

DAFTAR PUSTAKA

- Akter, S. & Ray, P. (2010). mHealth-an ultimate platform to serve the unserved. *IMIA Yearbook of Medical Informatics*, 2010; 75-81.
- Andaleeb, S.S. (2001). Service quality perceptions and patient satisfaction: a study of hospitals in a developing country. *Social Science & Medicine*, 52(9), 1359-1370.
- Anderson and Mary Sullivan (1993), “The Antecedents and Consequences of Customer Satisfaction for Firms,” *Marketing Science*, 12, 2, 125-143.
- Anderson, CR. Dan Zeithaml, C.P. (1984), “Stage of product life cycle, business strategy, and businessperformance”, *Academy of Management Journal*.
- Armstrong dan Kotler. 1999. Prinsip- PrinsipPemasaran. Jakarta: Erlangga
- Arikunto, Suharsimi (2002). *ProsedurPenelitianSuatuPendekatanPraktek*. Jakarta: RineaCipta. 2005. **Dasar-dasarEvaluasiPendidikan**. Jakarta: BumiAksara.
- Bailey, J. E., Pearson, S. W. (1983). Development of a tool for measuring and analyzing computer user satisfaction. *Management Sci*, 29(5), 530–545.
- Baroudi, J. J. and Orlikowski, W. J. (1988). A Short-Form Measure of User Information Satisfaction: A Psychometric Evaluation and Notes on Use, *Journal of MIS*, 4(4), 44-59.
- Bawa, G. S. ; Abia, E. E. ; Omege, J. J. ; Hassan, M. R. ; Abdu, S. B., 2013. Nutritive value of *Dolichos lablab* (*Lablab purpureus* CV. Rongai) forage cut at different stages of growth on performance of weaned rabbits. *Nigerian J. Anim. Sci.*, 15: 23-36
- Bearden, William O. and Jesse E. Teel (1983), “Selected Determinants of Consumer Satisfaction and Complaint Reports,” *Journal of Marketing Research*, 20, February, 21-28.
- Bhattacharjee, A. “An Empirical Analysis of the Antecedents of Electronic Commerce Service Continuance,” *Decision Support Systems* (32:2), 2001a, pp. 201-214.
- Brink A, Berndt A (2004). *Customer relationship management and customer service*. Cape Town: Juta.
- Buzzel, Robert D. and Bradley T. Gale (1987), *The PIMS Principles*, New York: The Free Press.

- Chae, M., Kim, J., Kim, H., and Ryu, H. (2002). Information quality for mobile internet services: a theoretical model with empirical validation. *Electronic Markets*, 12, 38–46.
- Choi, Kui-Son, Woo-Hyun Cho, Sunhee Lee, Hanjoon Lee, and Chankon Kim. (2004), The Relationships among Quality, Value, Satisfaction and Behavioral Intention in Health Care Provider Choice: A South Korean Study, *Journal of Business Research*, 57: 913-21.
- Churchill, Gilbert and Carol Suprenant (1982), "An Investigation into the Determinants of Customer Satisfaction." *Journal of Marketing Research*, Vol. 19, pp. 491-504.
- Cronin, J. J. and Taylor, S. A. (1992). Measuring Service Quality: A Reexamination and Extension, *Journal of Marketing*, 56 (July), 55-68.
- Cronin, Jr. J. Joseph and Taylor, Steven A. (1994), "SERVPERF versus SERVQUAL: Reconciling performance-based and perceptions-minus-expectations measurement of service quality", *Journal of Marketing*, Vol. 58, pp. 125–31.
- Cronin, Joseph, Michael Brady, and Thomas M. Hult. (2000), Assessing the Effects of Quality, Value, and Customer Satisfaction on Consumer Behavioral Intentions in Service Environments, *Journal of Retailing*, 76 (2): 193-218.
- Cronin, J. J. and Taylor, S. A. (1992). Measuring Service Quality: A Reexamination and Extension, *Journal of Marketing*, 56 (July). 55-68.
- Cronin J.J.; Taylor, S.A. 1992. Measuring Service Quality: A Reexamination and Extension, Vol.56, Issue 3.
- Dabholkar, P. A., David C. S., and Dayle I. T. (2000). A Comprehensive Framework for Service Quality: An Investigation of Critical Conceptual and Measurement Issues through a Longitudinal Study, *Journal of Retailing*, 72 (2), 139-173.
- Dagger, T.S., Sweeney, J.C. & Johnson, L.W. (2007). A Hierarchical Model of Health Service Quality: Scale Development and Investigation of an Integrated Model. *Journal of Service Research*, 10(2), 123-142.
- 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*, vol. 19 no. 4, pp. 9-30.

