

DAFTAR PUSTAKA

- Afifah, N. (2019). Pengaruh Sales Promotion terhadap Impulse Buying dengan Website Quality sebagai variabel intervening (Study pada Berrybenka). Bandung: Telkom University.
- Al- Manasra, E. A., Abu Zaid, "Mohammed Khair" Salee, & TaherQutaishat, F. (2013). Investigating the Impact of Website Quality on Consumers' Satisfaction in Jordanian Telecommunication Sector. *Arab Economic And Business Journal*.
- Athapaththu, J. C., & Kulathunga, D. (2018). Factors affecting online purchase intention: Effects of technology and social commerce. *Internation Business Research, 11*, 10.
- Bai, B., Law, R., & Wen, I. (2008). The impact of website quality customer satisfaction and purchase intentions: evidence from Chinese online visitors. *International Journal of Hospitality Management, 27*, 391–402.
- Barnes, S. J., & Vidgen, R. T. (2001). WebQual: An Exploration od Web Site Quality. *School of Management, University of Bath, Bath*.
- Bungin, B. (2009). Metodologi Penelitian Kuantitatif: Komunikasi, Ekonomi, dan Kebijakan Publik serta Ilmu-Ilmu Lainnya. *Jakarta: Kencana*.
- Buttner, O. B., & Goritz, A. S. (2008). Perceived Trustwhorthiness of Online Shops. *Journal of Consumer Behaviour, 7*(pp), 35–50.
- Chaffey, D., & Chadwick, F. E. (2016). Digital Marketing: Strategy, Implementation and Practice. *Sixth Edition. United Kingdom. Pearson*.
- Chauhan, S., Banerjee, R., & Banerjee, S. (2019). The impact of website quality and reputation on purchasing intention towards online shopping. *Journal of Content, Community and Communication, 10*(5), 151–158. <https://doi.org/10.31620/JCCC.12.19/15>

- Chen, Y., H. H., & Lin, C. C. (2010). Website attributes that increase consumer purchase intention: A conjoint analysis. *Journal of Business Research*, 63, 1007–1014.
- Chih, W.-H., & Ren, M. (2020). The Relationships between Website Reputation, Website Quality, and Repeat Purchase Intention: The Moderating Effect of Trust. *Open Journal of Social Sciences*, 08(03), 507–513. <https://doi.org/10.4236/jss.2020.83043>
- Doney, P. M., & Cannon, J. P. (1997). An examination of the nature of trust in buyer–seller relationships. *Journal of Marketing*, 61(2), 35–51. <https://doi.org/10.1177/002224299706100203>
- Ganguly, B., Satya Bhusan, D., Dianne, C., & Milena, H. (2010). The effects of website design on purchase intention in online shopping: The mediating role of trust and the moderating role of culture. *International Journal of Electronic Business*, 8(4/5).
- Ghozali, I., & Latan, H. (2012). Partial Least Square : Konsep, Teknik dan Aplikasi SmartPLS 2.0 M3. *Semarang: Badan Penerbit Universitas Diponegoro.*
- Ghozali, Imam, & Latan, H. (2015). Partial Least Squares Konsep Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0. *Semarang: Badan Penerbit Universitas Diponegoro.*
- Grewal, D., & Levy, M. (2014). *Marketing, Fourth Edition, The McGraw-Hill, New York.*
- Ha, H.-Y., & Janda, S. (2009). Consumer e-shopping acceptance: Antecedent in a technology acceptance model. *Journal of Business Research*, 62(5), 565–571.
- Ha, S., & Stoel, L. (2009). Consumer e-shopping acceptance: Antecedents in a technology acceptance model. *Journal of Business Research*, 62(5), 565–571. [https://doi.org/10.1002/\(SICI\)1520-6653\(199824\)12](https://doi.org/10.1002/(SICI)1520-6653(199824)12)
- Hartono, J. (2013). Metodologi Penelitian Bisnis. *Yogyakarta: BPFE-Yogyakarta.*
- Hasanov, J., & Khalid, H. (2015a). The Impact of Website Quality on Online

