

DAFTAR PUSTAKA

- Akter, S., J. D'Ambra, P. Ray (2011), "Trustworthiness in Health Information Services: An Assessment of a Hierarchical Model with Mediating and Moderating Effects Using Partial Least Squares (PLS)", *Journal of the American Society For Information Science and Technology*, 62(1), 100-116.
- Alam, S.S & N. M. Yasin (2010), "What Factors Influence Online Brand Trust: Evidence From Online Tickets Buyers in Malaysia", *Journal of Theoretical and Applied Electronic. Commerce Research*, 5(3), 78-89.
- Aldianto, A. (2012), "Analisis Pengaruh E-Retailing Attributes Terhadap E-Satisfaction Pada Situs Belanja Online Bhinneka.Com di Surabaya", *Jurnal Ilmiah Mahasiswa Manajemen*, 1(4).
- Al-dweeri, R.M., Z. M. Obeidat., M. A. Al-dwiry., M.T Alshurideh, & A. M. Alhorani (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), 92-103.
- AL-ma'aitah', M., & A. Shatat (2011), "Empirical Study in the Security of Electronic Payment Systems", *International Journal of Computer Science Issues*, 8(4), 393-401.
- Behjati, S., M. Nahich & S.N. Othaman (2012), "Interrelation Between E-Service Quality and E-Satisfaction and Loyalty", *European Journal of Business and Management*, 4(9), 75-86.
- Beldad, A., M. De Jong & M. Steehouder (2010), "How Shall I Trust the Faceless and the Intangible? A Literature Review on the Antecedents of Online Trust", *Computers in Human Behavior*, 26, 857-869.
- Birzhandi, S., N.P. Moallem & S.J. Ghoreishi (2014), "Evaluation Of E-Trust Building Structures Interact With Transportation", *8th International Conference on E-Commerce*.
- Bosnjak, M., M. Galesic, & T. Tuten, (2007), 'Personality Determinants of Online Shopping: Explaining Online Purchase Intentions Using a hierarchical approach', *Journal of Business Research*, 60, 597-605.
- Bridges, E. & R. Florsheim (2008), 'Hedonic and Utilitarian Shopping Goals: The Online Experience', *Journal of Business Research*, 61, 309-314.
- Brilliant, M.A & A. Achyar (2013), "The Impact of Satisfaction and Trust on Loyalty of E-Commerce Customers", *Asean Marketing Journal*, 5(1), 51-58.

- Cao, X., (2012), 'The Relationships Between E-Shopping and Store Shopping in the Shopping Process of Search Goods', *Transportation Research Part A: Policy and Practice*, 46, 993-1002.
- Carbonell, M., J.M. Sierra, & J. Lopez (2009), 'Secure Multiparty Payment With an Intermediary Entity', *Computers & Security*, 28, 289-300.
- Chang H.H., Y.H. Wang & W.Y. Yang (2009), The Impact of E-Service Quality, Customer Satisfaction and Loyalty on E-Marketing: Moderating Effect of Perceived Value", *Total Quality Management & Business Excellence*, 20(4), 423-443.
- Chang, H.H., & S.W. Chen (2008), 'The Impact of Customer Interface Quality, Satisfaction and Switching Costs on E-Loyalty: Internet Experience As A Moderator', *Computers in Human Behavior*, 24(6), 2927-2944.
- Chen, M.H., K.M. Tsai, Y.C Hsu & K.Y. Lee (2013), "E-Service Quality Impact on Online Customer's Perceived Value and Loyalty", *China-USA Business Review*, 12(5), 473-485.
- Chou, S., C.W. Chen, & J. Y. Lin (2015). "Female Online Shoppers: Examining the Mediating Roles of E-Satisfaction and E-Trust on E-Loyalty Development", *Internet Research*, 25(4), 542-561.
- Chung, K.H., & J.I. Shin (2008), "The Relationship Among E-Retailing Attributes, E- Satisfaction and E-Loyalty", *Management Review: An International Journal*, 3, 23-45.
- Cyr, D (2008), "Modeling Website Design across Cultures: Relationships to Trust, Satisfaction and E-Loyalty", *Journal of Management Information Systems*, 1-30.
- Dai, X. & J. Grundy (2007), 'NetPay: An Off-line, Decentralized Micro-Payment System for Thin-Client Applications', *Electronic Commerce Research and Applications*, 6(1), 91-101.
- Diaz, R.P. (2012), "The Effect of Achievement Goals on Enjoyment, Effort, Satisfaction and Performance", *International Journal of Psychology*, 47(2), 102-110.
- Echdar, S. (2017). *Metode Penelitian Manajemen dan Bisnis*. Bogor: Ghalia Indonesia.
- Ghalandari, K. (2012), "The Effect of E-Service Quality on E-Trust and E-Satisfaction as Key Factors Influencing Creation of E-Loyalty in E-Business Context: The Moderating Role of Situational Factors, *Journal of Basic and Applied Scientific Research*, 2(12), 12847-12855.

