

DAFTAR PUSTAKA

- Parasuraman, A., Zeithaml, V.A. and Berry, L.L. (1998), *SERVQUAL: a multiple item scale for Measuring consumer perceptions of service quality*, Journal of Retailing, vol. 64 No, 1, pp. 12-40.
- Ribbink, Dinna. Van Riel, A.C.R., Lijander, V. And Streukens, Sandra. (2004), *COMFORT your online customer : quality, trust and loyalty on the internet*, Journal of Managing Service Quality, vol. 14 No. 6, PP. 446-456.
- Sekaran, Uma. (2006). "Research Methods for Bussiness". Jakarta. Salemba Empat, Jakarta.
- Cooper, Donald.R, dan Schindler, Pamela S, (2008), Metode Riset Bisnis, jakarta
- Komara, tirta anto. (2015). *E-satisfaction dan E-loyalty Dalam Bisnis Jasa Penerbangan* , vol.8, No. 1, April 2015, 34 – 46
- Ranjbarian, Bahram.,Fathi, Saeed.,Rezai, Zeynab. (2012), *Factor Influencing on Customer E-satisfaction : Case Study From Iran*, vol 3, No 9, ijrb.web.com
- Behjati, Saeed., Nahich, Mohammad., Othaman, Siti Norezam, (2012), *Interrallation Between E-service Quality and E-Satisfaction and Loyalty*, European Journal of Bussiness and Management, Vol 4, No 9, 2012.
- Valvi, Aikaterini.C., dan West, Douglas.C (2013), *E-LOYALTY IS NOT ABOUT TRUST, PRICE ALSO MATTERS: EXTENDING EXPECTATION-CONFIRMATION THEORY IN BOOKSELLING WEBSITES*, Journa of electroniic commerce research, Vol 14, No 1, 2013.

Harisno, dan Pujadi, Tri., *E-bussiness dan E-commerce Sebagai Tren Taktik Baru Perusahaan*, Committ, Vol 3, No 2, Oktober 2009, Hal. 66 – 69.

Tammubua, Yeni., Sodjiono, Bambang., (2015), *Evaluasi Faktor Keberhasilan Aplikasi Pemantau Pelaksanaan Program Dan Kegiatan (Studi Kasus : Bpsdmpk Pmp Kemdikbud Ri)*, STMIK AMIKOM Yogyakarta, 6-8 Februari 2015.

Purwadi, (2012), *Keamanan Dalam Bertransaksi Melalui E-commerce*, 2012, Medan.

Sriwidodo, Untung., dan Indriastuti, Rully Tri., (2010), *Pengaruh Dimensi Kualitas Pelayanan Jasa Terhadap Kepuasan Nasabah*, *Jurnal Ekonomi dan Kewirausahaan* Vol 10, No 2 , Oktober 2010. 164 – 173.

Maulana, Shabur Miftah., Susilo,Heru., Riyadi., (2015) *Implementasi E Commerce Sebagai Media Penjualan Online (Studi Kasus Pada Toko Pastbrik Kota Malang)*, *Jurnal Administrasi Bisnis*, vol 29, No1, Desember 2015

Al-Hawari, Mohammad a ahmad., (2014) "*Does customer sociability matter? Differences in e-quality, e-satisfaction, and e-loyalty between introvert extravert online banking users*", *Journal of Services Marketing*, Vol. 28.

Ghozali, Imam. 2008. *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang: BP UNDIP

Ghane, Sheila., Fathian, M., Gholamian, M.R.,(2011), *Full Realtionship Among E-Satiasfaction, E-Trust, E-Service Quality And Loyalty*, *Journal Of Theoretical And Applied Information Tekhnology*, Vol 33 No 1, 2011

<http://www.internetworldstats.com/stats3.htm>, diakses tahun 2017

<http://www.emeraldinsight.com>, diakses 2017