

## Daftar Pustaka

- Abid, M. M. F., & Purbawati, D. (2020). Pengaruh E-Security dan E-Service Quality Terhadap E-*Repurchase Intention* Dengan E-Satisfaction Sebagai Variabel Intervening Pada Konsumen E-Commerce Lazada di Fisip Undip. *Jurnal Ilmu Administrasi Bisnis*, 9(1), 93–100.
- Agag, G. (2019). E-commerce ethics and its impact on buyer Repurchase Intention s and loyalty: An empirical study of small and medium Egyptian businesses. *Journal of Business Ethics*, 154(2), 389–410.
- Barnes, J. G. (2003). Rahasia manajemen hubungan pelanggan. Andreas Winardi (Penerjemah). Yogyakarta: Andi.
- Baron, R. M., & Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6), 1173.
- Corritore, C. L., Kracher, B., & Wiedenbeck, S. (2003). On-line trust: concepts, evolving themes, a model. *International Journal of Human-Computer Studies*, 58(6), 737–758.
- Cyr, D., Hassanein, K., Head, M., & Ivanov, A. (2007). The role of social presence in establishing loyalty in e-service environments. *Interacting with Computers*, 19(1), 43–56.
- Diza, F., Moniharpon, S., & Imelda, W. J. (2016). Pengaruh kualitas pelayanan, kualitas produk dan kepercayaan terhadap kepuasan konsumen (studi pada pt. fifgroup cabang manado). *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 4(1).
- Dwipayana, B., & Sulistyawati, E. (2018). Peran Kepuasan Dalam Memediasi Pengaruh Kepercayaan Terhadap Niat Beli Ulang Pada Go-Food di FEB UNUD. *E-Jurnal Manajemen Unud*, 7(10), 5197–5229.
- Fang, Y., Chiu, C., & Wang, E. T. G. (2011). Understanding customers' satisfaction and Repurchase Intention s: An integration of IS success model, trust, and justice. *Internet Research*.
- Flavián, C., Guinalíu, M., & Gurrea, R. (2006). The role played by perceived usability, satisfaction and consumer trust on website loyalty. *Information & Management*, 43(1), 1–14.
- Hidayat, N. K., & Tobing, R. (2012). Meningkatkan Netizen Sebagai Kegiatan Digital Marketing. German: Swiss German University.

- Hwang, Y., & Kim, D. J. (2007). Customer self-service systems: The effects of perceived Web quality with service contents on enjoyment, anxiety, and E-Trust. *Decision Support Systems*, 43(3), 746–760.
- Imam, G. (2005). *Aplikasi Analisis Multivariate dengan Program SPSS Semarang*: BP Universitas Diponegoro. Semarang.
- Innis, D. E. (1991). Customer service, Repurchase Intention s, market orientation and firm performance in the channel. The Ohio State University.
- Jogiyanto. (2007). *Metodologi Penelitian Sistem Informasi*. ANDI.
- Kim, D. J., Ferrin, D. L., & Rao, H. R. (2003). Antecedents of consumer trust in B-to-C electronic commerce.
- Kim, D. J., Ferrin, D. L., & Rao, H. R. (2008). A trust-based consumer decision-making model in electronic commerce: The role of trust, perceived risk, and their antecedents. *Decision Support Systems*, 44(2), 544–564.
- Kimery, K. M., & McCord, M. (2002). Third party assurances: mapping the road to trust in eretailing. *Journal of Information Technology Theory and Application (JITTA)*, 4(2), 7.
- Kotler, P., & Amstrong, G. (2014). *Prinsip-prinsip Manajemen Edisi 14, Jilid 1*. Jakarta: Erlangga.
- Kotler, P., Bowen, J. T., & Makens, J. C. (2010). *Marketing for Hospitality and Tourism* 5th. Prentice Hall.
- Laudon, K. C., & Traver, C. G. (2012). *E-commerce* 8th. United States of America: Pearson Education.
- Laudon, K., & Laudon, J. (2009). *Management Information Systems: International Edition*, 11/E. KC Laudon, *Management Information Systems: International Edition*, 11.
- Leonidou, L. C., Kvasova, O., Leonidou, C. N., & Chari, S. (2013). Business unethicality as an impediment to consumer trust: The moderating role of demographic and cultural characteristics. *Journal of Business Ethics*, 112(3), 397–415.
- Lin, C., & Lekhawipat, W. (2014). Factors affecting online Repurchase Intention . *Industrial Management & Data Systems*.

