

References

Lilihata, F. (2014). Tugas Akhir. *ANALISIS PENGARUH VARIABEL RESTAURANT ENVIRONMENTAL CUES DAN NON-ENVIRONMENTAL CUES TERHADAP REPURCHASE INTENTION MELALUI CUSTOMER SATISFACTION PELANGGAN COMEDY CAFE DI SURABAYA*, 1-122.

Chiu, C. M., Lin, H. Y., Sun, S. Y., & Hsu, M. H. (2009). Understanding customers' loyalty intentions towards online shopping: an integration of technology acceptance model and fairness theory. *Behaviour & Information Technology*, 28(4), 347-360.

Center for Banking and Financial Services. (2017). *What is driving the growth in e-commerce and m-commerce in Indonesia?*. Retrieved 5 May 2017, from <http://think-banking.org/thinknew/index.php/782-what-is-driving-the-growth-in-e-commerce-and-m-commerce-in-indonesia>

Harsono, H. (2016). *Indonesia will be Asia's next biggest e-commerce market*. *TechCrunch*. Retrieved 5 May 2017, from <https://techcrunch.com/2016/07/29/indonesia-will-be-asias-next-biggest-e-commerce-market/>

Sachin. (2013). *Online shopping Vs Traditional Shopping*. *Aarnasystems.com*. Retrieved 5 May 2017, from <http://www.aarnasystems.com/blog/online-shopping-vs-traditional-shopping/>

StatCounter. (2017). *Comparison in Indonesia Sept 2015 to Aug 2015*. *StatCounter Global Stats*. Retrieved 5 May 2017, from <http://gs.statcounter.com/#desktop+mobile-comparison-ID-monthly-201409-201508>

Maiese, M. (2013). *Distributive Justice*. *Beyondintractability.org*. Retrieved 16 May 2017, from <http://www.beyondintractability.org/essay/distributive-justice>

Johnson, M., & Auh, S. (1998). *Customer Satisfaction, Loyalty, and the Trust Environment*. Retrieved 16 May 2017, from <http://www.acrwebsite.org/search/view-conference-proceedings.aspx?Id=8110>

MSG Experts. (2017). *What is Customer Satisfaction ?*. Retrieved 16 May 2017, from <http://www.managementstudyguide.com/customer-satisfaction.htm>

myaccountingcourse.com. (2017). *What is Customer Satisfaction?*. Retrieved 16 May 2017, from <http://www.myaccountingcourse.com/accounting-dictionary/customer-satisfaction>

Oliver, Richard L. (1997), *Satisfaction: A Behavioral Perspective Perspective on the Consumer*, New York: McGraw Hill.

MBASKOOL.COM. (2017). *Customer Satisfaction Definition*. Retrieved 16 May 2017, from <http://www.mbaskool.com/business-concepts/marketing-and-strategy-terms/1815-customer-satisfaction.html>

DILLON, A., & MORRIS, M. G. (1996). User acceptance of information technology: Theories and models. *Annual Review of Information Science and Technology*, 31, 3-32.

Explorable.com (Nov 15, 2009). *Research Population*. Retrieved May 13, 2017 from Explorable.com: <https://explorable.com/research-population>

Delone, W.H. and Mclean, E.R., 2003. The DeLone and McLean model of information systems success: a ten year update. *Journal of Management Information Systems*, 19, 9–30.

Hart, C.W.L., Heskett, J.L., and Sasser, J.E.W., 1990. The profitable art of service recovery. *Harvard Business Review*, 68, 148–156.

Reichheld, F.F. and Scheffer, P., 2000. E-loyalty: your secret weapon on the Web. *Harvard Business Review*, 78, 105 – 113.

Pavlou, P.A., 2003. Consumer acceptance of electronic commerce: integrating trust and risk with the technology acceptance model. *International Journal of Electronic Commerce*, 7, 101–134.

Gefen, D., Karahanna, E., and Straub, D.W., 2003. Trust and TAM in online shopping: an integrated model. *MIS Quarterly*, 27, 51–90.

Patterson, P.G. and Spreng, R.A., 1997. Modeling the relationship between perceived value, satisfaction and repurchase intentions in a business-to-business, services context: an empirical examination. *International Journal of Service Industry Management*, 8, 414–434.

Oliver, R.L., 1980. A cognitive model for the antecedents and consequences of satisfaction. *Journal of Marketing Research*, 17, 460–469.

Swan, J.E. and Trawick, I.F., 1981. Disconfirmation of expectations and satisfaction with a retail service. *Journal of Retailing*, 57, 40–67.

Grabner-Kraeuter, S., 2002. The role of consumers' trust in online-shopping. *Journal of Business Ethics*, 39, 43–50.

Ba, S. and Pavlou, P.A., 2002. Evidence of the effect of trust building technology in electronic markets, price premiums, and buyer behavior. *MIS Quarterly*, 26, 243 – 268.

Kumar, N., Scheer, L.K., and Steenkamp, J.E.M., 1995. The effects of supplier fairness on vulnerable resellers. *Journal of Marketing Research*, 32, 54–65.

Pavlou, P.A., 2003. Consumer acceptance of electronic commerce: integrating trust and risk with the technology acceptance model. *International Journal of Electronic Commerce*, 7, 101–134.

Diekmann, K.A., Barsness, Z.I., and Sondak, H., 2004. Uncertainty, fairness perceptions, and job satisfaction: a field study. *Social Justice Research*, 17, 237–255.

Lind, E.A., Kulik, C.T., Ambrose, M., and De vera park, M.V., 1993. Individual and corporate dispute resolution: using procedural fairness as a decision heuristic. *Administrative Science Quarterly*, 38, 224–251.

Morgan, R.M. and Hunt, S.D., 1994. The commitment–trust theory of relationship marketing. *Journal of Marketing*, 58, 20–38.

Attride-Stirling J. (2001). 'Thematic networks: an analytic tool for qualitative research'. *Qualitative Research*, vol. 1, no. 3: pp. 385–405 [Online].

Pope, C., Ziebland, S., and Mays, N. (2000). 'Analysing qualitative data'. *British Medical Journal*, 320 : pp. 114–116 [Online].