

DAFTAR PUSAKA

- Agrawal, V., Tripathi, V., & Agrawal, A. M. (2018). Exploring key dimensions of e-service quality: a case of Indian banking industry. International journal of services and operations Management, 29(2), 252-272.
- Algesheimer, R., Dholakia, U.M. and Herrmann, A. (2005), “The social influence of Brand community: evidence from European car clubs”, Journal of Marketing, Vol. 69 No. 3, pp. 19-34.
- Anderson, R. and Srinivasan, S. (2003), “E-satisfaction and e-loyalty: a contingency framework”, Psychology and Marketing, Vol. 20 No. 2, pp. 123-138.
- Au, Y. A., & Kauffman, R. J. (2008). The economics of mobile payments: Understanding stakeholder issues for an emerging financial technology application. *Electronic Commerce Research and Applications*, 7(2), 141-164.
- B.G.C. Dellaert, P.A. Dabholkar, Increasing the attractiveness of mass customization: The role of complementary on-line services and range of options, Int. J. Electron. Commer. 13 (2009) 43–70.
- Babin, B. J., Darden, W. R., & Griffin, M. (1994). Work and/or fun: measuring hedonic and utilitarian shopping value. Journal of consumer research, 20(4), 644-656.
- Barnes, S.J. & Vidgen, R.T. (2002). An Integrative Approach to the Assessment of ECommerce Quality, Journal of Electronic Commerce Research, vol. 3(3), 114-127.

- Batra, R. and Ahtola, O.T. (1990), "Measuring the hedonic and utilitarian sources of consumer attitudes", *Marketing Letters*, Vol. 2, pp. 159-70.
- Bellenger, Danny N., Earle Steinberg, and Wilbur W. Stanton (1976), "The Congruence of Store Image and Self Image," *Journal of Retailing*, 52 (Spring), 17-32
- Benbasat, I., & Barki, H. (2007). Quo vadis TAM?. *Journal of the association for information systems*, 8(4), 7.
- Berry L L and Parasuraman A 1991 Marketing Service Competing Through Quality (New York: The Free Press)
- Bonaccio, S., & Dalal, R. S. (2006). Advice taking and decision-making: An integrative review of the literature. *Organizational Behavior and Human Decision Processes*, 101, 127-151. doi:10.1016/j.obhdp.2006.07.001
- Burleson, B. R., & MacGeorge, E. L. (2002). Supportive communication. In M. L. Knapp & J. A. Daly (Eds.), *Handbook of interpersonal communication* (3rd ed., pp. 374-424). Thousand Oaks, CA: Sage
- C. Lin, A. Bhattacherjee, Extending technology usage models to interactive hedonic technologies: A theoretical model and empirical test, *Inf. Syst. J.* 20 (2010) 163–181.
- Cenfetelli, R. T., & Benbasat, I. (2002). Measuring the eCommerce Customer Service Lifecycle.

Cenfetelli, R. T., Benbasat, I., & Al-Natour, S. (2008). Addressing the what and how of online services: Positioning supporting-services functionality and service quality for business-to-consumer success. *Information systems research*, 19(2), 161-181.

Cenfetelli, R.T., Benbasat, I., and Al-Natour, S. "Information Technology Mediated Customer Service: A Functional Perspective," in Proceedings of the 25th International Conference on Information Systems, Avison, D. Galletta, D. and DeGross, J.I. (Eds.), Las Vegas, Nevada, 2005, pp. 725-738.

Chebat, J. C., Michon, R., Haj-Salem, N., & Oliveira, S. (2014). The effects of mall renovation on shopping values, satisfaction and spending behaviour. *Journal of retailing and consumer services*, 21(4), 610-618.

Chen, C. Y., Achterberg, R., Mohapi, S., & Hanrahan, H. (2001). Billing Service for TINA Business Model.

