *Computers in Human Behavior*, 26(5), 857–869. <https://doi.org/10.1016/j.chb.2010.03.013>
- Bertrandias, L., & Goldsmith, R. E. (2006). Some psychological motivations for fashion opinion leadership and fashion opinion seeking. *Journal of Fashion Marketing and Management*, 10(1), 25–40. <https://doi.org/10.1108/13612020>
- Bickart, B., & Schindler, R. M. (2001). Internet Forums As Influential. *Journal of Interactive Marketing*, 15(3), 31–40.
- Bronner, F. (2008). *Consumer-generated versus marketer-generated websites in consumer*. 52(2), 231–248.
- Chaney, I. M. (2001). Opinion leaders as a segment for marketing communications. *Marketing Intelligence & Planning*, 19(5), 302–308. <https://doi.org/10.1108/EUM0000000005647>
- Chaparro-Peláez, J., Hernández-García, Á., & Urueña-López, A. (2015). The role of emotions and trust in service recovery in business-to-consumer electronic

- commerce. *Journal of Theoretical and Applied Electronic Commerce Research*, 10(2), 77–90. <https://doi.org/10.4067/S0718-18762015000200006>
- Cheung, C. M. K., & Lee, M. K. O. (2012). What drives consumers to spread electronic word of mouth in online consumer-opinion platforms. *Decision Support Systems*, 53(1), 218–225. <https://doi.org/10.1016/j.dss.2012.01.015>
- Cheung, C. M. K., & Thadani, D. R. (2012). The impact of electronic word-of-mouth communication: A literature analysis and integrative model. *Decision Support Systems*, 54(1), 461–470. <https://doi.org/10.1016/j.dss.2012.06.008>
- Chow, W.S. & Chan, L.S. (2008), "Social network, social trust and shared goals in organizational knowledge sharing", *Information & Management*, Vol. 45 No. 7, pp. 458-465.
- Chu, S. C., & Kim, Y. (2011). Determinants of consumer engagement in electronic Word-Of-Mouth (eWOM) in social networking sites. *International Journal of Advertising*, 30(1). <https://doi.org/10.2501/IJA-30-1-047-075>
- Daugherty, T., & Hoffman, E. (2014). eWOM and the importance of capturing consumer attention within social media. In *Journal of Marketing Communications* (Vol. 20, Issues 1–2, pp. 82–102). Taylor & Francis. <https://doi.org/10.1080/13527266.2013.797764>
- Erkan, I., & Evans, C. (2018). Social media or shopping websites? The influence of eWOM on consumers' online purchase intentions. *Journal of Marketing Communications*, 24(6), 617–632. <https://doi.org/10.1080/13527266.2016.11>
- Fan, H., Lederman, R., Smith, S. P., & Chang, S. (2014). How trust is formed in online health communities: A process perspective. *Communications of the Association for Information Systems*, 34(1), 531–560. <https://doi.org/10.17705/1cais.03428>
- Feick, L. F., & Price, L. L. (1987). The Market Maven A Diffuser of Marketpla.pdf. *Journal of Marketing*, 51(January), 83–97.
- Fink, A. (2003) *The Survey Kit*, 2nd ed. Thousand Oaks, CA: Sage
- Flynn, L. R., Goldsmith, R. E., & Eastman, J. K. (1996). Opinion leaders and opinion seekers: Two new measurement scales. *Journal of the Academy of Marketing Science*, 24(2), 137–147. <https://doi.org/10.1177/00920703962420>
- Gharib, R. K., Garcia-Perez, A., Dibb, S., & Iskoujina, Z. (2019). Trust and reciprocity effect on electronic word-of-mouth in online review communities. *Journal of Enterprise Information Management*, 33(1), 120–138. <https://doi.org/10.1108/JEIM-03-2019-0079>
- Gharib, R. K., Philpott, E., & Duan, Y. (2017). Factors affecting active participation in B2B online communities: An empirical investigation. In *Information and Management* (Vol. 54, Issue 4). Elsevier B.V. <https://doi.org/10.1016/j.im.2016.11.004>

- Ghozali, Imam. (2011). *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Glynn, W. M., Babakus, E., & Smith K.T. (2013). Trust and the Online Conversation : The Case of Online Reviews. *International Journal of Internet Marketing and Advertising* 8(2):143-160. <https://doi.org/10.1054/IJMA.2013>.
