

## DAFTAR PUSTAKA

- Anderson, R.E. and Srinivasan, S.S. (2003), “E-satisfaction and e-loyalty: a contingency framework”, *Psychology & Marketing*, Vol. 20 No. 2, pp. 123-138.
- Chin, W. W. (1998). The partial least squares approach to structural equation modeling. In G. A. Marcoulides (Ed.), *Modern methods for business research* (pp. 295–358). Mahwah: Lawrence Erlbaum
- Chou. (2015). , "Female online shoppers: Examining the mediating roles of e-satisfaction and e- trust on e-loyalty development ", *Internet Research – Emerald Insight*, Vol. 25 Iss 4 pp. 542 – 561
- Christodoulides, George and Michaelidou, Nina (2011) “Shopping Motives as Antecedents of E-Satisfaction and E-Loyalty” *Journal of Marketing Management* 27(1/2): 181-197
- Constantinides, E., Lorenzo-Romeroand, C. and Gómez, M.A. (2010), “Effects of web experience on consumer choice: a multicultural approach”, *Internet Research*, Vol. 20 No. 2, pp. 188-209
- Corritore, C.L., Kracherand, K. and Wiedenbeck, S. (2003),“On-line trust: concepts, evolving themes, a model”, *International Journal of Human-Computer Studies*, Vol. 58 No. 6, pp. 737-758
- Cyr, D. (2008), “Modeling web site design across cultures: relationships to trust, satisfaction, and *e-loyalty*”, *Journal of Management Information Systems*, Vol. 24 No. 4, pp. 47-72.
- Cyr, D. and Bonanni, C. (2005), “Gender and website design in e-business”, *International*

Journal of Electronic Business, Vol. 3 No. 6, pp. 565-582.

- El-Gohary. (2010). "E-Marketing - A literature Review from a Small Businesses perspective", International Journal of Business and Social Science, Vol.1 No. 1, pp. 214-244
- Flavián, C., Guinalíuand, M. and Gurrea, R. (2006), "The role played by perceived usability, satisfaction and consumer trust on website loyalty", Information & Management, Vol. 43 No. 1, pp. 1-14.
- Goetzinger, L., Park J.K. and Widdows, R. (2006), "E-customers" third party complaining and complimenting behavior", International Journal of Service Industry Management, Vol. 17 No. 2, pp. 193-206.
- Goldsmith, R.E. and Flynn, L.R. (2004), "Psychological and behavioral drivers of daringclothing purchase", Journal of Fashion Marketing and Management, Vol. 8 No. 1, pp. 84-95.
- Jin, B., Park, J.Y. and Kim, J. (2008), "Cross-cultural examination of the relationships among firm reputation, e-satisfaction, e-trust, and e-loyalty", International Marketing Review, Vol. 25 No. 3, pp. 324-337.
- Hair, J.F. Jr. , Anderson, R.E., Tatham, R.L., & Black, W.C. (1998). Multivariate Data Analysis, (5<sup>th</sup> Edition). Upper Saddle River, NJ: Prentice Hall.
- Hampton-Sosa, W. and Koufaris, M. (2005), "The effect of web site perceptions on initial trust in the owner company", International Journal of Electronic Commerce, Vol. 10 No. 1, pp. 55-81
- Hassanein, Khaled dan Milena Head. (2004). The Influence of Product Type on Online

Trust, 17<sup>th</sup>, Bled Electronic Commerce Conference eGlobal

- Horppu, M., Kuivalainen, O., Tarkiainen, A. and Ellonen, H.K. (2008), “Online satisfaction, trust and loyalty, and the impact of the offline parent brand”, *Journal of Product & Brand Management*, Vol. 17 No. 6, pp. 403-413
- Huddleston, P. and Minahan, S. (2011), Consumer Behavior: Women and Shopping, Business Expert Press, New York, NY.
- Lauer, T.W. and Deng, X. (2007), “Building daring trust through privacy practices”, *International Journal of Information Security*, Vol. 6 No. 5, pp. 323-331.
- Lu, L.C., Chang, H.H. and Yu, S.T. (2013), “Daringshoppers” perceptions of e-retailers” ethics, cultural orientation, and loyalty: an exploratory study in Taiwan”, *Internet Research*, Vol. 23 No. 1, pp. 47-68.
- Lundeberg, M.A., Fox, P.W. and Punčochař, J. (1994), “Highly confident but wrong: gender differences and similarities in confidence judgments”, *Journal of Educational Psychology*, Vol. 86 No. 1, pp. 114-121.
- Malhotra. (2007). Marketing Research: An Applied Approach, Prentice Hall, New Jersey, United States.
- Nunnally, J. C. (1978). Psychometric theory (2nd ed.). New York, McGraw-Hill.
- Nguyen, N., Leclerc, A. and LeBlanc, G. (2013), “The mediating role of customer trust on customer loyalty”, *Journal of Service Science & Management*, Vol. 6, No. 1, pp. 96-109.
- Oliver, R.L. (1997), Satisfaction: A Behavioral Perspective on the Consumer, McGraw-

Hill, New York, NY.

Pine, K. (2011), “Sheconomics: why more women on boards boosts company performance”, *Significance*, Vol. 8 No. 2, pp. 80-81. Pine, K. and Gnessen, S. (2013), *Sheconomics*, Hachette Digital Inc., London

Popcorn, F. and Marigold, L. (2000), Eveolution: The Eight Truths of Marketing to Women, Hyperion, New York, NY.

Karimuddin, Amir. (2012, 8 Agustus). “Veritrans dan DS Research Luncurkan Laporan tentang E-Commerce di Indonesia”, *Daily Social*. Available at <https://dailysocial.id/post/veritrans-dan-ds-research-luncurkan-laporan-tentang-e-commerce-di-indonesia>, accessed on 20 May 2016

Schaupp, L.C. and Bélanger, F. (2005), “A conjoint analysis of daringconsumer satisfaction”, *Journal of Electronic Commerce Research*, Vol. 6 No. 2, pp. 95-111.

Shukla, P. (2014), “The impact of organizational efforts on consumer concerns in an daringcontext”, *Information Management*, Vol. 51 No. 1, pp. 113-119.

Tuckman. (1972). Conducting Educational Research. University of Michigan, Harcourt Brace Jovanovich.

Von der Heidt, T & Quazi. (2013). “Enhancing learning-centeredness in marketing principles curriculum”, *Australasian Marketing Journal*, vol. 21, pp. 250-258.

Wolfenbarger, M. and Gilly, M.C. (2003), “eTailQ: dimensionalizing, measuring and predicting etail quality”, *Journal of Retailing*, Vol. 79 No. 3, pp. 183-198.

- Yen, Y.S. (2010), "Can perceived risks affect the relationship of switching costs and customer loyalty in perdagangan daring?", *Internet Research*, Vol. 20 No. 2, pp. 210-224.
- Yuliani. (2012). "Analisis Pengaruh Kualitas Pelayanan, Kepuasan Konsumen, Experimental Marketing Terhadap Word of Mouth". Fakultas Ekonomi, Universitas Indonesia.
- \_\_\_\_\_. (2014). "Market Data: Cross-Channel Marketing Report 2014", Econsultancy. Available at <https://econsultancy.com/reports/cross-channel-marketing-report-2014/>, accessed on 20 May 2016