

DAFTAR PUSTAKA

- Afshardost, M., SepidehFarahmandian, & SadiqEshaghi, S. M. (2013). Linking trust, perceived website quality, privacy protection, gender and online purchase intentions. *IOSR Journal of Business and Management (IOSR-JBM)*, 13(4), 63–72.
- Ba, S., & Pavlou, P. A. (2002). Evidence of the effect of trust building technology in electronic markets: Price premiums and buyer behavior. *MIS Quarterly: Management Information Systems*, 26(3), 243–268. <https://doi.org/10.2307/4132332>
- Barnes, S., & Vidgen, R. (2002). An Integrative Approach to the Assessment of E-Commerce Quality. *Journal of Electronic Commerce Research*, 3, 114–127.
- Bavarsad, B., Rahimi, F., & Mennatyan, M. A. (2013). A Study of the Effects of Website's Perceived Features on the Intention to Use Eshopping. *World Applied Programming*, 3(6), 252–253.
- Bressolles, G., Durrieu, F., & Giraud, M. (2007). The impact of electronic service quality's dimensions on customer satisfaction and buying impulse. *Journal of Customer Behaviour*, 6(1), 37–56. <https://doi.org/10.1362/147539207X198365>
- Colquitt, J. A., & Rodell, J. B. (2011). Justice, trust, and trustworthiness: A longitudinal analysis integrating three theoretical perspectives. *Academy of Management Journal*, 54(6), 1183–1206. <https://doi.org/10.5465/amj.2007.0572>
- Firdayanti, R. (2012). Persepsi Risiko Melakukan E-Commerce Dengan Kepercayaan Konsumen Dalam Membeli Produk Fashion Online. *Journal of Social and Industrial Psychology*, 1(1).
- Furkonudin, Suryadi, E., & Darmanto. (2016). Evaluasi Kualitas Layanan Website E-Commerce Blibli.Com Menggunakan Metode Webqual 4.0 Terhadap Keputusan Pembelian Online. *Seminar Nasional Teknologi Informasi Dan Multimedia*.
- Ghafiki, R., & Setyorini, R. (2017). Pengaruh Kualitas Website Terhadap Keputusan Pembelian Pada Situs Bukalapak.Com. *E-Proceeding of Management*, 4(2), 678–686.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS*. Badan Penerbit Universitas Diponegoro.
- Ginting, N. F. H. (2011). *Manajemen Pemasaran*. Yrama Widya.
- Hendrata, Y. K., Purbandari, T., & Mujilan. (2013). Pengaruh Structural Assurance Dan Perceived Reputation Terhadap Trust Pengguna Internet Di Sistem E-Commerce. *Jurnal Riset Manajemen Dan Akuntansi*, 1(1), 82.

- Hsiao, K.-L., Lin, C.-C., & Wang, X.-Y. (2010). Antecedents and consequences of trust in online product recommendations: An empirical study in social shopping. *Online Information Review*, 34(6), 935–953. <https://doi.org/10.1108/14684521011099414>
- Ihwan. (2019). *Top up E-money Menggunakan Shopee, Saldo Tak Bertambah*. DetikNews. https://news.detik.com/suara-pembaca/d-%0A4797088/top-up-e-money-menggunakan-shopee-saldo-tak-bertambah?_ga
- Janie, D. N. A. (2012). *Statistik Deskriptif & Regresi Linier Berganda Dengan SPSS*. Semarang University Press.
- Kim, H., & Linda, S. N. (2009). The Impact of Website Quality on Information Quality, Value, and Loyalty Intentions in Apparel Retailing. *Journal of Interactive Marketing*, 23(3), 221–223. <https://doi.org/10.1016/j.intmar.2009.04.009>
- Kimer, K. M., & McCord, M. (2002). Third-Party Assurances: Mapping The Road To Trust In E-Retailing. *Journal Of Information Technology Theory And Application*, 4(2), 63–82.
- Kotler, P., & Armstrong, G. (2012). *Marketing Management* (13 (ed.)). Prentice Hall.
- Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran*. Erlangga.
- Kotler, P., & Keller, K. L. (2012). *Marketing Management*. Education Limited.
- Kuncoro, M. (2011). *Metode Kuantitatif: Teori dan Aplikasi Untuk Bisnis dan Ekonomi*. UPP Sekolah Tinggi Ilmu Manajemen.
- Mcknight, D. H., & Chervany, N. L. (2002). What Trust Means in E-Commerce Customer Relationships: An Interdisciplinary Conceptual Typology Relationships: Typology An Interdisciplinary Conceptual. *International Journal of Electronic Commerce*, 6(2), 35–59. <https://doi.org/10.1080/10864415.2001.11044235>
- Mowen, J. C., & Minor, M. (2002). *Perilaku Konsumen* (5th ed.). Erlangga.
- Pavlou, P. A., & Gefen, D. (2002). Building Effective Online Marketplaces with Institutionbased Trust. *Proceedings of the 23rd International Conference on Information Systems*, 667–675.
- Peter, J. P., & Olson, J. C. (2013). *Perilaku Konsumen dan Strategi Pemasaran*. Salemba Empat.
- Priansa, D. J. (2017). *Perilaku Konsumen dalam Persaingan Bisnis Kontemporer*. Alfabeta.
- Robbins, S. P., & Judge, T. A. (2007). *Organizational Behavior*. Prentice-Hall Jersey.