- 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 (4), 9–30.
- Edvardsen, B., Tomasson, B. and Ovretveit, J. (1994), *Quality of Service: Making it Really Work*, McGraw-Hill, New York, NY.
- Fassnacht, M. and Koese, I. (2006). Quality of electronic services: Conceptualizing and testing a hierarchical model. *Journal of Service Research*, 9(1), 1931.
- Fassnacht, M. And Koese, I (2006). Quality of Electronic Services: Conceptualizing and Testing a Hierarchical Model, *Journal of Service Research*, 9 (19), 19-37.
- Ferdinand, A. (2002). *Structural Equation Modelling dalam Penelitian Manajemen: Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor*. Semarang: **Badan Penerbit UNDIP**.
- Ferdinand, Augusty. (2006). *Metode Penelitian Manajemen*. Semarang. **Badan Penerbit Universitas Diponegoro**.
- Fornell, C. (1992) A National Customer Satisfaction Barometer: The Swedish Experience. *Journal of Marketing*, Vol. 56.
- Freddy, Rangkuti, 2006. *Measuring Customer Satisfaction, (Teknik Mengukur dan Strategi Meningkatkan Kepuasan Pelanggan), serta Analisis PLN JP*, Gramedia Pustaka Utama, Jakarta.
- Gilbert, G.R., Veloutsou, C., Goode, M.M.H. and Moutinho, L. (2004), *Measuring customer satisfaction in the fast food industry: a cross-national approach*, *The Journal of Services Marketing*, Vol. 18 No. 5, pp. 371-83.
- Gotlieb, J.B., Dhruv, G. and Stephen W. B. (1994). Consumer satisfaction and perceived quality: complementary or divergent constructs, *Journal of applied psychology*, 79 (6), 875-85.
- Gruen, T. W., Summers, J. O., & Acito, F. 2000. Relationship Marketing Activities, Commitment, and Membership Behaviors in Professional Associations. *Journal of Marketing*, 64 (3). pp.34-49.
- Hair, Joseph F et al. (2006). *Multi Variate Data Analysis*. Jakarta: **Gramedia Pustaka Utama**.
- Hansen dan Mowen. 2007. *Akuntansi manajemen*, edisi 7 buku 2. Jakarta ; Salemba Empat.

- Hartono, Jogiyanto. (2011). *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-pengalaman*. **BPFE. Yogyakarta**.
- Hellier, Philip K; Geursen, Gus M; Carr, Rodney A; Rickard, John A (2003), "Customer Repurchase Intention A General Structural Equation Model," *European Journal of Marketing* , Vol.37 , No 11/12.
- Hellier, P.K., Geursen, G.M., Carr, R.A. and Rickard, J.A. (2003), "Customer Repurchase Intention. A General Structural Equation Model", *European Journal of Marketing* , Vol. 37 No. 11/12, pp. 1762-1800.
- Hokanson, S., 1995, *The Deeper You Analyse, The More You Satisfy Customers*, *Marketing News*, p.16
- Holden RK. 1990. *An exploratory study of trust in buyer±seller relationships*. A Dissertation, University Microfilms International, Ann Arbor, MI.
- Hume, M. (2008). *Understanding core and peripheral service quality in customer repurchase of the performing arts*. *Managing Service Quality*, 18(4), 349-69.
- Husein Umar, 2005, *Riset Pemasaran dan Perilaku Konsumen*, Jakarta, PT. Gramedia Pustaka Utama.
- Karsono. 2007. *Peran Variabel Citra Perusahaan, Kepercayaan dan Biaya Perpindahan Yang Memediasi Pengaruh Kualitas Layanan Terhadap Loyalitas Pelanggan*. *Jurnal Bisnis dan Manajemen*, Vol 7.
- Kotler, Philip, 1995, diterjemahkan oleh Anella Anita Wai Hermawan, SE, MBA, *Manajemen Pemasaran : Analisis, Perencanaan, Implementasi Dan Pengendalian*, Buku Dua, Edisi ke-8, Indonesia, Salemba Empat, Prentice Hall.
- Kotler, Philip. 2003. *Manajemen Pemasaran*. edisi kesebelas, Jakarta: Indeks kelompok Gramedia.
- Kotler, Philip. 2005. *Manajemen Pemasaran*. Jilid 1 (Edisi Kesebelas). Jakarta: penerbit indeks.
- Kotler, Amstrong .(2010). *Principles Of Marketing*. 13 Edition. New Jersey . Upper Saddle River: **Pearson Prentice Hall**.
- Limayem, M., Hirt, S.G. and Cheung, M.K.C. (2007), *How habit limits the predictive power of intention : the case of information systems continuance*, 31 (4), 705-737
- Lovelock, C. & Wirtz, J. 2004. *Service Marketing People, Technology, Strategy*. United States of America: Hamilton Printing Co.

