



DAFTAR PUSTAKA

- Alamro, A., & Rowley, J. (2011). Antecedents of brand preference for mobile telecommunications services. *Journal of Product & Brand Management*, 20(6), 475-486.
- Anderson, E. W., & Sullivan, M. W. (1993). The Antecedents and Consequences of Customer Satisfaction for Firms. *Marketing Science*, 12(2), 125-143.
- Andreassen, T. W. (1999). What Drives Customer Loyalty with Complaint Resolution?. *Journal of Service Research*, 1(4), 324-332
- APJII. (2014). Profil Pengguna Internet Indonesia 2014, Jakarta: Asosiasi Penyelenggara Jasa Internet Indonesia
- Barclay, D., Thompson, R., & Higgins, C. (1995). The Partial Least Squares (PLS) Approach to Causal Modeling: Personal Computer Adoption and Use an Illustration. *Technology Studies*, 2(2), 285-309.
- Burke, R. R. (2002). Technology and the Customer Interface: What Consumers Want in the Physical and Virtual Store. *Journal of the Academy of Marketing Science*, 30(4), 411-432
- Butcher, K., Sparks, B., & O'Callaghan, F. (2001). Evaluative and relational influences on service loyalty. *International Journal of Service Industry Management*, 12(4), 310-327
- Broutsou, A. (2012). Online Trust: The Influence of Perceived Company's Reputation on Consumers' Trust and the Effects of Trust on Intention for Online Transactions. *Journal of Service Science and Management*, 5(4), 365-372.
- Cao, Y., Gruca, T.S., & Klemz, B.R. (2003). Internet pricing, price satisfaction, and customer satisfaction, *International Journal of Electronic Commerce*, 8(2), 31-50.
- Camerer, C., & Weigelt, K. (1988). Experimental Tests of a Sequential Equilibrium Reputation Model. *Econometrica*, 56(1), 1-36.
- Casaló, L., Flavián, C., & Guinalú, M. (2008). The role of perceived usability, reputation, satisfaction and consumer familiarity on the website loyalty formation process. *Computers in Human Behavior*, 24(2), 325-345.
- Cempakasari, Diah Arum & Yoestini (2003). Studi Mengenai Pengembangan Hubungan Jangka Panjang Perusahaan dan Tenaga penjualan, *Jurnal Sains Pemasaran Indonesia*, 2(1), 67-84



- Donald R. C. & Pamela S. S. (2006). *Bussines Research Methods*, 9th edition. McGraw-Hill International Edition.
- Chakraborty, G., Lala, V., & Warren. D. (2002) An empirical investigation of antecedents of B2B websites' effectiveness, *Journal of Interactive Marketing* 16 (4), pp. 51–72.
- Crosby, L., Evans, K., & Cowles, D. (1990). Relationship quality in services selling: An interpersonal influence perspective, *Journal of Marketing*, 54(3), 68-81.
- Curtis, T., Abratt, R., Rhoades, D. L., & Dion, P. (2011). Customer Loyalty, Repurchase and Satisfaction: A Meta-Analytical Review. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 24.
- Cyr, D. (2008), Modeling website design across cultures: relationshipstotrust, satisfaction, and E-loyalty, *Journal of Management Information Systems*, 24 (4), 47–72.
- Wulf, K. D., Odekerken-Schröder, G., & Iacobucci, D. (2001). Investments in Consumer Relationships: A Cross-Country and Cross-Industry Exploration. *Journal of Marketing*, 65(4), 33-50.
- Dimoka, A. (2010), What does the brain tell us about trust and distrust? evidence from a functional neuroimaging study. *MIS Quarterly*, 34 (2), pp. A373–A377.
- Dixon, J., Bridson, K., Evans, J., & Morrison, M. (2005). An alternative perspective on relationships, loyalty and future store choice. *The International Review of Retail, Distribution and Consumer Research*, 15(4), 351-374
- Doney, P. M., & Cannon, J. P. (1997). An examination of the nature of trust in the buyer–seller relationship. *Journal of Marketing*, 51, 35–51.
- Eisingerich, A. B., & Bell, S. J. (2007). Maintaining customer relationships in high credence services. *Journal of Services Marketing*, 21(4), 253-262.
- Fang, Y. H., Chao-Min, C., & Eric T.G.W. (2011). Understanding customer satisfaction and repurchase intentions. *Emerald Internet Research*, 21(4), 479-503
- Fellenstein, C. & Wood, R. (2000). *Exploring E-commerce, Global E-business and E-Societies*. New Jersey, USA: Prentice Hall PTR.