- Lu, L., Chang, H., & Yu, S. (2013). Online shoppers' perceptions of e-retailers' ethics, cultural orientation, and loyalty: An exploratory study in Taiwan. *Internet Research*.
- Lupiyoadi, R. (2001). Manajemen pemasaran jasa: Teori dan praktek.
- Luthfiana, N. A., & Hadi, S. P. (2019). Pengaruh Promosi Penjualan dan E-service Quality Terhadap Minat Beli Ulang (Studi pada Pembeli di Marketplace Shopee). *Jurnal Ilmu Administrasi Bisnis*, 8(2), 97–104.
- Margono, S. (2005). Metodologi penelitian pendidikan.
- Martin, S. S., Camarero, C., & José, R. S. (2011). Does involvement matter in online shopping satisfaction and trust? *Psychology & Marketing*, 28(2), 145–167.
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An integrative model of organizational trust. *Academy of Management Review*, 20(3), 709–734.
- Messakh, H. W. (2016). Pengaruh kualitas e-service terhadap loyalitas pelanggan traveloka melalui kepuasan pelanggan sebagai variabel intervening. *Agora*, 4(1), 350–356.
- Mowen, J. C., & Minor, M. (2002). Perilaku konsumen. Jakarta: Erlangga, 90.
- Murti, W. W. (2012). Analisis Faktor-Faktor Yang Mempengaruhi Minat Beli Ulang Masyarakat Terhadap Produk Handphone. *Value Added: Majalah Ekonomi Dan Bisnis*, 8(2).
- O'Brien, J. A., & Marakas, G. M. (2014). Sistem Informasi Manajemen (Terjemahan Liza Nurbani Puspitasari dan Hirson Kurnia), Edisi kesembilan. Penerbit Salemba Empat. Jakarta.
- Oetomo, R. A., & Nugraheni, R. (2012). Analisis pengaruh keragaman menu, persepsi harga dan lokasi terhadap minat beli ulang konsumen (studi pada restoran waroeng taman singosari semarang). UNDIP: Fakultas Ekonomika Dan Bisnis.
- Pabundu, T. M. (2006). Metodologi Riset Bisnis. Jakarta: Bumi Aksara.
- Pappas, I. O., Pateli, A. G., Giannakos, M. N., & Chrissikopoulos, V. (2014). Moderating effects of online shopping experience on customer satisfaction and Repurchase Intention s. *International Journal of Retail & Distribution Management*.

- Parasuraman, A., Zeithaml, V. A., & Berry, L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. 1988, 64(1), 12–40.
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). ES-QUAL: A multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233.
- Pritchett, B., Pritchett, T. K., & Kotler, P. (2003). Test Item File [to Accompany Philip Kotler], Marketing Management. Prentice Hall.
- Rasyid, R. H. (2014). Pengaruh Kepuasan Konsumen, Kepercayaan, dan Layanan Terhadap Loyalitas Berbelanja Pada Carrefour Surabaya. *Jurnal Ilmu & Riset Manajemen*, 3(12).
- Revita, A. (2016). E-Satisfaction Dan E-Trust Mempengaruhi E-Loyalty Konsumen Wanita Dalam Sosial Media. *Jurnal Manajemen Dan Start-Up Bisnis*, 1.
- Ribbink, D., Van Riel, A. C. R., Liljander, V., & Streukens, S. (2004). Comfort your online customer: quality, trust and loyalty on the internet. *Managing Service Quality: An International Journal*.
- Roest, H., & Pieters, R. (1997). The nomological net of perceived service quality. *International Journal of Service Industry Management*.
- Rohwiyati, R., & Praptiestrini, P. (2019). The effect of shopee e-service quality and price perception on Repurchase Intention : Customer satisfaction as mediation variable. *Indonesian Journal of Contemporary Management Research*, 1(1), 47–54.
- Saidani, B., & Arifin, S. (2012). Pengaruh kualitas produk dan kualitas layanan terhadap kepuasan konsumen dan minat beli pada ranch market. *JRMSI-Jurnal Riset Manajemen Sains Indonesia*, 3(1), 1–22.
- Salya, A. M. (2010). The Internet Marketing Solution Toward Creative Industries in Bandung. Department of Management and Business, Padjadjaran University.
- Sativa, A., & SRI, R. T. A. (2016). Analisis Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening (Studi pada Pengguna E-Commerce C2C Tokopedia). Fakultas Ekonomika dan Bisnis.
- Setiawan, E., & Septiani, S. (2018). Pengaruh E-Service Quality Dan E-Trust Terhadap Kepuasan Pelanggan Pengguna Moda Transportasi Grab di

- Tangerang Selatan. J-MKLI (Jurnal Manajemen Dan Kearifan Lokal Indonesia), 2(1), 54–61.
- Sobel, M. E. (1982). Asymptotic confidence intervals for indirect effects in structural equation models. *Sociological Methodology*, 13, 290–312.
- Sugiyono, D. (2010). Memahami penelitian kualitatif.
- Suharsimi, A. (2006). Prosedur penelitian. Jakarta: Rineka Cipta.
- Suherli, W. O., & Keni, K. (2019). Prediksi E-Service Quality dan Trust Terhadap Kepuasan Pengguna: Word of Mouth Sebagai Variabel Mediasi. *Jurnal Manajerial Dan Kewirausahaan*, 1(4), 736–747.
- Sujarweni, V. W. (2014). Metodologi penelitian keperawatan.
- Sunyoto, D. (2013). Metode dan Instrumen Penelitian Ekonomi dan Bisnis. Yogyakarta, CAPS.
- Svensson, G., Mysen, T., & Payan, J. (2010). Balancing the sequential logic of quality constructs in manufacturing-supplier relationships—Causes and outcomes. *Journal of Business Research*, 63(11), 1209–1214.
- Tjiptono, F. (2007). Service, quality satisfaction.
- Tsai, H.-T., & Huang, H.-C. (2007). Determinants of e-Repurchase Intention s: An integrative model of quadruple retention drivers. *Information & Management*, 44(3), 231–239.
- Zeithaml, V. A. (2013). Services marketing: Integrating customer focus across the firm.
- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service quality delivery through web sites: a critical review of extant knowledge. *Journal of the Academy of Marketing Science*, 30(4), 362–375.