- Sangadji, E. M., Sopiah, & Nikoemus. (2013). *Perilaku Konsumen: Pendekatan Praktis Disertai Himpunan Jurnal Penelitian*. Andi Offset.
- Santosa, P. B., & Hamdani, M. (2007). *Statistika Deskriptif dalam Bidang Ekonomi dan Niaga* (W. Hardani, W. C. Kristiaji, & S. Saat (eds.)). Erlangga.
- Santoso. (2016). *Statistika Hospitalis*. Deepublish.
- Sastika, W. (2016). Analisis Pengaruh Kualitas Website (Webqual 4.0) Terhadap Keputusan Pembelian Pada Website E-Commerce Traveloka (Studi Kasus: Pengguna Traveloka di Kota Bandung Tahun 2015). *Seminar Nasional Teknologi Informasi Dan Komunikasi, Sentika*, 649–657. www.pegipegi.com,
- Schiffman, L. G., & Kanuk, L. L. (2008). *Perilaku Konsumen* (7th ed.). PT Indeks.
- Schiffman, L. G., & Kanuk, L. L. (2010). *Consumer Behavior* (10th ed.). Prentice Hall.
- Sonja, G. K., & Ewald, A. K. (2003). Empirical Research in Online rust : A review And Critical Asessment. *International Journal of Human-Computer Studies*, 586, 783–812.
- Sørum, H. (2014). *Dressed for Web Success? An Empirical Study of Website Quality in the Public Sector* (PhD series). PublisherCopenhagen Business School [Phd].
- Sugiyono. (2012). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. CV Alfabeta.
- Sugiyono. (2014a). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. CV Alfabeta.
- Sugiyono. (2014b). *Metode Penelitian Pendidikan*. CV Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. CV Alfabeta.
- Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. CV Alfabeta.
- Suhardi, D., & Taufik, N. (2018). The Analysis of Ease of Use, Trust, and Website Quality towards Purchasing Decision in Lazada.co.id. *Indonesian Journal Of Business And Economics*, 1(1), 38–48. <https://doi.org/10.25134/ijbe.v1i1.1358>
- Suharno, & Sutarso, Y. (2010). *Marketing in practice*. Graha Ilmu.
- Suharsimi, A. (2013). *Prosedur Penelitian: Suatu Pendekatan Praktek*. Rineka Cipta.
- Suharyadi, & Purwanto, S. K. (2017). *Statistika untuk Ekonomi dan Keuangan Modern*. Salemba Empat.
- Supriyono, K., Hasiolan, L. B., & Warso, M. M. (2014). Pengaruh Produk, Harga Dan Promosi Terhadap Keputusan Konsumen Dalam Membeli Rumah Pada Perumahan Bukit Semarang Baru (Bsb) City Di Semarang. *Jurnal Skripsi Ekonomi Manajemen*, 1–16.

- Suryani. (2017). *Metode Riset Kuantitatif*. Prenada Media.
- Susilo, M. D., & Wardoyo. (2017). Faktor-faktor yang Berpengaruh Terhadap Keputusan Pembelian Secara Online. *Conference on Management and Behavioral Studies*, 293–302.
- Syahrul, Tressyalina, & Zuve, F. O. (2017). *Metodologi Penelitian Pembelajaran Bahasa Indonesia*. Sukabina Press.
- Tirtana, I., & Sari, P. S. (2014). Analisis Pengaruh Persepsi Kebermanfaatan, Persepsi Kemudahan dan Kepercayaan terhadap Penggunaan Mobile Banking. *Seminar Nasional Dan Call For Paper*, 25, 671–688.
- Turban, E., King, D., Lee, J. K., & Viehland, D. (2010). *Electronic Commerce 2010: A Managerial Perspective* (10th ed.). Prentice Hall.
- Wardana, W. (2018). *Strategi Pemasaran*. Deepublish.
- Yousafzai, S. Y., Pallister, J. G., & Foxall, G. R. (2003). A proposed model of e-trust for electronic banking. *Technovation*, 23(11), 847–860. [https://doi.org/10.1016/S0166-4972\(03\)00130-5](https://doi.org/10.1016/S0166-4972(03)00130-5)