- Flavián, C., Guinaliú, M., & Gurrea, R. (2006). The role played by perceived usability, satisfaction and consumer trust on website loyalty. *Information & Management*, 43(1), 1–14.
- Fombrun, C., & Shanley, M. (1990). What's in a name? Reputation building and corporate strategy. *Academy of Management Journal*, 33(2), 233–248.
- Gefen, D. (2000), E-commerce: The role of familiarity and trust. *The International J. of Management Science*, 28, 725–737.
- Gunasekaran, A., & Ngai, E.W.T., (2005). E-commerce in Hong Kong: an empirical perspective and analysis, *Internet Research*, 15 (2), 141 – 159
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2013). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Thousands Oaks: Sage
- Heitmann, M., Lehmann, D. R., & Herrmann, A. (2007). Choice Goal Attainment and Decision and Consumption Satisfaction. *Journal of Marketing Research*, 44(2), 234-250.
- 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)
- Herbig, P., Milewicz, J., & Golden, J. (1994). A model of reputation building and destruction. *Journal of Business Research*, 31(1), 23-31.
- Hess, R.L. (2008). The impact of firm reputation and failure severity on customers' responses to service failures, *Journal of Services Marketing*, 22(5), 385-398.
- Jiang, P., & Rosenbloom, B. (2005). Customer intention to return online: Price perception, attribute-level performance, and satisfaction unfolding over time. *European Journal of Marketing*, 39(1/2), 150-174.
- Jogiyanto, H.M., & Abdilah, W. (2014). Konsep dan Aplikasi PLS (Partial Least Square) untuk Penelitian Empiris. Yogyakarta: BPFY-YOGYAKARTA
- Kim, W. G., & Cha, Y. (2002). Antecedents and Consequences of Relationship Quality in Hotel Industry. *Hospitality Management*, 21(4), 321–338.
- Kim, M., Park, M., & Jeong, D. (2004). The effects of customer satisfaction and switching barrier on customer loyalty in Korean mobile telecommunication services. *Telecommunications Policy*, 28(2)



- Keating, B. W., Alpert, F., & Kriz, A. (2010). Exploring the mediating role of relationship quality in online services.
- Khalifa, M., & Liu, V., (2002), Satisfaction with Internet-based services: the role of expectations and desires, *International Journal of Electronic Commerce* 7(2), 31–50.
- Kurnia, S., Karnali, R. J., & Rahim, M. (2015). Information & Management A qualitative study of business-to-business electronic commerce adoption within the Indonesian grocery industry: A multi-theory perspective. *Information & Management*, 52(4), 518–536.
- Koufaris, M., & Hampton-Sosa, W. (2004), The development of initial trust in an online company by new customers, *Information & Management*, 41(3), 377–397.
- Lacey, R., Suh, J., & Morgan, R.M., (2007). Differential effects of preferential treatment levels on relational outcomes. *J. Serv. Res.*, 9(3). 241- 256.
- Lam, S.Y., Shankar, V., Erramilli, M. K., & Murthy, B. (2004). Customer value, satisfaction, loyalty, and switching costs: An illustration from a business-to-business service context. *Academy of Marketing Science*, 32(3). 293–311.
- Lee, E-J., & Jeffrey, W. O. (2004). Creating value for online shoppers: implications for satisfaction and loyalty. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 17, 54-67.
- Lee, G.G., & Lin, H. F. (2005). Customer perceptions of e-service quality in online shopping. *International Journal of Retail & Distribution Management*, 33(2), 161-176.
- Lee, J., Lee, J., & Feick, L. (2006). Incorporating word-of-mouth effects in estimating customer lifetime value. *Journal of Database Marketing & Customer Strategy Management J Database Mark Cust Strategy Manag*, 14(1), 29-39.
- Lee, C. H., Eze, U. C., & Ndubisi, N. O. (2011). Analyzing key determinants of online repurchase intentions. *Asia Pacific Journal of Marketing and Logistics Asia Pac Jnl of Mrkting & Log*, 23(2), 200-221.
- Liang, T., & Lai, H. (2002). Effect of store design on consumer purchases: An empirical study of on-line bookstores. *Information & Management*, 39(6), 431-444.
- Lin C., & Lekhawipat W., (2014), Factors affecting online repurchase intention, *Industrial Management Data Systems*, 114 (4). 597-611



