

## DAFTAR PUSTAKA

- Barnes, Stuart J and Richard T Vidgen. 2001. *WebQual: An Exploration of Web Site Quality*. School of Management, University of Bath, Bath.
- Barnes, S.J. and R. Vidgen. 2002. *An Integrative Approach to the Assessment of E-Commerce Quality*. *Journal of Industrial Management and Data Systems*; 2002; 114, 5/6.
- Barnes, S., & Vidgen, R. 2003. *Measuring Website Quality Improvements: A Case Study of the Forum on Strategic Management Knowledge Exchange*. *Industrial Management & Data Systems*.
- Cooper, D. R., dan Schindler, P. S. 2003. *Business Research Methods*. Eight Edition. McGraw-Hill/Irwin. New York.
- Corbit, B. J., Thanasankit, T., dan Yi, H., 2003. Trust and e-commerce: a study of consumer perceptions, *Electronic Commerce Research and Application*.
- 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 17 Maret 2016)
- 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*.
- Jogiyanto. 2008. *Model Kesuksesan Sistem Teknologi Informasi*. Yogyakarta. Penerbit Andi.
- 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.

- 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.
- Mukherjee, A. And Nath, P. 2003. *A Model of Trust in Online Relationship Banking*. The International Journal of Bank Marketing Bradford, 21 (1). <http://proquest.com>
- Narimawati, Umi. 2007. *Riset Manajemen Sumber Daya Manusia Aplikasi & Contoh Perhitungannya*. Jakarta. Agung Media.
- 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.
- Priyatno, Duwi. 2012. *Cara Kilat Belajar Analisis Data dengan SPSS 20*. Edisi Kesatu. Yogyakarta: ANDI
- Rangkuti, Freddy. 2002. *Measuring Customer Satisfaction: Teknik Mengukur dan Strategi Meningkatkan Kepuasan Pelanggan*. Jakarta: PT Gramedia Pustaka
- Ridings, C. M., Gefen, D., dan Arinze, B. 2002. Some Antecedents and Effect of Trust in Virtual Communities. *Journal of Strategic Information Systems*.
- Sekaran, Uma. 1992. *Research Methods For Business: A Skill Building Approach, Second Edition*, John Willey & Sons, Inc. New York.
- Simamora, Bilson. 2000. *Panduan Riset Perilaku Konsumen*. Jakarta: PT Gramedia Pustaka
- Sugiyono. 2004 *Metode Penelitian Bisnis*. Bandung: CV. Alfabeta.
- Sugiyono. 2007 *Metode Penelitian Kuantitatif Kualitatif dan R&D*". Bandung: Alfabeta.
- Sugiyono. 2008. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: CV. Alfabeta.
- Sugiyono. 2009. *Statistika Untuk Penelitian*. Bandung: CV. Alfabeta.

- Sunyoto, Danang. 2012. *Manajemen Sumber Daya Manusia*. CAPS (Center for Academic Publishing Service). Yogyakarta
- 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 dan Chandra, Gregorius. 2005. *Service, Quality & Satisfaction*. Yogyakarta: Andi Offset.
- Tjiptono, Fandy dan Gregorius Chandra. 2012. *Pemasaran Strategik*. Yogyakarta: ANDI
- Tung, L. L., Tan, P. L. J., Chia, P. J. T., Koh, Y. L., dan Yeo, H. L., 2001. *An Empirical Investigation of Virtual Communities and Trust*. Proceedings of Twenty-Second International Conference on Information Systems.
- V. Zeithaml, A. Parasuraman, and L. Berry. 1990. *Delivery Quality Service: Balancing Customer Perceptions and Expectations*. The Free Press, New York.
- Yaghoubi, N. M. et al., 2011. Internet bookstore quality assessment: Iranian evidence. *African Journal of Business Management* , V(30), pp. 12031-12039.
- 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.
- Zeithaml, V.A., Bitner, M.J., Gremler, D.D. 2009. *Service Marketing*. 5th Edition. Mc Graw Hill. Singapore.