Chung, K. H., Yu, J. E., Choi, M. G., & Shin, J. I. (2015). The effect of CSR on customer satisfaction and loyalty in China: The moderating role of corporate image. *Journal of Economics, Business and Management*, 3(5), 542–547.
<https://doi.org/10.7763/JOEBM.2015.V3.243>

D. Cyr, M. Head, H. Larios, B. Pan, Exploring human images in website design: A multimethod approach, *MIS Q.* 33 (2009) 539–566. doi:Article.

D. Tomiuk, A. Pinsonneault, Applying relationship theories to web site design: Development and validation of a site-communality scale, *Inf. Syst. J.* 19 (2009) 413–435.

Department of Trade and Industry (1999) Modern Markets: Confident Consumers. The Stationery Office, London

Dick, A.S. and Basu, K. (1994), "Customer loyalty: toward an integrated conceptual framework", Journal of the Academy of Marketing Science, Vol. 22 No. 2, pp. 99-113.

Durmuş, B., Ulusu, Y., & Erdem, Ş. (2013). Which dimensions affect private shopping e-customer loyalty? Procedia-Social and Behavioral Sciences, 99, 420-427.

Gino, F., Brooks, A. W., & Schweitzer, M. E. (2012). Anxiety, advice, and the ability to discern: Feeling anxious motivates individuals to seek and use advice. Journal of personality and social psychology, 102(3), 497.

Gustafsson, A., Johnson, M.D., and Roos, I. (2005), "The Effects of Customer Satisfaction, Relationship Commitment Dimensions, and Triggers on Customer Retention", Journal of Marketing, Vol. 69, pg. 210–218

Hasibuan, Malayu. 2010. Manajemen Sumber Daya Manusia. Cetakan Kesembilan. Jakarta : PT BumiAksara

Hoyer, W. D. & MacInnis, D. J., 2001, Consumer Behaviour. 2nd ed., Boston,Houghton Mifflin Company.

Huang, Z., Luo, Y., & Wang, D. (2019). Online customer service quality of online shopping: evidence from Dangdang. com. Cluster Computing, 22(6), 15285-15293.

Inoue, Y., Lapierre, M., & Mossotto, C. (Eds.). (1999). The TINA Book: a co-operative solution for a competitive world. Prentice-Hall Europe.

- Ishak, A. (2020, December). Evaluation and Selection of E-commerce Service Quality Using Fuzzy AHP Method. In IOP Conference Series: Materials Science and Engineering (Vol. 1003, No. 1, p. 012152). IOP Publishing.
- Ives, B., G. Learmonth. 1984. The information system as a competitive weapon. Comm. ACM 27(12) 1193–1201.
- J. Füller, H. Mühlbacher, K. Matzler, G. Jawecki, Consumer empowerment through internet-based co-creation, J. Manag. Inf. Syst. 26 (2009) 71–102.
- Jones, M.A., Reynolds, K.E. and Arnold, M.J. (2006), “Hedonic and utilitarian shopping value: investigating differential effects on retail outcomes”, Journal of Business Research, Vol. 59 No. 9, pp. 974-981.
- Jones, T. O., & Sasser, W. E. Jr. (1995). Why satisfied customers defect. Harvard Business Review, 73, November/December, 88-99
- K. Hassanein, M. Head, The impact of infusing social presence in the web interface:An investigation across product types, Int. J. Electron. Commer. 10 (2005) 31–55.
- Kassim, N., & Abdullah, N. A. (2010). The effect of perceived service quality dimensions on customer satisfaction, trust, and loyalty in e-commerce settings. Asia pacific journal of marketing and logistics.
- Kesari, B., & Atulkar, S. (2016). Satisfaction of mall shoppers: a study on perceived utilitarian and hedonic shopping values. Journal of Retailing and Consumer Services, 31, 22–31. <https://doi.org/10.1016/j.jretconser.2016.03.005>
- Kim, H.-S. (2006). Using Hedonic and Utilitarian Shopping Motivations to Profile Inner City Consumers. Journal of Shopping Center Research, 13(1).

