

DAFTAR PUSTAKA

- Anderson, R.E. & Srinivasan, S.S. (2003), E-satisfaction and e-loyalty: a contingency framework. *Psychology & Marketing*, 20, hal:123–13.
- Chiu, C. -M., Chiu, C. -S., and Chang, H. -C. (2007), Examining the Integrated Influence of Fairness and Quality on Learners' Satisfaction and Web-based Learning Continuance Intention. *Information Systems Journal*, 17(3), 271-287.
- Cho Yoon C., Esen Sagynov (2015), Exploring Factors That Affect Usefulness, Ease Of Use, Trust, And Purchase Intention In The Online Environment. *International Journal of Management & Information Systems – First Quarter*, 19(1).
- Chong Hyonsong, Dewaynna Cates, Rupak Rauniar, (2010), Validity of Delone and Mclean's E-Commerce Model in B2C Student Loan Industry, *Journal of International Technology and Information Management*, 19(1).
- Cooper D. R. dan Pamela S. S., (2003), *Business Research Method*. Eight. Edition. New York: McGraw Hill.
- Cronin, J.J., Brady, M.K. & Hult, G.T.M. (2000) Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments. *Journal of Retailing*, 76, hal:193–218.
- Davis, F. (1989), 'Perceived usefulness, perceived ease of use, and user acceptance of information technology', *MIS Quarterly*, 13, hal:318-339.
- DeLone, W.H. & McLean, E.R. (1992), Information systems success: the quest for the dependent variable. *Information Systems Research*, 3, hal:60–95.
- DeLone, W.H & McLean, E R., (2003), The DeLone and McLean model of information systems success: A ten-year update', *Journal of management Information Systems*, vol 19(4).
- Ferdinand, A. (2006), *Metode Penelitian Manajemen*, Edisi Kedua, Semarang: Badan Penerbitan Universitas Diponegoro.
- Karahanna, E., Straub, D.W. & Chervany, N.L. (1999), Information technology adoption across time: a cross-sectional comparison of pre-adoption and post-adoption beliefs. *MIS Quarterly*, 23, hal:183–213.
- Kotler, Philip. (2005), *Manajemen Pemasaran*, Jilid 1 dan 2. Jakarta: PT. Indeks. Kelompok Gramedia.
- Laudon, J., dan Laudon, K. C. (2016), *Sistem Informasi Manajemen: Mengelola Perusahaan Digital*, Edisi Ketigabelas, Jakarta: Salemba Empat.

- Livari J., (2005), An Empirical Test of the DeLone and McLean Model of Information System Success, *Database for advances in Information Systems*, 36(2), hal: 8 – 27.
- Maholtra, Naresh, K. Kim, Sung S, Agarwal, James. (2004), Internet users Information Privacy concern (IUCPC): The Construct, the scale, And a Causal Mode. *Information System Research*, 15(4), hal:336 - 355.
- Parasuraman, A., Zeithaml, V.A. & Berry, L.L. (1988), SERVQUAL: a multiple-item scale for measuring consumer perceptions of service quality, *Journal of Retailing*, 64, 12–40.
- Seddon, P.B. (1997), A respecification and extension of the DeLone and McLean model of IS success. *Information Systems Research*, 8, 240–253.
- Seddon, P., B., and Kiew, Min-Yen. (1994), *Partial Test and Development of DeLone and McLean's Model of Information Success*.
- Sugiyono, (2010), *Metode Penelitian Kuantitatif Kualitatif dan R&D*, Bandung : Alfabeta.
- Sun, Heshan.(2010), Transferring Attributes Of E-Commerce Systems Into Business Benefits: A Relationship Quality Perspective, *Journal of Electronic Commerce Research*, 11(2).
- Turban, E., King, D. Dan Volonino. (2010), *Electronic Commerce 2010*, Prentice Hall: New York.
- Turban, McLean & Wetherbe. (2001), *Information Technology for Management Transforming Business in the Digital Economy 3rd Edition*, USA: John Wiley & Sons, Inc.
- Wang Yi shun (2008), Assessing *e-commerce* systems success: a respecification and validation of the DeLone and McLean model of IS success, *Information Systems Journal*, 18, hal: 529–557.
- Widodo, Handayani, Saifi (2013), Pengaruh Aplikasi Sistem Informasi Manajemen (Sim) Terhadap Kinerja Karyawan, *Journal profit*, 7(1).
- Valvi, Aikaterini C., West, Douglas C., (2013) E-Loyalty Is Not All About Trust, Price Also Matters: Extending Expectation-Confirmation Theory In Bookselling Website, *Journal of Electronic Commerce Research*, 14(1).