

DAFTAR PUSTAKA

- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing*, 11(3), 246–267. <https://doi.org/10.1108/JRIM-04-2017-0022>
- Al-dweeri, R. M., Obeidat, Z. M., Al-dwiry, M. A., Alshurideh, M. T., & Alhorani, A. M. (2017). The Impact of E-Service Quality and E-Loyalty on Online Shopping: Moderating Effect of E-Satisfaction and E-Trust. *International Journal of Marketing Studies*, 9(2), 92. <https://doi.org/10.5539/ijms.v9n2p92>
- Chang, C. C., & Hung, J. S. (2018). The effects of service recovery and relational selling behavior on trust, satisfaction, and loyalty. *International Journal of Bank Marketing*, 36(7), 1437–1454. <https://doi.org/10.1108/IJBM-07-2017-0160>
- Chang, Y. Y., Lin, S. C., Yen, D. C., & Hung, J. W. (2020). The trust model of enterprise purchasing for B2B e-marketplaces. *Computer Standards and Interfaces*, 70(March 2019), 103422. <https://doi.org/10.1016/j.csi.2020.103422>
- Chen, H., & Li, W. (2017). Mobile device users' privacy security assurance behavior A technology threat avoidance perspective. *Information and Computer Security*, 25(3), 330–344. <https://doi.org/10.1108/ICS-04-2016-0027>
- Chen, J. V., Yen, D. C., Pornpripheet, W., & Widjaja, A. E. (2015). E-commerce web site loyalty: A cross cultural comparison. *Information Systems Frontiers*, 17(6), 1283–1299. <https://doi.org/10.1007/s10796-014-9499-0>
- Chou, S., Chen, C. W., & Lin, J. Y. (2015). Female online shoppers: Examining the mediating roles of e-satisfaction and e-trust on e-loyalty development. *Internet Research*, 25(4), 542–561. <https://doi.org/10.1108/IntR-01-2014-0006>
- Faraoni, M., Rialti, R., Zollo, L., & Pellicelli, A. C. (2019). Exploring e-Loyalty Antecedents in B2C e-Commerce: Empirical results from Italian grocery retailers. *British Food Journal*, 121(2), 574–589. <https://doi.org/10.1108/BFJ-04-2018-0216>
- Flavian, C., Gurrea, R., & Orus, C. (2009). Web design: A key factor for the website success. *Journal of Systems and Information Technology*, 11(2), 168–184. <https://doi.org/10.1108/13287260910955129>
- García García, M., Carrillo-Durán, M. V., & Tato Jimenez, J. L. (2017). Online corporate communications: website usability and content. *Journal of Communication Management*, 21(2), 140–154.

<https://doi.org/10.1108/JCOM-08-2016-0069>

- Gunasekera, A. I., Bao, Y., & Kibelloh, M. (2019). The role of usability on e-learning user interactions and satisfaction: a literature review. *Journal of Systems and Information Technology*, 21(3), 368–394. <https://doi.org/10.1108/JSIT-02-2019-0024>
- Gurung, A., & Raja, M. K. (2016). Online privacy and security concerns of consumers. *Information and Computer Security*, 24(4), 348–371. <https://doi.org/10.1108/ICS-05-2015-0020>
- Ghozali, Imam. 2018. *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25 Edisi 9*. Semarang. Universitas Diponegoro
- Herrando, C., Jimenez-Martinez, J., & Jose Martin de Hoyos, M. (2018). Surfing or flowing? How to retain e-customers on the internet. *Spanish Journal of Marketing - ESIC*, 22(1), 2–21. <https://doi.org/10.1108/SJME-03-2018-006>
- Hou, T., Cheng, X., & Cheng, X. (2020). The role of transaction cost and trust in e-loyalty: a mixed-methods study of ride-sharing. *Information Technology and People*, 71871061. <https://doi.org/10.1108/ITP-01-2020-0005>
- Kamalul Ariffin, S., Mohan, T., & Goh, Y. N. (2018). Influence of consumers' perceived risk on consumers' online purchase intention. *Journal of Research in Interactive Marketing*, 12(3), 309–327. <https://doi.org/10.1108/JRIM-11-2017-0100>
- Kim, J., Jin, B., & Swinney, J. L. (2009). The role ofetail quality, e-satisfaction and e-trust in online loyalty development process. *Journal of Retailing and Consumer Services*, 16(4), 239–247. <https://doi.org/10.1016/j.jretconser.2008.11.019>
- Lu, B., Zeng, Q., & Fan, W. (2016). Examining macro-sources of institution-based trust in social commerce marketplaces: An empirical study. *Electronic Commerce Research and Applications*, 20, 116–131. <https://doi.org/10.1016/j.elerap.2016.10.004>
- Menidjel, C., Benhabib, A., & Bilgihan, A. (2017). Examining the moderating role of personality traits in the relationship between brand trust and brand loyalty. *Journal of Product and Brand Management*, 26(6), 631–649. <https://doi.org/10.1108/JPBM-05-2016-1163>
- Priyadarshini, C., Sreejesh, S., & Anusree, M. R. (2017). Effect of information quality of employment website on attitude toward the website: A moderated mediation study. *International Journal of Manpower*, 38(5), 729–745. <https://doi.org/10.1108/IJM-12-2015-0235>
- Riley, J. M., & Klein, R. (2019). How logistics capabilities offered by retailers influence millennials' online purchasing attitudes and intentions. *Young*

Consumers, July. <https://doi.org/10.1108/YC-12-2018-0889>

Schaupp, L. C. (2005). *a Conjoint Analysis of Online Consumer Satisfaction 1*. 6(2), 95–111.

Sekaran, U., & Roger, B. (2016). *Research Methods for Business: A Skill-Building Approach* (Seventh Ed). Chichester, West Sussex, United Kingdom: John Wiley & Sons.

Sugiyono. (2017). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, Dan R&D*.

Suhartanto, D., Helmi Ali, M., Tan, K. H., Sjahroeddin, F., & Kusdibyo, L. (2019). Loyalty toward online food delivery service: the role of e-service quality and food quality. *Journal of Foodservice Business Research*, 22(1), 81–97. <https://doi.org/10.1080/15378020.2018.1546076>

Trivedi, S. K., & Yadav, M. (2018). Predicting online repurchase intentions with e-satisfaction as mediator: a study on Gen Y. *VINE Journal of Information and Knowledge Management Systems*, 48(3), 427–447. <https://doi.org/10.1108/VJIKMS-10-2017-0066>

Wang, W., & Kim, S. (2019). Lady first? The gender difference in the influence of service quality on online consumer behavior. *Nankai Business Review International*, 10(3), 408–428. <https://doi.org/10.1108/NBRI-07-2017-0039>