- Ghozali, I., & H. Latan (2015). *Partial Least Squares: Konsep, Teknik dan Aplikasi Menggunakan SmartPLS 3.0*, Edisi 2. Universitas Diponegoro.
- Goyal, A. (2017), "Customization in Online Marketing to Generate and Sustain E-Loyalty Among the Millennial Generation", *International Journal of Latest Research in Engineering and Technology*, 3(8), 60-68.
- Grabner-Kräuter & Faullant, (2008), "Consumer Acceptance of Internet Banking: The Influence of Internet Trust", *International Journal of Bank Marketing*, 26(7), 483-504.
- Hansen, E., & E. Jonsson (2013). "*E-Loyalty in Fashion E-Commerce- An Investigation in How to Create E-Loyalty*", Master Thesis. Retrieved from Diva Portal.
- Hong, I.B. & H. Cho (2011), "The Impact of Consumer Trust on Attitudinal Loyalty and Purchase Intentions in B2C E-Marketplaces: Intermediary Trust vs. Seller Trust", *International Journal of Information Management*, 31, 460-479.
- Hwang, Y., (2010), "The Moderating Effects of Gender on E-Commerce Systems Adoption Factors: An Empirical Investigation", *Computers in Human Behavior*, 54, 453-461.
- Indrawati (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: PT Replika Aditama.
- Islam, M.A., M. Khadem & A. Sayem (2012), "Service Quality, Customer Satisfaction And Customer Loyalty Analysis in Bangladesh Apparel Fashion Retail: An Empirical Study", *International Journal of Fashion Design, Technology and Education*, 5(3), 213-224.
- Ismail, M.A. & N.S. Safa, (2014), "Trust, Satisfaction, and Loyalty Formation in Electronic Commerce", *Journal of Industrial and Intelligent Information*, 2(3), 228-232.
- Jain, V. (2014), "3D Model of Attitude", *International Journal of Advanced Research in Management and Social Sciences*, 3(3), 1-12.
- Kassim, N., & N.A. Abdullah, (2010), "The Effect of Perceived Service Quality Dimensions on Customer Satisfaction, Trust, and Loyalty in E-Commerce Settings: A Cross Cultural Analysis", *Asia Pacific Journal of Marketing and Logistics*, 22(3), 351-371
- Kim, C., T. Wang, N. Shin, K.S. Kim (2010), "An Empirical Study of Customers' Perceptions of Security and Trust in E-Payment Systems", *Electronic Commerce Research and Applications*, 9, 84-95.

