

## DAFTAR PUSTAKA

- Abyad, A., Consumer Trust in E-Commerce. *Middle East Journal of Business*, Vol. 6, Issue 3.
- Anderson, N.H., 1965. Averaging versus Adding as a Stimulus-Combination rule in Impression Formation. *Journal of Experimental Psychology*, 70, 4, 394-400.
- Asch, S.E., 1946. Forming Impressions of Personality. *Journal of Abnormal and Social Psychology*, 41, 258-290.
- Becker, T. 2000. *Consumer perception of fresh meat quality: A framework for analysis*. *British Food Journal*, 102, 3, 158 – 176.
- Bitner, M.J. *Servicescapes: The impact of physical surroundings on customers and employees*. *Journal of Marketing*, 56, 2 (April 1992), 57 – 71.
- Cassel, J., and Bickmore, T. 2000. External Manifestations of trustworthiness in the interface. *Communications of the ACM*, 43, 12, 50-56.
- Cotlier, M., 2001. Electronic Catalogs : Judging a site by its home page. *Catalog Age* ( available at [bg.catalogagemag.com/ar/marketing\\_electronic\\_catalog\\_judging/](http://bg.catalogagemag.com/ar/marketing_electronic_catalog_judging/)).
- Everard, A & Galletta, G.A., 2006. How Presentation Flaws Affect Perceived Site Quality, Trust, and Intention to Purchase from an Online Store. *Journal of Management Information Systems*, Vol 22, No. 3 (Winter 2005/2006), pp. 55-95
- Fiske, S.T., and Taylor, S.E. *Social Cognition*, 2d ed. New York: Random House, 1991.
- Geyskens, I., Steenkamp, J.-B., E.M., & Kumar, N. 1998. Generalizations about trust in marketing channel relationships using meta-analysis. *International Journal of Research in Marketing*, 15, 223-248.
- Grabner-Krauter, S. & Kaluscha, E.A., 2003. Empirical Research in on-line Trust: A Review and Critical Assessment. *International Journal of Human-Computer Studies*, 58, 6, 783-812.
- Gudono, 2011. *Analisis Data Multivariat*. Yogyakarta: BPFE.

- Hair, J. F., Black, W. C., Babin, B. J. & Anderson, R. E., 2010. *Multivariate Data Analysis*. 7th ed. New Jersey: Pearson.
- Hoffman, D.L.; Novak,, T.P.; & Peralta,M. 1999. Building consumer trust online. *Communications of the ACM*, 42, 4, 80-85.
- Jarvenpaa, S.L.,and Tractinsky, N. 1999. Consumer trust in an internet store : A croos-cultural validation. *Journal of Computer-Mediated Communications*, 5, 2 (available at [jcmc.indiana.edu/vol5/issue2/jarvenpaa.html](http://jcmc.indiana.edu/vol5/issue2/jarvenpaa.html)).
- Jarvenpaa, S.L.; Tractinsky,N.; and Vitale, M., 2000. Consumer Trust in an Internet Store. *Information Technology and Management*, 1, 1-2; *ABI/Inform Complete*, pg. 45-71.
- Kotler & Keller. 2007. *Manajemen Pemasaran*. Edisi 12, Jilid 1. Jakarta: PT. Indeks
- Lim, K. H., Sia, I. C., Lee, K. M., & Izak, B. (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*, Vol. 23, No. 2 (Fall, 2006) , Vol 23 (No. 2 pp. 233-266).
- Lynch, P., & Horton, S. 2002. *Web style guide : Basic design principles for creating Situs jejarrings*. Yale University, (available at [www.webstyleguide.com](http://www.webstyleguide.com)).
- Lynch, P., Kent, R.J., & Srinivasan, S.S. 2001. The Global Internet Shopper: Evidence from Shopping Tasks in Twelve Countries. *Journal of Advertising Research* May/June.
- 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.
- McKnight, D.H. & Chervany, N.L., 2001. What Trust Means in E-Commerce Customer Relationships: An Interdisciplinary Conceptual Typology. *International Journal of Electronic Commerce*, Vol.6, No.2, pp.35-59.
- McKnight, D.H.; Choudhury, V.; & Kacmar, C. 2002. Developing and Validating Trust Measures for E-Commerce: An Integrative Typology. *Information Systems Research*, 13, 3, 334-359.
- McKnight, D.H.; Kacmar, C and Choudhury, V. Whoops. 2003. Did I Use The Wrong Construct to Predict E-Commerce Trust? Modeling The Risk-Related Effects of Trust versus Distrust Concepts. *Proceedings of the Thirty-Sixth Hawaii International Conference on System Sciences*.

- Nahartyo, E., 2012. *Desain dan Implementasi Riset Eksperimen*. 1st ed. Yogyakarta: UPP STIM YKPN.
- Orel, F.D. & Kara, A. 2014. Supermarket Self-Checkout Service Quality, Customer Satisfaction, and Loyalty : Empirical Evidence from an Emerging Market. *Journal of Retailing and Consumer Services*, Volume 21, Issue 2, 118-129.
- Quelch, J.A., & Klein, L.R. 1996. The Internet and International Marketing. *Sloan Management Review*, 60-75.
- Ratnasingham, P. 1998. The importance of trust in electronic commerce. *Internet Research* , 8, 4, 313-321.
- Scarborough Research. 2000. Almost half of Internet users are buying products or services online. New York, November 28. (available at [www.scarborough.com/press\\_releases/online%20buying%2011.28.00.pdf](http://www.scarborough.com/press_releases/online%20buying%2011.28.00.pdf))
- Schurr, P.H., and Ozanne , J.L. 1985. Influences on exchange processes; Buyers' preconceptions of a seller's trustworthiness and bargaining toughness. *Journal of Consumer Research*, 11, 4, 939-953.
- Simon, S.J. 2001. The Impact of Culture and Gender on Situs jejaring: An Empirical Study. *The Data Base for Advances in Information Systems*, 32 (1), 18-37.
- Taylor Nelson Sofres. 2002. TNS interactive global e-commerce report 2002. London.
- Urban G. L, dkk. 2000. Placing Trust at The Center of Your Internet Strategy. *Sloan Management Review*, 42, 1, 39-48.