

## DAFTAR PUSTAKA

- Al Karim, R. (2013). Customer Satisfaction in Online Shopping: a study into the reasons for motivations and inhibitions. *Journal of Business and Management, 11*, 13–20.
- Ana Retnoningsih dan Suharso. (2006). *Kamus Besar Bahasa Indonesia*. Semarang: CV. Widya Karya.
- APJII. (2016). Penetrasi dan Perilaku Pengguna Internet 2016.
- Atmaningrum, P. . (2015). *Step By Step Membuat Busana Bayi dengan Mudah dan Murah*. Yogyakarta: Penerbit Andi.
- Darmawan, D. (2013). *Metode Penelitian Kuantitatif. PT Remaja Rosdakarya Offset*. Bandung.
- Häubl, G., dan V. T. (2000). Consumer Decision Making in Online Shopping Environments. *Marketing Science, 19*(The Effects of Interactive Decision Aids), 4–21.
- Ishak, A. (2012). Analisis Kepuasan Pelanggan Dalam Belanja Online. *Jurnal Siasat Bisnis, 16*, 142.
- Jaffe, H. Rosa, R. (1990). *Childrenswear Design, Fairchild Books & Visuals*. USA.
- Kotler, P. (2003). *Marketing Management (11th Editi)*. New Jersey: Prentice Hall Int'l.
- Kotler, P. & G. A. (2010). *Prinsip-Prinsip Pemasaran, Jilid 1 dan 2 (Edisi Kedu)*. Jakarta: Erlangga.
- Lupiyoadi, R. (2001). *Manajemen Pemasaran Jasa Teori dan Praktik*. Jakarta: Salemba Empat.
- Nazir, M. (2010). *Metode Penelitian*. Bogor: Gahlia Indonesia.
- Noor, J. (2011). *Metodologi Penelitian : Skripsi, Tesis, Disertasi, dan Karya Ilmiah*. Jakarta: Kencana.
- Oliver, R. . (1980). *A cognitive model of the antecedents and consequences of satisfaction decisions*. J.Mark.
- Pratama. I Putu Agus E. (2015). *E-Commerce, E-Business, Dan Mobile Commerce*. Bandung: Informatika Bandung.
- Purbo, O.W., dan A. A. W. (2001). *Mengenal E-Commerce*. Jakarta: PT Elex Media Komputindo.
- Ramziya Zikra, Z. Y. (2016). KEPUASAN WANITA BERBELANJA PRODUK

FASHION BERDASARKAN CARA MEMBELI. *Riset Aktual Psikologi*, 7, 55–66.

- Research, S. (2015). Study of Purchasing Behavior Baduta – Investment Product Category. Retrieved from <http://sigmaresearch.co.id/shop/woo-album-3/>
- Septa, M. (2016). Kumpulan E-commerce Penyedia Perlengkapan Bayi di Indonesia. Retrieved from <https://id.techinasia.com/daftar-ecommerce-penyedia-jual-perlengkapan-bayi>
- Shelly, G.B., Cashman, T.J. dan Vermaat, M. E. (2007). *Discovering Computers* (edisi 3). Jakarta: Salemba Infotek.
- Sidharta, I & Suzanto, B. (2015). Pengaruh Kepuasan Transaksi Online Shopping dan Kepercayaan Konsumen Terhadap Sikap Serta Perilaku Konsumen Pada E-Commerce. *Jurnal Computech & Bisnis*, 9, 27–28.
- Siregar, S. (2013). *Metode Penelitian Kuantitatif*. Jakarta: PT Fajar Interpratama Mandiri.
- Sugiyono. (2010). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2012). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Suparyo. (2016). Perbedaan Kulit Bayi Dengan Orang Dewasa. Retrieved from <http://daunbuah.com/perbedaan-kulit-bayi-dengan-orang-dewasa/>
- Suyanto, M. (2003). *Strategi Periklanan pada E-Commerce Perusahaan Top Dunia*. Yogyakarta: Andi Offset.
- Thi Song Hanh Phama, M. F. A. (2017). No Title. *Technological Forecasting & Social Change*, 1–5.
- Tjiptono, Fandy dan Gregorius, C. (2011). *Service, Quality and Satisfaction* (edisi 3). Yogyakarta: Andi Offset.
- Tjiptono, F. (2012). *Service Management Mewujudkan Layanan Prima*. Yogyakarta: Andi Offset.
- Tobias H. Engler n, Patrick Winter, M. S. (2015). Understanding online product ratings. *Retailing and Consumer Services*, 27(A customer satisfaction model), 113–120.
- Widiyanto, I & Prasilawati, S. L. (2015). Perilaku Pembelian Melalui Internet. *Jurnal Manajemen Dan Kewirausahaan*, 17, 109–111.
- Wilkie, W. L. (2010). *Consumer Behavior* (Third Edit). New York: Jhon Wiley & Sons Inc.
- Xu, X. (2018). Examining an asymmetric effect between online customer reviews emphasis and overall satisfaction determinants. *Business Research*, 2–4.

Yuren Wang, Xin Lu, Y. T. (2018). Impact of product attributes on customer satisfaction. *Electronic Commerce Research and Applications*, (an analysis of online reviews for washing machines), 1–3.

Zeithaml, Valarie A. and Bitner, M. J. (2000). *Service Marketing* (Int'l Edit). New York: McGraw Hill Inc.