- Kim, D.J., D.L. Ferrin, & H.R. Rao (2008), "A Trust-Based Consumer Decision-Making Model in Electronic Commerce: The Role of Trust, Perceived Risk, and Their Antecedents," *Decision Support System*, 44(2), 544-564.
- Kim, D.J., D.L. Ferrin & H.R. Rao (2009), "Trust and Satisfaction, Two Stepping Stones for Successful E-Commerce Relationships: A Longitudinal Exploration", *Institute for Operations Research and the Management Sciences*, 20(2), 237-257.
- Kim, K., E. Hong & S. Rho (2013), "The Study of Defined Buying Factors Affecting Trust Building and Service Performance in Financial Management Systems" *Mathematical and Computer Modelling*, 58, 38-48.
- Kobayashi, T., & H. Okada (2013), "The Effects of Similarities to Previous Buyers on Trust and Intention to Buy from E-Commerce Stores: An Experimental Study Based on the SVS Model", *IT Enabled Service*, IX, 9-38.
- Lee, K.C., & N. Chung (2008) Empirical Analysis of Consumer Reaction to the Virtual Reality Shopping Mall. *Computers in Human Behavior*, 24, 88-104.
- Leng & Zhang, (2013), *The Influencing Factors of Customer Trust to Great Discount Online Shops - Based on the Chinese market* (Master's Thesis). Retrieved from Diva Portal.
- Li, H., N. Aham-Anyanwu., C. Tevrizci & X. Luo, (2015), "The Interplay Between Value and Service Quality Experience: E-Loyalty Development Process Through the E-Tail Scale and Value Perception", *Electron Commer Res*, 15, 585-615.
- Li, Y. (2016). Empirical Study of Influential Factors of Online Customers' Repurchase Intention. *IBusiness*, 8, 48-60.
- Liat, C. B., & Y. S. Wuan (2014), "Factors Influencing Consumers' Online Purchase Intention: A Study among University Students in Malaysia", *International Journal of Liberal Arts and Social Science*, 2(8), 121-133.
- Lin, C. C., H.Y. Wu, & Y. F. Chang (2011), 'The Critical Factors Impact on Online Customer Satisfaction', *Procedia Computer Science*, 3, 276-281.
- Maqableh, M., R.M.T. Masa'deh., R.O Shannak., K.M. Nahar (2015), "Perceived Trust and Payment Methods: An Empirical Study of MarkaVIP Company", *Int. J. Communications, Network and System Sciences*, 8, 409-427.
- Marlien, R.A & Probo (2011), "Pengaruh Reputasi, Privasi dan Keamanan Terhadap Kepercayaan (Trust) Pengguna Internet di Semarang dalam Sistem E-Commerce", *Jurnal Manajemen dan Bisnis*. 86-101.

- Maroofi, F., R. Hashemi & Z. Nargesi (2012), "Survey of Customers' Conceptions of Security and Trust in E-Payment System", *Asian Journal of Business Management*, 4(3), 275-285.
- Mason, R. D., D. A. Lind & W. G. Marchal (1999). *Statistical techniques in business and economics*. Boston, Mass: Irwin/McGraw Hill.
- Moon, Y.J. (2016), "Consumer's Shopping Values for E-Satisfaction and E-Loyalty: Moderating Effect of Personality", *International Journal of u- and e- Service, Science and Technology*, 9(2), 331-342.
- Mufied, S.A., E. S. Astuti & I. Suyadi (2014), "Persepsi Pengunjung Terhadap Keberhasilan Design Website Ecommerce (Studi Pada Pengunjung Website www.tokobagus.com di Perumahan Griya Shanta RT. 02 RW. 12 Kota Malang)", *Jurnal Administrasi Bisnis*, 9(1), 1-9.
- Mukherjee & Nath (2007), "Role of Electronic Trust in Online Retailing A Re-Examination of the Commitment-Trust Theory", *European Journal of Marketing*, 41(9/10), 1173-1202.
- MutiaSobiha, A. H., M. Mohamad, N. M. A. Salim & W. Z. W. Ismail, (2015), "Relationship Between E-Commerce Service Quality, Satisfaction, Trust and Customer Loyalty in The Hotel Industry in The East Coast Peninsular Malaysia", *International Business Management*, 9(4), 405-411.
- Okasaki, S. & F. Mendez (2013), "Exploring convenience in mobile commerce: Moderating effects of gender", *Computers in Human Behavior*, 29, 1234-1242.
- Oliveira, T., M. Alinho, P. Rita & G. Dhillon (2017), "Modelling and Testing Consumer Trust Dimensions in E-Commerce", *Information Systems Publications*, 71, 153-164.
- Palvia, P., (2009), "The Role of Trust in E-Commerce Relational Exchange: A Unified Model", *Information & Management*, 46, 213-220.
- Park, Y.J., S.W. Campbell & N. Kwak (2012), "Affect, cognition and reward: Predictors of privacy protection online", *Computers in Human Behavior*, 28, 1019-1027.
- Pilik, M. & E. Jurickova (2016), "Trust and Security As Significant Factors Influencing On-line Buying Behavior In The Czech Republic", *Economics Management Innovation*, 8(2), 31-44.
- Pontevia, A.F.A., G. N'Goala & I. Poncin (2013), "A Good Deal Online: The Impacts of Acquisition and Transaction Value on E-satisfaction and E-loyalty", *Journal of Retailing and Consumer Services*, 20(5), 445-452.

