

DAFTAR PUSTAKA

- Azwar, Syaifuddin, “*Penyusunan Skala Psikologi*”, Yogyakarta: Pustaka Pelajar, 1999
- Barnes, Stuart J and Richard T Vidgen. 2001. *WebQual: An Exploration of Web Site Quality*. School of Management, University of Bath, Bath.
- Barnes, S., & Vidgen, R. 2003. *Measuring Web Site Quality Improvements: A Case Study of the Forum on Strategic Management Knowledge Exchange*. Industrial Management & Data Systems.
- Crosby, Philip. 1996. *Quality is still free: Making Quality Certain in Uncertain Times*. McGraw-Hill.
- Garbarino, E and Johnson M.S. 1999. *The Different Roles of Satisfaction, Trust and Comuttement in Customer Relationship*.Journal of Marketing. Vol.63
- Gasperz, Vincent. 1997. *Manajemen Kualitas Dalam Industri Jasa*. Jakarta. PT Gramedia Pustaka Utama.
- Gujarati, Damodar dan Zain, Sumarmo. 1988. *Ekonometrika. Dasar*. Jakarta: Erlangga.
- Hermana, Budi. 2007. *Mengukur Mutu Website dengan WebQual*. <http://www.nustaffsite.gunadarma.ac.id/blog/bhermana/2007/05/01/mengukur-mutu-website-dengan-webqual/> (diakses pada tanggal 14 Desember 2013)
- Hyejeong, Kim and Linda S.Niehm. 2009. *The Impact of Website Quality On Information Quality, Value, and Loyalty Intentions In Apparel Retailing*. Journal Of Interactive Marketing.
- Irawan, Handi. 2002. *10 Prinsip Kepuasan Pelanggan*. Jakarta: Elex Media Komputindo.
- Kaynama, SA and Black C.I. 2000. *A proposal to asses the service quality of online travel agencies: an explanatory study*. Journal of Professional Service Marketing. Vol.21.
- Kotler,Philip and Kevin Lane Keller. 2009. *Marketing Management (13th Edition)*. Prentice Hall International.
- Kotler, Philip. 2003. *Manajemen Pemasaran Jilid 1*. Jakarta: Prehallindo.

- Lau, Geok Then and Sook Han, Lee. 1999. *Customer's Trust in a Brand and the Link to Loyalty*. Journal of Market Focussed Management.
- Liljander, Veronica dan Inger Roos. 2002. *Customer-relationship-Level From Spurious to True Relationships*. Journal of Services Marketing, Vol. 16.
- Park Chung-Hoon and Young-Gul Kim. 2003. *Identifying Key Factors Affecting Consumer Purchase Behavior in an Online Shopping Context*. International Journal of Retail and Distribution Management. Vol.32
- Priyatno, Duwi. 2010. *Teknik Mudah dan Cepat Melakukan Analisis Data Penelitian dengan SPSS*. Yogyakarta. Gava Media.
- Rangkuti, Freddy. 2002. *Measuring Customer Satisfaction: Teknik Mengukur dan Strategi Meningkatkan Kepuasan Pelanggan*. Jakarta: PT Gramedia Pustaka
- Simamora, Bilson. 2000. *Panduan Riset Perilaku Konsumen*. Jakarta: PT Gramedia Pustaka
- Sekaran, Uma. 1992. *Research Methods For Business: A Skill Building Approach, Second Edition*, John Willey & Sons, Inc. New York.
- Sugiyono. 2004 *Metode Penelitian Bisnis*. Bandung: CV. Alfabeta.
- Sugiyono. 2007 *Metode Penelitian Kuantitatif Kualitatif dan R&D*". Bandung: Alfabeta.
- Sugiyono. 2009. *Statistika Untuk Penelitian*. Bandung: CV. Alfabeta.
- Sujarweni, V. Wiratna. 2007. *Panduan Mudah Menggunakan SPSS & Contoh Penelitian Bidang Ekonomi*. Yogyakarta. Ardana Media.
- Supranto, J. 2006 *Pengukuran Tingkat Kepuasan Pelanggan*. Jakarta: PT Asdi Mahasatya.
- Supranto, J. 1997. *Statistik-Teori dan Aplikasi*. Jakarta: Erlangga.
- Supranto, J. 1989. *Statistik Teori dan Aplikasi*. Edisi kelima. Jakarta: Erlangga.
- Szymansky, David M and Richard T Hise. 2000. *E-Satisfaction: an initial examination*. Journal of Retailing. Vol. 76
- Tarigan, J. 2008. *User Satisfaction using WebQual Instrument: A Research on Stock Exchange of Thailand (SET)*. Jurnal Akuntansi dan Keuangan. Vol.10.
- Tjiptono, Fandy. 1996. *Manajemen Jasa*. Yogyakarta. Andi.

- Tjiptono, Fandy. 1997. *Strategi Pemasaran*, Edisi 1. Yogyakarta. Andi.
- Tjiptono, Fandy. 1998. *Manajemen Jasa*. Yogyakarta. Andi.
- Tjiptono, Fandy dan Chandra, Gregorius. 2005. *Service, Quality & Satisfaction*. Yogyakarta: Andi Offset.
- V. Zeithaml, A. Parasuraman, and L. Berry. 1990. *Delivery Quality Service: Balancing Customer Perceptions and Expectations*. The Free Press, New York.
- Wang, Yi-Shuan and Tzung Tang. 2003. *Assessing Customer Perceptions of Web Site Quality in Digital Marketing*. *Journal of Organizational and End User*. 15,13,p.14-31.
- WebQual <http://www.webqual.co.uk> (diakses pada tanggal 14 Desember 2013).

Yoo, Bonghee and Naveen Donthu. 2001. *Developing a Scale to Measure The Perceived Quality of an Internet Shopping Site (SITEQUAL)*. *Quarterly Journal of Electronic Commerce*. Vol. 2.