- Kim, M.K., Park, M.C., and Jeong, D.H. (2004) "The effects of customer satisfaction and switching barrier on customer loyalty in Korean mobile telecommunication services", Electronics and Telecommunications Research Institute, School of Business, Information and Communications University, Yusong-gu, Hwaam-dong, Taejon 305-348, South Korea.
- Kotler, P., 2000, Marketing Management. 10th ed., New Jersey, Prentice-Hall.
- Kotler, P., Ang, S. H., & Tan, C. T. (1996). Marketing and Management: An Asian Perspective.
- Kotler, Philip, Marketing Management: Analysis, Planning, Implementation, and Control, 7th ed., Englewood Cliffs Prentice Hall, NJ., 1991.
- L. Qiu, I. Benbasat, Evaluating anthropomorphic product recommendation agents: A social relationship perspective to designing information systems, J. Manag. Inf. Syst. 25 (2009) 145–182.
- L.Q. Deng, M.S. Poole, Affect and web interfaces: A study of the impacts of web page visual complexity and order, MIS Q. 34 (2010) 711–730.
- Lee, M.L. (2005), "The impact of perceptions of interactivity on customer trust and transaction intentions in mobile commerce", Journal of Electronic Commerce Research, Vol. 6 No. 3, pp. 165-80.
- Lim, H., Widdows, R., & Park, J. (2006). M-loyalty: winning strategies for mobile carriers. Journal of consumer Marketing.

- Lin, J.-S. C., & Hsieh, P.-L. (2011). Assessing the self-service technology encounters: Development and validation of SSTQUAL Scale. *Journal of Retailing*, 87(2), 194–206. <https://doi.org/10.1016/j.jretai.2011.02.006>
- Liu, F., Lim, E. T., Li, H., Tan, C. W., & Cyr, D. (2019). Disentangling utilitarian and hedonic consumption behavior in online shopping: An expectation disconfirmation perspective. *Information & Management*, 57(3), 103199.
- Lovelock, C. *Product Plus: How Product + Service = Competitive Advantage* McGraw-Hill, 1994.'
- Lovelock, C. *Product Plus: How Product + Service = Competitive Advantage* McGraw-Hill, 1994.'
- Luo, N., Wang, Y., Zhang, M., Niu, T., & Tu, J. (2020). Integrating community and e-commerce to build a trusted online second-hand platform: Based on the perspective of social capital. *Technological Forecasting and Social Change*, 153, 119913.
- MacGeorge, E. L., Feng, B., & Thompson, E. R. (2008). "Good" and "bad" advice: How to advise more effectively. In M. T. Motley (Ed.), *Studies in applied interpersonal communication* (pp. 145-164). Thousand Oaks, CA: Sage
- Maheshwari, V., Lodorfos, G., & Jacobsen, S. (2014). Determinants of brand loyalty: A study of the experience-commitment-loyalty constructs. *International Journal of Business Administration*, 5(6), 13–23.
<https://doi.org/10.5430/ijba.v5n6p13>

- Na, W., Son, Y., & Marshall, R. (2007). Why buy second-best? The behavioral dynamics of market leadership. *Journal of Product and Brand Management*, 16, 16–22.
- Oliver, R.L., 1980. A cognitive model of the antecedents and consequences of satisfaction decisions. *J. Mark. Res.* 17, 460–469.
- P.I. Santosa, K.K. Wei, H.C. Chan, User involvement and user satisfaction with information-seeking activity, *Eur. J. Inf. Syst.* 14 (2005) 361–370.
- Parasuraman, A, & Valarie, A. Zeithaml & Arvind Malhotra. (. (2005). E-S-QUAL: A multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–234. doi:10.1177/1094670504271156
- Parasuraman, A., Zeithaml, V.A. & Berry, L.L. (1985). A conceptual model of service quality and its implications for future research. *Journal of Marketing*, vol. 49(Fall), 41-50.
- Phillips, W.M.J., Wolfe, K., Hodur, N. and Leistritz, F.L. (2013), “Tourist word of mouth and revisit intentions to rural tourism destinations: a case of North Dakota, USA”, *International Journal of Tourism Research*, Vol. 15 No. 1, pp. 93-104.
- Piccoli, G., Brohman, M. K., Watson, R. T., & Parasuraman, A. (2004). Net-based customer service systems: evolution and revolution in web site functionalities. *Decision Sciences*, 35(3), 423-455.
- Piercy, N. (2014). Online service quality: Content and process of analysis. *Journal of Marketing Management*, 30(7-8), 747-785.