- Pratminingsih, S.A., C. Lipuringtyas & T. Rimenta (2013), "Factors Influencing Customer Loyalty Toward Online Shopping", *International Journal of Trade, Economics and Finance*, 4(3), 104-110.
- Praveena, K., & S. Thomas (2013), "Continuance Intention to Use Facebook: Role of Perceived Enjoyment and Trust", *International Journal of Business & Management*, 1(6), 26-32.
- Rani, N.S.A., Z. Suradi & N.H. Yusoff (2014), "An Analysis of Technology Acceptance Model, Learning Management System Attributes, E-satisfaction, and E-Retention", *International Review of Management and Business Research*, 3(4), 1984-1996.
- Ranjbarian, B., S. Fathi & Z. Rezaei (2012), "Factors Influencing on Customers' E-Satisfaction: A Case Study from Iran", *Interdisciplinary Journal Of Contemporary Research in Business*, 3(9), 1496-1511.
- Razak, I., N. Nirwanto & B. Triatmanto (2016), "The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value", *Journal of Marketing and Consumer Research*, 30, 59-68.
- Riadi, E. (2016). *Metode Statistika Parametrik & Nonparametrik: Untuk Penelitian Ilmu-ilmu Sosial dan Pendidikan*. Tangerang: PT Pustaka Mandiri.
- Riza, S., & Sutopo (2017), "Analisis Pengaruh E-Service Quality, Kualitas Informasi dan Kemudahan Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Variabel Intervening (Studi Pada Pelanggan Lazada Indonesia)", *Diponegoro Journal of Management*, 6(4), 1-13.
- Rofiq A., & J. Mula (2010). "The Effect of Customers' Trust on E-Commerce: A Survey of Indonesian Customer B to C Transactions", *iCast*, 1-9.
- Romadhoni, B., D. Hadiwidjojo, Noermijati & S. Aisjah (2015), "Relationship Between E-Service Quality, E-Satisfaction, E-Trust, E-Commitment In Building Customer E-Loyalty: A Literature Review", *International Journal of Business and Management Invention*, 4(2), 1-9.
- Sabiote, C. M., D. M. Frías & J. A. Castañeda (2012). The Moderating Effect of Uncertainty-Avoidance on Overall Perceived Value of A Service Purchased Online. *Internet Research*, 22(2), 180-198.
- Safa, N.S., N.A. Ghani & M.A. Ismail (2014), 'An Artificial Neural Network Classification Approach for Improving Accuracy of Customer Identification in E-Commerce', *Malaysian Journal of Computer Science*, 27(3), 171-185.

- Safa, N.S., M. Sookhak., R. Von Solms, S. Furnell., N.A Ghani & T. Herawan (2015), 'Information Security Conscious Care Behaviour Formation in Organizations', *Computers & Security*, 53, 65-78.
- Safa, N.S., & M.A. Ismail (2013), "A Customer Loyalty Formation Model in Electronic Commerce", *Article in Actual Problems of Economics* (35), 559-564.
- Safa, N.S., & R.Von Solms (2016), "Customers Repurchase Intention Formation in E-commerce", *South African Journal of Information Management*, 18(1), a712.
- Salehi, F., B. Abdollahbeigi, A.C. Langroudi & F. Salehi (2012), 'The Impact of Website Information Convenience on E-Commerce Success of Companies', *Procedia – Social and Behavioral Sciences*, 57, 381-387.
- Schiffman, L.G., & J.L. Wisenblit (2015), *Consumer Behavior* (11th ed). Pearson Education.
- Sekaran & Bougie (2009). *Research Methods for Business* (5th ed.).United Kingdom: John Wiley & Sons Ltd.
- Stathopoulou, A., & G. Balabanis (2016), "The Effects of Loyalty Programs on Customer Satisfaction, Trust, and Loyalty Toward High- and Low-end Fashion Retailers", *Journal of Business Research*, 69(2), 5547-6106.
- Sudaryono (2017). *Metodologi Penelitian*. Jakarta: RajaGrafindo Persada.
- Thakur, R., & J.H. Summey (2007), "E-Trust: Empirical Insights Into Influential Antecedents", *The Marketing Management Journal*, 17(2), 67-80.
- Thomas, A. (2017), "E-Loyalty in E-Commerce: A Conceptual Framework", *Dominican Journal*, 1(1), 1-6.
- Tsai, H.T. & H.C Huang (2007), 'Determinants of E-repurchase Intentions: An Integrative Model of Quadruple Retention Drivers', *Information & Management*, 44, 231-239.
- Utami, S. (2015). "The Influence of Customer Trust on Customer Loyalty", *International Journal of Economics, Commerce and Management*, 3(7)
- Van S.P., & J. Ling (2008). 'Modelling User Experience With Web Sites: Usability, Hedonic Value, Beauty and Goodness', *Interacting with Computers*, 20(3), 419-432.
- Wibowo, R.A. (2015), "Kesuksesan E-Commerce (Online Shopping) Melalui Trust dan Customer Loyalty", *Jurnal Ekonomi Bisnis*, 20(1), 1-52.