- Maiyaki A A, Mokhtar S S M (2011). Determinants of Customer Behavioural Responses: A Pilot Study, *Int. Bus. Res.*, 4(1): 193- 197
- Manimaran, S. 2010. Linkage Between Service Quality And Customers Loyalty In Commercial Banks. *Journal of Marketing & Communication*. May 2010, Vol. 6 Issue 1, p26
- Margono, S. (2010). *Metode Penelitian Pendidikan*, Jakarta: **Rineka Cipta**.
- Misra, Shekhar, and Sharon E. Beatty, (1990), "*Celebrity Spokesperson and Brand Congruence An Assessment of Recall and Affect*," **Journal of Business Research**, September, 21 (2), 159-71.
- Mosabah, R., Mohammad, O dam Ramayah.T, 2010 "Service Quality, Customer Satisfaction and Loyalty; A Test of Mediation ", *Journal International Business Resaearch*, Vol.3(4), Oktober, pp. 72- 80.
- Mowen, J. C. dan M. Minor. 1998. *Consumer Behaviour*. 5 th Edition. PrenticeHall. New Jersey.
- Mowen, Johndan Michael Minor, 2002, *Perilaku Konsumen*, Jilid 1, Alih Bahasa DwiKartini Yahya, Erlangga, Jakarta.
- Mowen J C dan Minor, (1998), *Perilaku Konsumen*, Erlangga, Jakarta.
- Nam, J., Ekinci, Y., & Whyatt, G., (2011). Brand equity, brand loyalty and consumer satisfaction, *Annals of Tourism Research*, Vol. 38, Pp. 1009-1030.
- Nelson, R.R., Todd, P.A., Wixom, B.H. (2005). Antecedents of information and systems quality: an empirical examination within the context of data warehousing, *Journal of Management Information Systems*, 21 (4), 199-235.
- Nitecky, D.A., & Herson, P (2000). Measuring service quality at Yale University's libraries. *Journal of Academic Librarianship*, 26(4), 259-273.
- Oliver, R.L. and J.E. Swan (1989), "Consumer Perceptions of Interpersonal Equity and Satisfaction in Transactions: A Field Survey Approach," *Journal of Marketing*, Vol.53, April, p.21-35.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *The Journal of Marketing*, 41-50.

- Parasuraman, A., Zeithaml, V.A. & Berry, L.L., (1988) SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 5-6.
- Parasuraman A, Leonard L, Berry LL, Valarie A ZeithamIVA(1991a). Retmemetit and Reassessment of the SERVQUAL Scale. *J. Retail.*, 67 (4), 420-50,
- Parasuraman et al., 2005
- Parasuraman, A., Zeithaml, Valarie A. & Malhotra, A. 2005. E-S-QUAL, A multiple item scale for Assessing Electronic Service Quality, *Journal of Service Research*, 7, DOI: 10.1177/1094670504271156.
- Petter,S., &McLean,E.R. (2009). A meta-analytic assessment of the DeLone and McLean IS success model: An examination of IS success at the individual level. *Information & Management*, vol.46, pp. 159-166.
- RambatLupiyoadi,. 2006. *ManajemenPemasaranJasa :TeoridanPraktek*. Jakarta: PT SalembaEmpat.
- Roderick, B. J. James, W. R. M. dan Gregory, B. J. (2009). Investigating the service: A customer value perspective. *Journal of Business Research*. Vol 62. No 7, hal 345-355.
- Sekaran, U. (2006). *MetodePenelitianUntukBisnis 1. (4th ed)*.Jakarta: **SalembaEmpat**.
- Shah D Kumar. (2004). Building and sustaining profitable customer loyalty for the 21st century. *journal of Retailing*, 80: 317-330.
- Sheth, J., Bruce, N., Newman, I., and L.G. Barbara (1991), *Consumption Values and Market Choices: Theory and Applications*. Cincinnati, OH: South-Western.
- Sumarwan, U. 2003. *PerilakuKonsumen: TeoridanPenerapannyaDalamPemasaran*. Ghalia Indonesia. Jakarta.
- Sugiyono. (2010). *MetodePenelitianPendidikanPendekatanKuantitatif, kualitatif, dan R&D*. Bandung: **Alfabeta**.
- Sukmadinata , Nana Syaodih. (2011). *MetodePenelitianPendidikan*. Bandung: **PT RemajaRosdakarya**.
- Syamriladoe, (2011). PengaruhKualitasPelaporanKeuanganTerhadapAsmetrikInformasi, **SimposiumNasionalAkutansi X III**, Purwokerto