- Pranulis, V., Pajuodis, A., Urbonavičius, S., Virvilaitė, R. (2012). Marketingas.
- Prentice, C. and Loureiro, S.M.C. (2017), “An asymmetrical approach to understanding configurations of customer loyalty in the airline industry”, Journal of Retailing and Consumer Services, Vol. 38 No. 1, pp. 96-107.
- R.L. Wakefield, K.L. Wakefield, J. Baker, L.C. Wang, How website socialness leads to website use, Eur. J. Inf. Syst. 20 (2011) 118–132. doi:10.1057/ejis.2010.47.
- R.T. Cenfetelli, I. Benbasat, S. Al-Natour, Addressing the what and how of online services: Positioning supporting-services functionality and service quality for business-to-consumer success, Inf. Syst. Res. 19 (2008) 161–181.
- Ryu, K., Han, H., & Jang, S. S. (2010). Relationships among hedonic and utilitarian values, satisfaction and behavioral intentions in the fast-casual restaurant industry. International journal of contemporary hospitality management.
- S.N. Singh, N. Dalal, N. Spears, Understanding web home page perception, Eur. J. Inf. Journal Pre-proof Syst. 14 (2005) 288–302.
- Sarason, B. R., Pierce, G. R., & Sarason, I. G. (1990). Social support: The sense of acceptance and the role of relationships. In B. R. Sarason, I. G. Sarason, & G. R. Pierce (Eds.), Social support: An interactional view (97-128). New York, NY: Wiley.
- Sari, A. N., & Ardiansari, A. (2019). The Influence of Utilitarian Value and Hedonical Values on Customer Loyalty through Customer Satisfaction. Management Analysis Journal, 8(2), 146-155.

Searle, John R. 1969. *Speech Acts: An Essay in the Philosophy of Language*.

Cambridge,U.K.: Cambridge University Press

T. Adelaar, S. Chang, K.M. Lancendorfer, B. Lee, M. Morimoto, Effects of media

formats on emotions and impulse buying intent, *J. Inf. Technol.* 18 (2003) 247–

266.



- Taylor, S.E. and Thompson, S. (1982) Stalking the Elusive “Vividness” Effect. *Psychological Review*, 89, 155-191.
- Tse, D. K., and Wilton, P. C. (1988), "Models of Consumer Satisfaction Formation: An Extension," *Journal of Marketing Research*, 25 (May), 204-12.
- Verma, Y., & Singh, M. R. (2017). Marketing Mix, Customer Satisfaction and Loyalty: an Empirical Study of Telecom Sector in Bhutan. *Indian Journal of Commerce and Management Studies*, 8(2), 121.
- Waring, H. Z. (2007). The multi-functionality of accounts in advice giving 1. *Journal of Sociolinguistics*, 11(3), 367-391.
- Westbrook, R.A., Oliver, R.L.: Developing better measures of consumer satisfaction: some preliminary results. *Adv. Consum. Res.* 8(1), 94–99 (1981)
- Wirtz, J., & Lee, M. C. (2003). An examination of the quality and context-specific applicability of commonly used customer satisfaction measures. *Journal of Service Research*, 5(4), 345-355.
- Y.M. Guo, M.S. Poole, Antecedents of flow in online shopping: a test of alternative models, *Inf. Syst. J.* 19 (2009) 369–390.
- Yan, X., & Pitt, D. C. (1999). Convergence auditing: the context of improved billing service—with reference to the experience of British Telecom. *Managerial Auditing Journal*.
- Yang, Z. and Peterson, R.T. (2004), “Customer perceived value, satisfaction, and loyalty: the role of switching costs”, *Psychology and Marketing*, Vol. 21 No. 10, pp. 799-822.