- Goldsmith, R. E., & Horowitz, D. (2006). Measuring Motivations for Online Opinion Seeking. *Journal of Interactive Advertising*, 6(2), 2–14. <https://doi.org/10.1080/15252019.2006.10722114>
- Gouldner, A. W. (1960). The norm of reciprocity: a preliminary statement. *American Sociological Review*, 25(2), 161–178.
- Grange, C., & Benbasat, I. (2018). Opinion seeking in a social network-enabled product review website: a study of word-of-mouth in the era of digital social networks. *European Journal of Information Systems*, 27(6), 629–653. <https://doi.org/10.1080/0960085X.2018.1472196>
- Hagel, J. and Armstrong, A.G. (1997), *Net Gain: Expanding Markets Through Virtual Communities*, Harvard Business School Press, Boston, MA
- Hair, J.F., Black, W.C, Babin, B.J, Anderson, R.E. (2010), *Multivariate Data Analysis*, 7th edition, Upper Saddle River, NJ: Pearson Prentice Hall.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Heale, R., & Twycross, A. (2015). Validity and reliability in quantitative studies. *Evidence-Based Nursing*, 18(3), 66–67. <https://doi.org/10.1136/eb-2015-102129>
- Hennig-Thurau, T., Gwinner, K. P., Walsh, G., & Gremler, D. D. (2004). Electronic word-of-mouth via consumer-opinion platforms: What motivates consumers to articulate themselves on the Internet? *Journal of Interactive Marketing*, 18(1), 38–52. <https://doi.org/10.1002/dir.10073>
- Hossain, M. A., Jahan, N., Fang, Y., Hoque, S., & Hossain, M. S. (2019). Nexus of electronic word-of-mouth to social networking sites: A sustainable chatter of new digital social media. *Sustainability (Switzerland)*, 11(3), 1–14. <https://doi.org/10.3390/su11030759>
- Hu, Y. and Kim, H.J. (2018), Positive and negative eWOM motivations and hotel customers' eWOM behavior: does personality matter?, *International Journal of Hospitality Management*, Vol. 75, pp. 27-37
- Hung, K. H., & Li, S. Y. (2007). The influence of eWOM on virtual consumer communities: Social capital, consumer learning, and behavioral outcomes. *Journal of Advertising Research*, 47(4). <https://doi.org/10.2501/S002184990707050X>

- Internet World Stats. (2020). Top 20 Countries With The Highest Number of Internet Users, *Internet World States*, available at <https://www.internetworldstats.com/top20.htm> , accessed on March 14, 2021
- Jin, B., Park, J. Y., & Kim, H. S. (2010). What makes online community members commit? A social exchange perspective. *Behaviour and Information Technology*, 29(6), 587–599. <https://doi.org/10.1080/0144929X.2010.497563>
- Johnson, J. (2021). Global digital population as of January 2021. Statista. available at <https://www.statista.com/statistics/617136/digital-population-worldwide/> , accessed on March 14, 2021
- Kankanhalli, A., Tan, B. C. Y., & Wei, K.-K. (2005). Contributing knowledge to electronic knowledge repositories. *An Empirical Investigation*, 29(1), 113–143. <http://www.scopus.com/inward/record.url?scp=28744434462&partnerID=8YFLogxK%0Ahttps://www.scopus.com/record/pubmetrics.uri?eid=2-s2.0-28744434462&origin=recordpage>
- Kelton, K., Fleischmann, K. R., & Wallace, W. A. (2008). Trust in digital information. *Journal of the American Society for Information Science and Technology*, 59(3), 363–374. doi:10.1002/asi.20722
- Khammash, M., & Griffiths, G. H. (2011). “Arrivederci CIAO.com, Buongiorno Bing.com” - Electronic word-of-mouth (eWOM), antecedences and consequences. *International Journal of Information Management*, 31(1), 82–87. <https://doi.org/10.1016/j.ijinfomgt.2010.10.005>
- King, C. W., Summers, J. O., & King, W. (1970). Overlap of Opinion Product. *Journal of Marketing Research*, 7(1), 43–50.
