

REFERENCES

- Adams, D. A., Nelson, R. R., and Todd, P. A., *Perceived usefulness, ease of use, and usage of information technology: A replication*, MIS Quarterly, Vol. 16, No. 2, 1992, pp. 227–247.
- Agbor, Jenet Manyi. *The Relationship between Customer Satisfaction and Service Quality: a Study of three Service sectors in Umeå*
- Alexandris, K., Dimitriadis, N., & Markata, D. (2002). *Can perceptions of service quality predict behavioral intentions? An exploratory study in hotel sector in Greece*. *Managing Service Quality*, 12 (4), pp. 224-232.
- Alrubaiee, L., & Alkaa'ida, F. (2011). *The Mediating Effect Of Patient Satisfaction In The Patients' Perceptions Of Health Care Quality - Patient Trust Relationship*. *International Journal of Marketing Studies*, 3 (1), pp. 103-127.
- Anderson., Eugene., & Claes Fornell. (1994). *A Customer Satisfaction Research Prospectus. 41–268 in R. T. Rust and R. L. Oliver (Eds.) Service Quality: New Directions in Theory and Practice*. Thousand Oaks, CA: Sage Publications.
- Armstrong, G. & Kotler, P. (1996), *Principles of Marketing (seventh edn.)*, Prentice Hall, India.
- Basheer Abbas Al-alak Ghaleb Awad EL-refae (2012). *The Relationships between Service Quality, Satisfaction, and Behavioral Intentions of Malaysian Spa Center Customers*, *International Journal of Business and Social Science*, Vol. 3, No. 1, pp. 199-202.
- Baker, D., & Crompton, J. (2000). *Quality, satisfaction and behavioral intentions*. *Annals of Tourism Research*, 27 , pp. 785-804.

- Bruner, G. C. and Kumar, A., *Explaining Consumer Acceptance of Handheld Internet Devices*, Journal of Business Research, Vol. 58, No 5, 2005, pp. 553-558.
- Carman, J. M. (1990). *Consumer perceptions of service quality: An assessment of the SERVQUAL dimensions*. Journal of Retailing, 66 (1), pp. 33-55.
- Chatura Ranaweera and Andy Neely (2003). *Some Moderating Effects on The Service Quality-Customer Retention Link*. International Journal of Operations & Production Management, Vol. 23, No. 2, pp. 230-248.
- Cronin, J. J. and Taylor, S. A. (1992). *Measuring service quality: a reexamination and extension*. Journal of Marketing, pp. 55-68.
- Dabholkar, P. A., Thorpe, D. I. & Rentz, J. O. (1996). *A measure of service quality for retail stores: scale development and validation*. Journal of the Academy of Marketing Science, pp. 3-16.
- Davis, F.D. *User acceptance of Information Technology: System Characteristics, User Perceptions and behavioral impacts*, Int. J. Man-Machine Studies, Vol. 38, 1993, pp. 475-487.
- Dotchin, J. A. and Oakland, J. S. (1994). *Total quality management in services*. International Journal of Quality & Reliability Management, 11 (3): pp. 27-42.
- Emel Kursunluoglu Yarimoglu (2014). *A Review on Dimensions of Service Quality Models*, Journal of Marketing Management, ISSN 2333-6099, Vol. 2, No. 2, pp. 79-93
- Fishbein, M., & Ajzen, I., *Belief, Attitude, Intention, and Behavior: An Introduction to Theory and Research*, Reading, MA: Addison-Wesley, 1975.
- Fred D. Davis (1993). *User Acceptance of Information Technology: System Characteristics, User Perceptions and Behavioral Impacts*, International Journal of Management and Machine, pp. 475-487.

- Garbarino, Ellen and Mark S. Johnson (1999). *The Different Roles of Satisfaction, Trust and Commitment in Customer Relationship*, Journal of Marketing , 63, pp. 70-87.
- Hernandez B., Jimenez J., Martin M.J. (2009). *Adoption vs Acceptance of e-commerce: two different decisions*, European Journal of Marketing , 43 (9/10), pp. 1232-1245.
- Jeung-Tai E. Tang. and Chihui Chiang (2009). *Towards An Understanding of the Behavioral Intention to Use Mobile Knowledge Management*, ISSN: 1790-0832, Vol. 6, Issue.9, pp. 1603-1606.
- Jihyun Lee, M.S. (2003). *Factors Affecting Intention To Use Online Financial Service*.
- Khaled Mohammed Alqasa and Hamad Balhareth (2015). *The Impact of Service Quality and Cultural Beliefs on Intention to Use Financial Services: The Moderating Role of Trust*, Asian Social Science, ISSN 1922-2017, Vol. 11, No. 21, pp. 20-24.
- Kuo, Y. F., and Yen, S. N., *Towards an Understanding of the Behavioral Intention to Use 3G Mobile Value-Added Services*, Computers in Human Behavior, Vol. 25, No.1, 2009, pp. 103-110.
- Luarn, P., and Lin, H. H (2005). *Toward An Understanding Of The Behavioral Intention To Use Mobile Banking*, Computers in Human Behavior, Vol. 21, No. 6, pp. 873–891.
- Mathieson, K., *Predicting user intentions: Comparing the Technology Acceptance Model with Theory of Planned Behavior*, Information Systems Research, Vol. 2, No. 3, 1991, pp. 173–191.
- Michael G. Morris and Andrew Dillon (1997). *How User Perceptions Influence Software Use*. IEEE Software, 14(4), 58-65. *The Influence of User*

Perceptions on Software Utilization: Application and Evaluation of a Theoretical Model of Technology Acceptance.