- Tam, J. L. M., 2004a. Customer satisfaction, service quality and perceived value: an integrative model. *Journal of Marketing Management*, 20(7-8), 897-917.
- Taylor, S. A. and Baker, T.L. (1994). An Assessment of the Relationship Between Service Quality and Customer Satisfaction in the Formation of Consumers' Purchase Intentions, *Journal of Retailing*, 70 (2), 163–178.
- Tjiptono, Fandy & Chandra, Gregorius. 2005. Service Quality & Satisfaction. Yogyakarta: Andi
- Tjiptonodan Diana, Anastasia, 2001. Total Quality Manajemen, Penerbit Andi, Yogyakarta.
- Tsedan Wilson. 1988. Dalam Nasution, M. Nur. 2004. Manajemen Jasa Terpadu. Ghalia Indonesia.
- Usmara, Usi, 2008, Pemikiran Kreatif Pemasaran, cetakan pertama, Jakarta: Amara Books.
- Venkatesh, V. and Davis, F.D. (2000). A theoretical extension of the technology acceptance model: four longitudinal field studies. *Management Science*, 46, 186–204.
- Walker, A. and Walker, C. (1997) (Eds.) *Britain Divided: The Growth of Social Exclusion in the 1980s and 1990s*, London, CPAG.
- Woodruff, Robert B., D. Scott Clemons, David W. Schumann, Sarah F. Gardial, and Mary Jane Burns (1991), "The Standards Issue in CS/D Research: A Historical Perspective," *Journal of Consumer Satisfaction, Dissatisfaction and Complaint Behavior*, 4, 103-109.
- Zeithaml Valarie A. (1988), 'Consumer Perceptions of Price, Quality and Value: A Means-End Model and Synthesis of Evidence', *Journal of Marketing*, Vol.52, pp2-22
- Zeithaml, V. A., Bitner, M. J. and Gremler, D. D. (2009), *Services Marketing: Integrating Customer Focus Across the Firm*, 5th edition, New York: McGraw-Hill.
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The behavioral consequences of service quality. *Journal of Marketing*, 60(2), 31-46.
- Zeithaml et al. 1996. Measuring The Quality Of Relationship In Customer Service: An Empirical Study. *European Journal Of Marketing*.

Zehir, C., Sahina, A., Kitapci, H., & Ozsahin, M. (2011). The effects of brand communication and service quality in building brand loyalty brand through brand trust the empirical research on global brands. *The Journal of Procedia Social and Behavioral Sciences*, 24, 1218-1231.

Zeng YW, Wang LX, Du J, Yang SM, Wang YC, Li QW, Sun ZH, Pu XY, Du W (2009a). Correlation of mineral elements between milled and brown rice and soils in Yunnan studied by ICP-AES. *Spectrosc. Spectr. Anal.* 29:1413-1417.

<https://www.gentaandalas.com/perekonomian-indonesia-dulu-dan-sekarang>

<http://ekonomi.kompas.com/read/2016/11/02/190000126/bi.kondisi.perekonomian.indonesia.2017.mengejutkan>.

https://www.kompasiana.com/haritsmasduqi/pengaruh-globalisasi-terhadap-kebudayaan-indonesia_591244dcca23bdb0058b4567

https://www.kompasiana.com/nobelliaw/dampak-positif-dan-negatif-globalisasi-di-indonesia_56d186b380afbd63424a756b

<https://www.kompasiana.com/novikristiadi/5992634e93be2508e06c5402/e-commerce-manfaat-dan-keuntungannya>

https://article.wn.com/view/2015/11/20/Fenomena_Gojek_Jadi_Kritik_Perbaikan_Layanan_Angkutan_Umum/

<http://www.sepositif.com/2017/01/kisah-inspiratif-sang-pendiri-gojek-nadiem-makarim.html>

<http://www.republika.co.id/berita/koran/halaman-1/16/03/16/o44e4715-nadiem-makarim-pendiri-dan-ceo-gojek-indonesia-membangkitkan-gairah-usaha-tukang-ojek>

<https://kumparan.com/wisnu-prasetyo/250-000-driver-go-jek-kini-kuasai-jalanan-indonesia>

<https://www.kompasiana.com/novikristiadi/5992634e93be2508e06c5402/e-commerce-manfaat-dan-keuntungannya>