

## DAFTAR PUSTAKA

- Akbar, Mohammad Muzahid and Noorjahan Parvez, "IMPACT OF SERVICE QUALITY, TRUST, AND CUSTOMER SATISFACTION ON CUSTOMER LOYALTY". *ABAC Journal* Vol. 29, No. 1 (January-April 2009, pp. 24-38).
- Anderson, Rolph E. dan Srini S. Srinivasan, 2003, E-Satisfaction and E-Loyalty: *A Contingency Framework, Psychology & Marketing*, Vol. 20(2): 123–138 (February 2003) *Published online in Wiley InterScience* ([www.interscience.wiley.com](http://www.interscience.wiley.com))
- Barnes, James G. 2003. *Relationship Marketing : Edisi Kedua*. Erlangga. Jakarta
- Baskara, I Made Arya, Sukaatmadja I Putu Gede, 2016. Pengaruh online trust dan perceived enjoyment terhadap online shopping satisfaction dan repurchase intention lazada indonesia, *E-Jurnal Manajemen Unud*, Vol. 5, No. 11.
- Chadha, SK. and D. Kapoor. 2009. Effect of Switching Cost, Service Quality and Customer Satisfaction on Customer Loyalty of Cellular Service Providers in Indian Market. *The IUP Journal of Marketing Management*. 8 (1). 24-37
- Chin, W. W. (1998). The partial least squares approach for structural equation modeling. in G. A. Marcoulides (Ed.), *Modern methods for business research* (pp.295–236). London: Lawrence Erlbaum Associates.
- Chiou, Jyh-Shen. 2004. The Antecedents of Consumers' Loyalty Toward Internet Service Providers. *Information & Management* Volume 41 Issue 6 pp685-695.
- Cooper, Donald R. & Schindler, Pamela S., 2006, "*Business Research Methods*", 9th edition. McGraw-Hill International Edition.
- Cronin, J.J dan Taylor, S.A., 1992, "Measuring Service Quality: A Reexamination and Extension", *Journal of Marketing*, July (56): 55-68.
- Crosby dan Taylor (1983), dalam Dharmmesta, B.S., (1999) Loyalitas Pelanggan: Sebuah Kajian Konsep-tual sebagai Panduan bagi Peneliti, *Jurnal Ekonomi dan Bisnis Indonesia*, Vol. 14, No. 3. Pp. 73-88.

- Dharmmesta, Basu Swasta, (1999) *Loyalitas Pelanggan: Sebuah Kajian Konseptual sebagai Panduan bagi Penalty*, *Jurnal Ekonomi dan Bisnis Indonesia*, Vol. 14, No. 3. Pp. 73-88.
- Dharmesta, Basu Swastha dan Irawan. (2002). *Manajemen Pemasaran Modern*. Liberty. Yogyakarta
- Dick, A.S dan Basu, K., 1994, "Customer Loyalty : Toward an Integrated Conceptual Framework", *Journal of The Academy Marketing Science*, Vol.22, p.99-113.
- Dwi Itasari dan Nina Ernawati. 2013. "The Influence of Trust and Commitment to Customer Loyalty with Customer satisfaction as an Intervening Variable (a case study on mobile phone customers in urban china products kemijen Semarang)". *Jurnal Dinamika Manajemen*. Vol. 2. No. 2. Hal. 33-48.
- Egger, F.N., 2001., Affective design of e-commerce user interface: How to maximize perceived trustworthiness. *In Proceedings of the International Conference on Affective Human Factors Design London: Asean Academic Press*.
- Fariza, Diana, 2008, "*Analisis Faktor-Faktor yang mempengaruhi Kepuasan Pelanggan Terhadap Kepuasan Pelanggan GSM Indosat di Kota Semarang*", Universitas Diponegoro, Semarang.
- Fasochah, Harnoto. 2016 "Analisi Pengaruh Kepercayaan dan Kualitas Layanan Terhadap Loyalitas Pelanggan dengan Kepuasan Konsumen Sebagai Variabel Mediasi (studi pada RS Darul Istiqomah Kaliwung Kendal). *Jurnal Ekonomi Manajemen Akutansi*. No. 34
- Ferdinand. 2006. *Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertai Ilmu Manajemen*. Semarang: Universitas Diponegoro.
- Fornell, Claes (1992), "A National Customer Satisfaction Barometer : The Swedish Experience", *Journal of Marketing*, Vol.56 (January), p.6-13
- Gefen, David (2002). "Customer Loyalty in E-Commerce," *Journal of the Association for Information Systems*, Volume 3
- Ghozali, Imam. 2008. *Aplikasi Analisis Multivariate Dengan Program SPSS*. Edisi Keempat. Semarang: Badan Penerbit Universitas Diponegoro.
- Griffin, Jill. 2005. *Customer Loyalty: Menumbuhkan dan Mempertahankan Kesetiaan Pelanggan*, Erlangga, Jakarta.