Yaniv, I. (2004). The benefit of additional opinions. *Current Directions in Psychological Science*, 13(2), 75–79.

Z. Jiang, I. Benbasat, Research note-investigating the influence of the functional mechanisms of online product presentations, *Inf. Syst. Res.* 18 (2007) 454–470.

Zeithaml, V.A., Parasuraman, A. and Malhotra, A. (2002), “Service quality delivery through websites: a critical review of extant knowledge”, *Journal of the Academy of Marketing Science*, Vol. 30 No. 4, pp. 362-75.

<https://akurat.co/iptek/id-1223520-read-bukan-sekadar-marketplace-tokopedia-bertransformasi-menjadi-perusahaan-teknologi-indonesia>

<https://apps.apple.com/us/app/tokopedia-bebas-ongkir/id1001394201>

<https://batam.tribunnews.com/2020/05/03/sejarah-tokopedia-didirikan-oleh-william-tanuwijaya-dan-leontinus-alpha-edison>

<https://biz.kompas.com/read/2020/10/23/195807528/siap-siap-hari-ini-sampai-akhir-oktober-promo-waktu-indonesia-belanja-tokopedia>

<https://databoks.katadata.co.id/datapublish/2016/11/16/transaksi-e-commerce-indonesia-naik-500-dalam-5-tahun>

<https://dazeinfo.com/2014/03/03/global-b2c-ecommerce-sales-2014-apac-growth-report/>

<https://industri.kontan.co.id/news/perkuat-jaringan-omni-channel-mppa-jalin-kerja-sama-dengan-tokopedia>

<https://inet.detik.com/business/d-4592678/ekspansi-ke-luar-negeri-belum-jadi-fokus-tokopedia>

<https://inet.detik.com/cyberlife/d-3506962/perjuangan-tokopedia-menjadi-marketplace-ternama>

<https://inet.detik.com/cyberlife/d-5435711/tokopedia-beri-promo-bebas-ongkir-ke-seluruh-indonesia>

<https://infokomputer.grid.id/read/122433775/inilah-lima-inovasi-terbaru-tokopedia-untuk-penggunanya-di-android?page=all>

<https://play.google.com/store/apps/details?id=com.tokopedia.tkpd&hl=en&gl=US>

<https://republika.co.id/berita/ekonomi/bisnis-global/pp5uim370/perdagangan-e-commerce-dunia-meningkat>

<https://republika.co.id/berita/pvfk7f17000/selama-8-tahun-apa-saja-pencapaian-blblicom>

<https://teknologi.id/os/sejarah-awal-berdirinya-marketplace-tokopedia-shopee-bukalapak-lazada-blibli-dan-jdid>

<https://www.businessinsider.com/global-e-commerce-2020-report?r=US&IR=T>

<https://www.cnnindonesia.com/ekonomi/20201021193353-92-561232/transaksi-e-commerce-naik-nyaris-dua-kali-lipat-saat-pandemi>

<https://www.cnnindonesia.com/ekonomi/20210225192546-97-611036/tokopedia-jadi-e-commerce-dengan-kunjungan-tertinggi-di-ri>

<https://www.cnnindonesia.com/teknologi/20200707174409-206-521938/tokopedia-sebut-pedagang-online-bertambah-kala-pandemi-corona>

<https://www.gatra.com/detail/news/411587/gaya%20hidup/rekomendasi-produk-dari-influencer-lewat-tokopedia-byme>

<https://www.liputan6.com/tekno/read/4239051/transaksi-pembelian-barang-di-tokopedia-kini-satu-klik-saja>

<https://www.merdeka.com/sumut/e-commerce-adalah-pembelian-dan-penjualan secara-elektronik-berikut-selengkapnya-kln.html?page=2>

<https://www.suara.com/tekno/2019/04/22/134500/tokopedia-hadirkan-fitur-rekomendasi-produk-favorit>

<https://www.tokopedia.com/help/article/layanan-pengiriman-di-tokopedia>

<https://www.tokopedia.com/help/article/t-0055-metode-bayar-di-tokopedia>