- Lubis, M. (2014, September 03). *KONSUMEN INDONESIA MULAI MENYUKAI BELANJA ONLINE*. Retrieved December 16, 2015, from www.nielsen.com: <http://www.nielsen.com/id/en/press-room/2014/konsumen-indonesia-mulai-menyukai-belanja-online.html>
- Mandel, N., Johnson, E., (1999) Constructing preferences online: can web pages change what you want? Working Paper, Wharton School, University of Pennsylvania.
- Mathwick, C., Malhotra, N. & E. Rogdon (2001). Experiential Value: Conceptual, Measurement and Application in the Catalog and Internet Shopping Environment. *Journal of Retailing*, 17(1), 39-56.
- Mcknight, D. H., & Chervany, N. L. (2001). Trust and Distrust Definitions: One Bite at a Time. *Trust in Cyber-societies Lecture Notes in Computer Science*, 27-54.
- 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., & Choudhury, V. (2006). Distrust and trust in B2C e-commerce. *Proceedings of the 8th International Conference on Electronic Commerce The New E-commerce: Innovations for Conquering Current Barriers, Obstacles and Limitations to Conducting Successful Business on the Internet - ICEC '06*, 482-491
- Meng, Juan. Elliott, , Kevin M.(2008). Predictors of relationship quality for luxury restaurants." *Journal of Retailing and Consumer Services*. 15. pp 509–515.
- Menguak Peluang Bisnis Online Travel Dari Traveloka Dan Tiket.com. *Infokomputer.com*. N.p., 10 Nov. 2015. Web. 3 Mar. 2016. <http://www.infokomputer.com/2015/11/fitur/peluang-bisnis-online-travel-agency-traveloka-tiket-com/>
- Nielsen, J. (2003). Usability 101: Introduction to usability.
- Nielsen, J. (2005). Top ten web design mistakes of 2005
- Ozen, H. (2015). Online Relationship Quality: Does It Increase Repurchase Intention from Private Shopping Sites?, *5(7)*, 300–312.
- Palmer, H.W. (2002). Web site usability, design, and performance metrics. *Information Systems Research*, 13(2), 151-167.