Widjaja, A. (2017), "Price, E-Service Quality, Cose to Customer Satisfaction Based on Two Wheels Vehicle Application Online", *International Journal of Control Theory and Applications*, 10, 28.

Winnie, W. Poh-Ming (2014), "Customer Interface Quality on Customer E-Loyalty and E-Satisfaction in Malaysia with the Effects of Trustworthiness", *Global Journal of Emerging Trends in e-Business, Marketing and Consumer Psychology, An Online International Research Journal*, 1(2).

Winnie, W. Poh-Ming (2014), "The Impact of Trustworthiness and Customer e-Loyalty and e-Satisfaction", *International Journal of Academic Research in Business and Social Sciences*, 4(3), 390-408.

Wu, C-C, S-H Liao, Y-J Chen & W-L Hsu (2011), "Service Quality, Brand Image and Price Fairness Impact on the Customer Satisfaction and Loyalty", *Industrial Engineering and Engineering Management (IEEM), IEEE Conference*.

Ziaullah, M., Y. Feng & S.N. Akhter (2014), "E-Loyalty: The Influence of Product Quality and Delivery Services on E-Trust and E-Satisfaction in China", *International Journal of Advancements in Research & Technology*, 3(10), 20-31.

Media Online:

Businessdictionary. "Customer Benefits Definition". Retrieved from <http://www.businessdictionary.com/definition/customer-benefits.html>. Accessed 2 December 2017.

Dahwilani, D, M. (2017, March 14). Autotekno.sindonews. "Peringkat dan Peta E-commerce di Indonesia." Retrieved from <https://autotekno.sindonews.com/read/1188400/133/peringkat-dan-peta-e-commerce-di-indonesia-1489503812>. Accessed 25 July 2018.

Ervina. (2014, November 25). Dream. "Tren Belanja Online Menjamur dikota Besar". Retrieved from <https://www.dream.co.id/dinar/tren-belanja-online-baru-menjamur-di-kota-besar-141125q.html>. Accessed 10 May 2018.

Maulana, A. (2017, January 1). Cnnindonesia. "Nilai Transaksi E-commerce di Indonesia Menggiurkan". Retrieved from <https://www.cnnindonesia.com/teknologi/20160122170755-185-106096/nilai-transaksi-e-commerce-di-indonesia-menggiurkan/>. Accessed 30 November 2017.

Pratama, A.H. (2017, January 30). Technasia. "Perkembangan Pengguna Internet di Indonesia Tahun 2016 Terbesar di Dunia". Retrieved from <https://id.technasia.com/pertumbuhan-pengguna-internet-di-indonesia-tahun-2016>. Accessed 1 December 2017.

TrustedCompany. Retrieved from <https://trustedcompany.com/id/reviews-lazada.co.id>. Accessed 9 November 2017.

W&S Group Research (2015). Retrieved from <https://www.slideshare.net/WS-Group-Market-Research/marketplace-site-begin-to-dominate-ecommerce-marke-tin-indonesia-2015>. Accessed 10 November 2017.

Wulandari, R. (2017). WanitaWirausaha. “Bukalapak Jadi Nomor Satu di Survey Loyalitas Pelanggan E-commerce.” Retrieved from <http://www.wanitawirausaha.com/article/news/bukalapak-jadi-nomor-satu-di-survei-loyalitas-pelanggan->. Accessed 10 November 2017.

www.Lazada.co.id. Accessed 9 November 2017.