- Mariam Naiwumbwe (2008). *Perceived Ease of Use, Perceived Usefulness, Behavioral Intention To Use And Acceptance Of Mobile Money Transfer Services.*
- Nor Khasimah Aliman and Wan Normila Mohamad (2013). *Perceptions of Service Quality and Behavioral Intentions: A Mediation Effect of Patient Satisfaction in the Private Health Care in Malaysia*, International Journal of Marketing Studies, ISSN 1918-719X, Vol. 5, No. 4, pp. 16-19.
- Niveen El Saghier and Demyana Nathan (2013). *Service Quality Dimensions and Customers' Satisfaction of Banks in Egypt*. Proceedings of 20th International Business Research Conference, Dubai, UAE, ISBN: 978-1-922069-22-1.
- Olorunniwo, F., & Hsu, M. K. (2006). *A Typology Analysis of Service Quality, Customer Satisfaction and Behavioral Intentions in Mass Services*, Managing Service Quality, 16 (2), pp. 106-123.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. (1985). *A Conceptual Model of Service Quality and its Implications for Future Research*, Journal of Marketing, 49 (4), pp. 44-48.
- Parasuraman, A., Zeithaml, V. A., & Berry, L (1988). *SERVQUAL: A multiple-items Scale for measuring consumer perceptions of service quality*, Journal of Retailing, 64, pp. 12-40.
- Pollack, B. L. (2008). *The Nature Of The Service Quality And Satisfaction Relationship*, Managing Service Quality, 18 (6), pp. 537-558.
- Sivaporn Wangpipatwong, Wichian Chutimaskul, and Borworn Papisratorn (2008). *Understanding Citizen's Continuance Intention to Use e-Government Website: a Composite View of Technology Acceptance Model and Computer Self-*

Efficacy, The Electronic Journal of e-Government, ISSN 1479-436-9X, Vol.6, Issue.1, pp. 55-64.

S. Arunkumar. *A Study on Attitude and Intention Towards Internet Banking with Reference to Malaysian Consumers in Klang Valley Region*, The International Journal of Applied Management and Technology, Vol.6, No. 1, pp. 117-122.

Szajna, B. (1996). *Empirical Evaluation of the Revised Technology Acceptance Model*, Management Science , 42 (1), pp. 85-92.

T. Ramayah and Joshua Ignatius. *Impact Of Perceived Usefulness, Perceived Ease Of Use And Perceived Enjoyment on Intention To Shop Online*.

Taylor, S., & Todd, P.A (1995). *Understanding Information Technology Usage: A Test of Competing Models*. Information Systems Research, 6(2), pp. 144-176.

Venkatesh, V., & Davis, F. (1994). *Modeling of the determinants of perceived ease of use*.

Venkatesh, V. & Davis, F. D. (1996). *A Model of the Antecedents of Perceived Ease of Use*, Development and Test, Decision Sciences, 27 (3), pp. 451-481.

Venkatesh, V. & Davis, F. D. (2000). *A Theoretical Extension of the Technology Acceptance Model: Four Longitudinal Field Studies*. Management Science, 46 (2), pp. 186-204.

Wen-Chia Tsai (2012). *A study of consumer behavioral intention to use e-books: the Technology Acceptance Model perspective*, Innovative Marketing, Vol. 8, Issue.4, pp. 55-58.

Yoon C. Cho. and Esen Sagynov. *Exploring Factors That Affect Usefulness, Ease of Use, Trust, And Purchase Intention In The Online Environment*, International Journal of Management and Information System, Vol. 19, No. 1, pp. 24-28.

Yong Jin Kim, Jae Uk Chun. and Jaeki Song. *Investigating The Role Of Attitude In Technology Acceptance From Ad Attitude Strength Perspective.*

Yi Jin Lim, Abdullah Osman, Shahrul Nizam Salahuddin, Abdul Rahim Romle and Safizal Abdullah. *Factors Influencing Online Shopping Behavior: The Mediating Role of Purchase Intention, 7th International Economics & Business Management Conference*, pp. 401-410.

Zeithaml V, Parasuraman A. *Service quality. Cambridge: Marketing Science Institute;* 1990.

Zeithaml, V., Berry, L., Parasuraman, A., 1996, *The behavioral consequences of service quality, Journal of Marketing, 60(2), 31-47.*

<http://www.negeripesona.com>, retrieved on 20 January 2016

<http://www.indonesia-investments.com>, retrieved on 21 January 2016

<http://www.localhistories.org>, retrieved on 21 January 2016

<http://www.pengertianku.net>, retrieved on 21 January 2016

<http://www.liputan6.com>, retrieved on 21 January 2016

<http://www.skyscrapercity.com>, retrieved on 21 January 2016

<http://www.kompasiana.com>, retrieved on 21 January 2016

<http://garagara.id>, retrieved on 21 January 2016

<http://aluvimoto.com>, retrieved on 21 January 2016

<http://www.go-jek.com>, retrieved on 21 January 2016