- King, R. A., Racherla, P., & Bush, V. D. (2014). What we know and don’t know about online word-of-mouth: A review and synthesis of the literature. *Journal of Interactive Marketing*, 28(3), 167–183. <https://doi.org/10.1016/j.intmar.2014.02.001>
- Lakhani, K. R., & Von Hippel, E. (2003). How open source software works: “free” user-to-user assistance. *Research Policy*, 32(6), 923–943. [https://doi.org/10.1016/S0048-7333\(02\)00095-1](https://doi.org/10.1016/S0048-7333(02)00095-1)
- Lampel, J., & Bhalla, A. (2007). The role of status seeking in online communities: Giving the gift of experience. *Journal of Computer-Mediated Communication*, 12(2), 434–455. <https://doi.org/10.1111/j.1083-6101.2007.00332.x>
- Levy, S., & Gvili, Y. (2020). Online shopper engagement in price negotiation: the roles of culture, involvement and eWOM. *International Journal of Advertising*, 39(2), 232–257. <https://doi.org/10.1080/02650487.2019.1612621>
- Lim, Y. shin, & Van Der Heide, B. (2015). Evaluating the wisdom of strangers: The perceived credibility of online consumer reviews on yelp. *Journal of Computer-Mediated Communication*, 20(1), 67–82. <https://doi.org/10.1111/jcc4.12093>

- Lin, H. F. (2007). Effects of extrinsic and intrinsic motivation on employee knowledge sharing intentions. *Journal of Information Science*, 33(2), 135–149. <https://doi.org/10.1177/0165551506068174>
- Lu, Y. and Yang, D. (2011), Information exchange in virtual communities under extreme disaster conditions, *Decision Support Systems*, Vol. 50 No. 2, pp. 529–538
- Masyhuri dan Zainuddin, (2011). Metode Penelitian-Pendekatan Praktis dan Aplikatif. Bandung: PT Refika Aditama
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). Model of Trust Theory. *The Academy of Management Review*, 20(3), 709–734.
- Mc Knight, D. H., Choudhury, V., & Kacmar, C. (2002). Developing And Validating Trust Measure for E-Commerce: An Integrative Typology. *Information Systems Research*, 13(3), 334–359. <https://www-1jstor-org-10011f5ps07a5.emedia1.bsb.muenchen.de/stable/pdf/23015741.pdf?refreqid=excelsior%3Aa1eb16b22a2ceb93cf3bf1392d1f106a%0A>
- McKnight, D. H., Cummings, L. L., & Chervany, N. L. (1998). Initial trust formation in new organizational relationships. *Academy of Management Review*, 23(3), 473–490. <https://doi.org/10.5465/AMR.1998.926622>
- Myers, J.H. and Robertson, T.S. (1972), Dimensions of opinion leadership, *Journal of Marketing Research*, Vol. 9, pp. 41–46
- Norman, A. T., & Russell, C. A. (2006). The pass-along effect: Investigating word-of-mouth effects on online survey procedures. *Journal of Computer-Mediated Communication*, 11(4), 1085–1103. <https://doi.org/10.1111/j.1083-6101.2006>
- Pai, P., & Tsai, H. T. (2016). Reciprocity norms and information-sharing behavior in online consumption communities: An empirical investigation of antecedents and moderators. *Information and Management*, 53(1), 38–52. <https://doi.org/10.1016/j.im.2015.08.002>
- Park, H. and Cho, H. (2012), Social network online communities: information sources for apparel shopping, *Journal of Consumer Marketing*, Vol. 29 No. 6, pp. 400–411