- Hair J.F. et.al (1995), *“Multivariate Data Analysis With Reading”, Fourth Edition*, Prentice Hall. New Jersey
- Hair, J.F., et al. (2010). *Multivariate data analysis. (7th edition)*. New Jersey : Pearson Education Inc.
- Harjanto, Ryan. 2010. *“Analisis Pengaruh Harga, Produk, Kebersihan dan Kualitas Layanan Terhadap Kepuasan Pelanggan ( Studi Pada Restoran Mamamia Cabang Semarang )”*. Semarang: Universitas Diponegoro.
- Hidayah, Nurul. 2016. Analisis Pengaruh Kualitas Pelayanan, Harga Terhadap Kepuasan Pelanggan yang Berdampk Pada Loyalitas Pelanggan (studi pada Pelanggan CV. Nur Angkasa – Banyuwangi). *jurnal Ar-Risalah*, Vol XVII, No. 1.
- Kotler, Philip. 2001. *Manajemen Pemasaran : Analisis, Perencanaan, Implementasi, dan Kontrol*. PT. Prehallindo, Jakarta.
- Kurniasih, 2012. “Pengaruh Harga dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Melalui Variabel Kepuasan Pelanggan (Studi Pada AHASS 0002-ASTRA MOTOR Siliwangi Semarang),” *Jurnal Administrasi Bisnis*, Volume 1, Nomor 1. September 2012.
- \_\_\_\_\_. 2002. *Manajemen Pemasaran : Analisis, Perencanaan, Implementasi, dan Kontrol*. PT. Prehallindo, Jakarta.
- \_\_\_\_\_. 2007. *Manajemen Pemasaran*, Edisi 12, Jilid 1, PT.Indeks, Jakarta.
- Laili Rachmawati Chairiyah dan Mudjahidin. 2014. “Analisis Kepercayaan dan Kepuasan Pelang-gan Layanan Internet Banking dengan Penerapan Model Delone dan Mclean dimodifikasi (Studi Kasus Bank BUMN dan Bank Swasta)”. *Jurnal Teknologi Informasi*. Institut Teknologi Sepuluh Nopember.
- Laely, Nur. 2016. Analisis pengaruh kepercayaan dan harga terhadap loyalitas pelanggan dimediasi kepuasa pada PT. Telkomsel di kota kerdiri, *Jurnal Ilmu Ekonomi & Manajemen* Vol. 3, No. 2, Hal, 61-74.
- Margaretha, Moureen, 2004, “Studi Mengenai Loyalitas Pelanggan Pada Divisi Asuransi Kumpulan AJB Bumi Putera 1912”, *Jurnal Sains Pemasaran Indonesia*, Desember, Vol. III, No. 2: 289-308.

