

DAFTAR PUSTAKA

- Basu Swastha Dharmmesta (1998), "*Teknologi Informasi dalam Pemasaran : Implikasi dalam Pendidikan Pemasaran*", **Jurnal Ekonomi dan Bisnis Indonesia**, Vol. 13, No. 3, pp. 116 – 125
- Butler, J.K.Jr., 1991, "*Toward Understanding and Measuring Condition of Trust : Evaluation of Conditions of Trust Inventory*", **Journal of Management**, Vol.17, No.3, 643-663.
- Chow, Simeon and Holden, Reed., 1997, *Toward An Understanding Of Loyalty : The Moderating Role Of Trust*, **Journal of Managerial Issues**, Vol IX No.3, p.275-298
- Cooper, D.R. and Emory, C.W., 1995, **Metode Penelitian Bisnis**, Jilid 1, Edisi kelima, Penerbit Erlangga.
- Earl Naumann (1995), *Creating Customer Value*, **Journal of Management**, 1995.
- Ellitan, Lena (2002), "*Factor Influencing The Success of Technology Adoption*".
- Emory, CW and Cooper, DR, 1999, **Business Research Methods**, Irwin, Homewood.
- Fauziah (1998), "*Peranan Teknologi Informasi dalam Bisnis Reengineering*", **Siasat Bisnis** Vol I, 1998
- Ferdinand, Augusty Tae, (2006), **Structural Equation Modelling Dalam Penelitian Manajemen**, Badan Penerbit Universitas Diponegoro Semarang.
- Fuad Mas'ud, (2004), **Survai Diagnosis Organisasional (Konsep dan Aplikasi)**, Badan Penerbit Universitas Diponegoro
- Gatignon H. and Xuereb J.M., 1997, *Strategic Orientation of The Firm and New Product performance*, **Journal of Marketing Research**, 34(1):77-90
- Husein Umar, 1999, **Riset Manajemen Strategik**, Jakarta, PT. Gramedia Pustaka Utama.
- Kanter, R.M., 1993, *Men and Women of The Corporation*, **Basic Books**, New York.

- Lee, M.K.O. and Turban, E. 2001. *A Trust Model for Consumer Internet Shopping (online)*. September 9, 2005.
- Liu, Yi Ruo, dan Kurnia Sherah, (2009), "*Electronic commerce within the Chinese banking industry*", **Journal of Strategic Management**, 2009
- Luo, JT; Peter McGoldrick; Susan Beatty; and Kathleen A Keeling, (2006), "*On Screen Characters: their design and influence on consumer trust*", **Journal of Strategic Marketing**, 2006
- Morgan, Robert M., & Shelby D. Hunt, 1994, "*The Commitment- Trust Theory of Relationship Marketing*", **Journal of Marketing**, Vol.58, July 1994, p. 20-38.
- Mishra, J., Morrissey, M.A., 1990, "*Trust in Employee/ Employer relationship : A Survey of West Michigan Managers*", **Public Personal Management**, Vol. 19, 443-461
- Mukherjee, A. and Nath. P. 2003. "*A Model of Trust in Online Relationship Banking*", **The International Journal of Bank Marketing Branford**, 21 (1), 5. March 10, 2005.
- Pontus, Johnson; Robert Lagestrom; Per Narman; dan Marten Simmonson, (2008), "*System quality analysis with extended influence diagrams*", **Royal Institute of Management Strategic**, 2008
- Tampubolon, Nelson. 2004. "*Surat Edaran : Penerapan Manajemen Risiko pada Aktivitas Pelayanan Jasa Bank Melalui Internet (Internet Banking) (online)*", August 24, 2005.\
- Wahyuni, Sari., Ghauri, Pervez N. and Postma, Theo J.B.M. 2003. "*An Investigation Into Factors Influencing International Strategic Alliance Process*", **Gadjah Mada International Journal of Business**. Vol.5 No.3 pp.273-299

FEB UNDIP