

DAFTAR PUSTAKA

- Aryanto, A. (2018, September 13). *Kabar Indonesia*. Dipetik Maret 23, 2019, dari Wartaekonomi.co.id: <https://www.wartaekonomi.co.id/read194905/5-negara-dengan-pertumbuhan-e-commerce-tertinggi.html>
- iPrice. (2019, Januari 31). *Demografi*. Dipetik Maret 24, 2019, dari Katadata.co.id: <https://databoks.katadata.co.id/datapublish/2019/01/31/ini-e-commerce-indonesia-paling-diminati-pada-triwulan-iv-2018>
- Jung, N. Y., & Seock, Y. K. (2015). Effect of service recovery on costumers' perceived justice, satisfaction, and word-of-mouth intentions on online shopping websites. *Journal of retailing and consumer services*, 25.
- Kama. (2018, Januari 19). *Tren*. Dipetik Maret 24, 2019, dari Nextren.grid.id: <https://nextren.grid.id/read/0124363/inilah-tren-e-commerce-2018-di-indonesia-menurut-toko-online-ini?page=all>
- Khan, A. S., Liang, Y., & Shahzad, S. (2015). An Empirical Study of Perceived Factors Affecting Customer Satisfaction to Re-Purchase Intention in Online Stores in China. *Journal of Service Science and Management*, 295.
- Kundu, S., & Datta, S. K. (2014). Impact of trust on the relationship of e-service quality and customer satisfaction. *Emerald*.
- Kotler, Philip and Kevin Lane Keller. (2016). *Marketing Management*, 15th Edition, Pearson Education, Inc.
- Lin, Y., Luo, J., Cai, S., Ma, S., & Rong, K. (2015). Exploring the service quality in the e-commerce context: a triadic view. *Emerald*, 391.
- Melinda. (2017). PENGARUH E-SERVICE QUALITY TERHADAP E-LOYALTY PELANGGAN GO-JEK MELALUI E-SATISFACTION PADA KATEGORI GO-RIDE. *AGORA*, 1.
- Chen, Y., Yan, X., & Fan, W. (2015). Examining the Effects of Decomposed Perceived Risk on Consumer Online Shopping Behavior: A Field Study in China. *Engineering Economics*, 316.
- Iacobucci, D., Riquelme, I. P., & Roman, S. (2016). Consumers' Perceptions of Online and Offline Retailer Deception: A Moderated Mediation Analysis. *Journal of Interactive Marketing*, 17.

- Khan, A. S., Liang, Y., & Shahzad, S. (2015). An Empirical Study of Perceived Factors Affecting Customer Satisfaction to Re-Purchase Intention in Online Stores in China. *Journal of Service Science and Management*, 292.
- Kusumasitta. (2014). RELEVANSI DIMENSI KUALITAS PELAYANAN DANKEPUASAN PELANGGAN BAGI PENGUNJUNG MUSEUMDi TAMAN MINI INDONESIA INDAH. *Jurnal Manajemen dan Pemasaran Jasa*, 161.
- Laurent, F. (2016). PENGARUH E-SERVICE QUALITY TERHADAP LOYALITAS PELANGGAN GO-JEK MELALUI KEPUASAN PELANGGAN. *AGORA*, 95.
- Lin, Y., Luo, J., Cai, S., Ma, S., & Rong, K. (2015). Exploring the service quality in the e-commerce context: a triadic view. 391.
- Yu, X., Roy, S. K., Quazi, A., Nguyen, B., & Han, Y. (2015). Internet entrepreneurship and “the sharing of information” in an Internet-of-Things context. 76.
- Purnamasari, D. (2017, Maret 2). *Gaya Hidup*. Retrieved Maret 27, 2019, from Tirto.id: <https://tirto.id/tempat-belanja-online-favorit-kelas-menengah-cjZv>
- Sugiyono. (2013). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.