- Parasuraman, A., & Zinkhan. G. (2002). Marketing to and serving customers through the Internet: An overview and research agenda. *Journal of the Academy of Marketing Science*, 30, 4, 286-295
- Parthasarathy, M., dan Bhattacharjee. A, (1998) Understanding post- adoption behaviour in the context of online services. *Information Systems Research* 9(4), 362–379.
- Qureshi, I., Fang, Y., Ramsey, E., McCole, P., Ibbotson, P., & 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*, 18(3), 205–222.
- Reichheld, F. F., & Schefter, P. (2000), E-loyalty: Your secret weapon on the web. *Harvard Business Review*, 78(4)105–14.
- Rafiq, M., Fulford, H., & Lu, X. (2013). Building Customer Loyalty in Online Retailing: The Role of Relationship Quality. *Journal of Marketing Management*, 29(3-4), 494-517.
- Rao, K. R. M. (2011). *Services Marketing*. Singapore, Pearson Education Pvt. Ltd.
- Roscoe, J.T. (1975). *Fundamental Research Statistics for the Behavioural Sciences*, 2nd Edition. New York: Holt Rinehart & Winston.
- Ruth, J. A., & York, A. (2004). Framing information to enhance corporate reputation: the impact of message source, information type, and reference point. *Journal of Business Research*, 57, 14–20.
- Sanchez-Franco, M.J., Ramos, A.F.V., & Velicia, F.A.M. (2009). The moderating effect of gender on relationship quality and loyalty toward Internet service providers, *Information & Management*, 46 (3), pp. 196–202.
- Sekaran, U. (2006). *Research Methods for Business: A Skill – Building Approach*, John Wiley & Sons, Inc., New York, 2003
- Senn, J.A. (2000). Business-to-business e-commerce. *Information Systems Management*. Spring, 23-32.
- Singh, M. (2002). E-services and their role in B2C e-commerce. *Managing Service Quality*, 12(6), 434-446.



- Sekaran, U., & Bougie, R. (2013). *Research Methods for Business A Skill Building Approach 6th Edition*. Chichester, United Kingdom: John Wiley & Sons.
- Shahrokh, Z. D., Oveisi, N., & Timasi, S. M. (2013). The Effects of Customer Loyalty on Repurchase Intention in B2C E-commerce- A Customer Loyalty Perspective, *3(6)*, 636–644.
- Shankar, Venkatesh, Smith, Amy K. & Rangaswamy, Arvind (2003), Customer satisfaction and loyalty in online and offline environments, *International Journal of Research in Marketing*, *20(2)*, 153-175.
- Shin J, Chung K and Oh J (2013). The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea, *International Journal of Information Management*, *33*, 453– 463.
- Taylor, Steven A. and Hunter, Gary L. (2002). The impact of loyalty with e-CRM software and e-services. *International Journal of Service Industry Management*, *13(5)*, 452-474.
- Turban, E., King, D., Viehland, D. & Lee, J. (2006), *Electronic Commerce 2006: A Managerial Perspective*, International edn, Prentice Hall, Upper Saddle River, NJ.
- Turban, E., King, D., & Lang, J. (2010). *Introduction to electronic commerce*. New York, NY: Prentice Hall, NY.
- Torkzadeh, G., Dhillon, G., (2002), Measuring factors that influence the success of Internet commerce, *Information Systems Research*, *13 (2)*, 187–204.
- Wen, C., Prybutok, V. R., & Xu, C. (2011). An integrated model for customer online repurchase intention. *Faculty Research & Creative Activity*.
- Voss, G.B., Parasuraman, A., & Grewal, D. (1998). The roles of price, performance, and expectations in determining satisfaction in service exchanges, *Journal of Marketing*, *62(4)*, 46-61.
- Yoon, E., Guffey, H. G., & Kijewski, V. (1993). The effects of information and company reputation on intentions to buy a business service. *Journal of Business Research*, *27*, 215–228.
- Yoon, S.-J., (2002). The antecedents and consequences of trust in online-purchase decisions, *Journal of Interactive Marketing*, *16 (2)*, 47–63.



- Yoon, S., & Kim, J. (2000). An empirical validation of a loyalty model based on expectation disconfirmation. *Journal of Consumer Marketing*, 17(2), 120–136.
- Zhang, Y., Fang, Y., Wei, K., Ramsey, E., Mccole, P., & Chen, H. (2011). Information & Management Repurchase intention in B2C e-commerce — A relationship quality perspective. *Information & Management*, 48(6), 192–200.
- Zviran, M., Glezer, C., & Avni, I. (2006). User satisfaction from commercial web sites: the effect of design and use, *Information & Management*, 43 (2), 157–178.