- Morgan, Robert M., dan Shelby D. Hunt, 1994, "The Commitment-Trust Theory of Relationship Marketing", *Journal of Marketing*, Vol. 58, July, pp. 20-38.
- Moutinho, Luiz dan Anne Smith. 2000. Modelling bank customer satisfaction through mediation of attitudes towards human and automated banking. *International Journal of Bank Marketing*. MCB University Press. Vol 18 No 3. pp 124-134
- Mowen, J dan Minor, Michael. 2002. *Perilaku Konsumen Edisi Kelima*. Erlangga, Jakarta.
- Nasution, M. N., 2005. *Manajemen Mutu Terpadu (Total Quality Management)*. Ghalia Indonesia, Bogor.
- Odin, Y, Odin, N, & Florence, P.V. (2001). Conceptual and operational aspects of brand loyalty : An empirical investigation. *Journal of Business Research*, 53(2), 75-84
- Olson, Peter. 1993. *Consumer Behavior and Marketing Strategy*. Edisi Keenam. McGraw-Hill. New York.
- Parasuraman, A., V.A., Zeithml dan L.L., Berry., 1998, SERVQUAL : A Multiple Item Scale for Meansuring Consumer Perseption of Service Quality, hal 64, *Jurnal of Retailing*
- Pavlou, P. A. (2003). Consumer Acceptance of Electronic Commerce: Integrating Trust and Risk with the Technology Acceptance Model. *International Journal of Electronic Commerce*, 7 (3), 69–103.
- Pearson, N. 1996. "Building brands directly: creating business value from customer Relationships". *Macmillan Business*, Vol. 20, No: 6.
- Porter, Michael E. 1985. *Competitive Advantage: Creating and Sustaining Superior Performance*, New York Free Press.
- Prisanti, Mega D. Suyadi, Imam. Arifin, Zainul. 2016. Pengaruh E-Service Quality Dan E-Trust Terhadap E-Customer Satisfaction Serta Implikasinya Terhadap E-Customer Loyalty. *Journal Of Business Studies*.Vol. 2
- Purnamasari, Yulia. 2015. "Pengaruh Kualitas Layanan dan Harga Terhadap Kepuasan Konsumen M2 Fashion Online Di Singaraja Tahun 2015". *Jurnal Jurusan Pendidikan (JJP)*. Vol. 5. No. 1. Singaraja. UPGS.

Reichheld, F.F., and P. Schefter. *E-Loyalty: Your Secret Weapon on the Web*, Harvard Business Review (78:4), 2000, pp. 105-113.

Regina, Yamin. 2013. Persepsi Nilai, Persepsi Kualitas, dan Cira Perusahaan Terhadap Kepuasan Pelanggan Pada PT. Astra International Daihatsu di Manado. *Jurnal EMBA Vol. 1 No. 3* September 2013:1231-1240.

Setyaningsih, Oktania. 2014. Pengaruh Persepsi Kualitas Pelayanan E-Commerce Terhadap Kepuasan Pelanggan, Kepercayaan Dan Loyalitas Pada Produk Fashion. *Jurnal Bisnis dan Manajemen*. Vol 14, No: 67-80.

Sugiyono. 2008. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. ALFABETA. Bandung

\_\_\_\_\_. 2010. *Statistika Untuk Penelitian*. ALFABETA. Bandung

\_\_\_\_\_. 2012. *Memahami Penelitian Kualitatif*. ALFABETA. Bandung

Suliyanto. 2006. *Metode Riset Bisnis*. CV Andi Offset. Yogyakarta

\_\_\_\_\_. 2011. *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. ANDI. Yogyakarta.

Saputro W Hendra. 2008. *Pengertian E-Commerce \_ Blog Indonesia Bali Web Hosting, Web Design, and Domain Name Company.htm*, diakses tanggal 6 of Februari 2008

Suyanto, M. 2003. *E – commerce Perusahaan Top Dunia*. Andi. Yogyakarta.

Tjiptono, Fandy. 1999. *Strategi Pemasaran*, ANDI. Yogyakarta

\_\_\_\_\_. 2001. *Manajemen Jasa. Edisi Kedua*. Andi Offset. Yogyakarta

\_\_\_\_\_. 2006. *Manajemen Jasa. Edisi Pertama*. ANDI. Yogyakarta

\_\_\_\_\_. 2008. *Strategi Pemasaran: Edisi 3*. Andi Offset. Yogyakarta

Tominda, satrio. 2016. pengaruh harga dan citra merek terhadap loyalitas pelanggan produk *footwear* Yongki Komaladi. *Jurnal Ilmu dan Riset Manajemen*. Vol 5, No: 7

Zeithaml, VA, Parasuraman, A and Berry LL, "Delivering Quality Service Balancing Customer Perceptions and Expectations", The Free Press, New York, 1990

[http://achfiarianty.blogspot.co.id/2015/01/e-commerce\\_17.html](http://achfiarianty.blogspot.co.id/2015/01/e-commerce_17.html)

<http://tekno.liputan6.com/read/2498234/indonesia-jadi-raja-e-commerce-di-asean>

<http://www.topbrand-award.com/top-brand-survey/survey>  
[result/top brand index 2016 fase 2](#)