- Petersen, R. (2013). 38 surprising facts about trust in social media. available at <https://barnraisersllc.com/2013/09/29/surprising-facts-trust-social-media/>, accessed on March 14, 2021
- Rathore, A. K., Ilavarasan, P. V., & Dwivedi, Y. K. (2016). Social media content and product co-creation: an emerging paradigm. *Journal of Enterprise Information Management*, 29(1), 7–18. <https://doi.org/10.1108/JEIM-06-2015-0047>
- Ridings, C. M., Gefen, D., & Arinze, B. (2002). Some antecedents and effects of

- trust in virtual communities. *Journal of Strategic Information Systems*, 11(3–4), 271–295. [https://doi.org/10.1016/S0963-8687\(02\)00021-5](https://doi.org/10.1016/S0963-8687(02)00021-5)
- Riyanto, Andi Dwi (2020), “Hootsuite (We Are Social): Indonesian Digital Report 2020”. Andi.Link. Available at : <https://andi.link/hootsuite-we-are-social-indonesian-digitalreport-2020/> , accessed on October 20, 2020
- Sekaran, Uma, & Roger Bougie. (2016). *Research Methods For Business*. 7th ed., John Wiley & Sons.
- Shumaker, S. A., & Brownell, A. (1984). Toward a Theory of Social Support: Closing Conceptual Gaps. *Journal of Social Issues*, 40(4), 11–36. <https://doi.org/10.1111/j.1540-4560.1984.tb01105.x>
- SimilarWeb. (2021). reviews femaledaily.com, available at <https://www.similarweb.com/website/reviews.femaledaily.com/> , accessed on March 14, 2021
- Simon, K. (2020). Digital 2020 : Indonesia, *Data Reportal*, available at : <https://datareportal.com/reports/digital-2020-indonesia>, accessed on November 21, 2020
- Sreevidya, N. & Sunitha, B. (2011). Capital structure and the informational role of debt. *Journal of Finance*, 45, 321-49
- Sun, T., Youn, S., Wu, G., & Kuntaraporn, M. (2006). Online word-of-mouth (or mouse): An exploration of its antecedents and consequences. *Journal of Computer-Mediated Communication*, 11(4), 1104–1127. <https://doi.org/10.1111/j.1083-6101.2006.00310.x>
- Sun, H. (2010). "Seller's trust and continued use of online marketplace", *Journal of the Association for Information Systems*, Vol. 11 No.4, pp. 182-211.
- Wasko, M. M. L., & Faraj, S. (2005). Why should I share? Examining social capital and knowledge contribution in electronic networks of practice. *MIS Quarterly: Management Information Systems*, 29(1), 35–57. <https://doi.org/10.2307/25148667>
- Wu, C. C., Huang, Y., & Hsu, C. L. (2003). Benevolence trust : a key determinant of user continuance use of online social networks. *Journal of Information Systems and e-Business Management*. 12(2). 189-211. doi:10.1007/s1025-013-0216-1
- Yang, F. X. (2017). Effects of Restaurant Satisfaction and Knowledge Sharing Motivation on eWOM Intentions: The Moderating Role of Technology Acceptance Factors. *Journal of Hospitality and Tourism Research*, 41(1), 93–127. <https://doi.org/10.1177/1096348013515918>
- Zhou, Z., Su, C., Zhou, N., & Zhang, N. (2016). Becoming Friends in Online Brand Communities: Evidence From China. *Journal of Computer-Mediated Communication*, 21(1), 69–86. <https://doi.org/10.1111/jcc4.12147>