- Purchase Intention of Organic Food in Malaysia: A WebQual Model Approach. *Procedia Computer Science*, 72, 382–389.
- Hasanov, J., & Khalid, H. (2015b). The Impact of Website Quality on Online Purchase Intention of Organic Food in Malaysia: A WebQual Model Approach. *Procedia Computer Science*, 72, 382–389. <https://doi.org/10.1016/j.procs.2015.12.153>
- Herbig, P., & Milewicz, J. (1993). The relationship of reputation and credibility to brand success. *Journal of Consumer Marketing*, 10(3), 18–24.
- Ho, L. A., Kuo, T. H., & Lin, B. (2012). The mediating effect of website quality on Internet searching behavior. *Computers in Human Behavior*, 28(3), 840–848. <https://doi.org/10.1016/j.chb.2011.11.024>
- Hsu, M., Chang, C., Chu, K., & Lee, Y. (2014). Determinants of Repurchase Intention in Online Group-Buying: The Perspectives of DeLone & McLean IS Success Model and Trust. *Computers in Human Behavior*, 36, 234–245.
- Indrawan, R., & Yuniawati, P. (2016). Metodologi Penelitian: Kuantitatif, Kualitatif, dan Campuran untuk Manajemen, Pembangunan, dan Pendidikan (Revisi). *Bandung: PT Refika Adiatama*.
- Jarvenpaa, S. L., & Tractinsky, N. (1999). Consumer trust in an internet store: A cross-cultural validation. *JCMC*, 5(2), 1–33.
- Jundrio, H., & Keni, K. (2020). PENGARUH WEBSITE QUALITY, WEBSITE REPUTATION DAN PERCEIVED RISK TERHADAP PURCHASE INTENTION PADA PERUSAHAHAAN E-COMMERCE. *Jurnal Muara Ilmu Ekonomi Dan Bisnis*, 4(2), 229. <https://doi.org/10.24912/jmieb.v4i2.7802>
- Kim, J., & Lennon, S. J. (2013). Effects of reputation and website quality on online consumers' emotion, perceived risk and purchase intention: Based on the stimulus-organism-response model. *Journal of Research in Interactive Marketing*, 7(1), 33–56. <https://doi.org/10.1108/17505931311316734>

- Kotler, B., & Makens. (2014). *Marketing for Hospitality and Tourism. 7th Edition.*
- Kotler, P., & Keller. (2008). *Manajemen Pemasaran. Edisi Ketigabelas. Jilid 1. Jakarta: Erlangga.*
- Kotler, P., & Keller, K. L. (2013). *Manajemen Pemasaran, Jilid Kedua. Jakarta: Erlangga.*
- Ling, K. C., Chai, L. T., & Piew, T. H. (2010). The effects of shopping orientation, online trust and prior online purchase experience toward customers' online purchase intention. *International Business Research*, 3(3).
- Malhotra, N. K. (2009). *Metode Penelitian Kuantitatif, Kualitatif dan R&D. (S. Yagan, Ed.) (3rd Edition). Pearson.*
- Malhotra, N. K. (2010). *Riset Pemasaran (Marketing Research) (Edisi 4 Jilid 1). New Jersey, Indonesia: PT. Indeks.*
- Mona, et al. (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.
- Nguyen, N., & LeBlanc, G. (2001). Image and reputation of higher education institutions in students' retention decisions. *International Journal of Educational Management*, 15(6), 303–311. <https://doi.org/10.1108/EUM0000000005909>
- Octavia, D., & Tamerlane, A. (2017). The Influence of Website Quality on Online Purchase Intentions on Agoda.Com with E-Trust as a Mediator. *Binus Business Review*, 8(1), 9. <https://doi.org/10.21512/bbr.v8i1.1680>
- Pavlou, P. A. (2003). Consumer Acceptance of Electronic Commerce: Integrating Trust and Risk with the Technology Acceptance Model. *International Journal of Electronic Commerce*, 7(3), 69–103.
- Penitasari, N. (2017). Pengaruh Harga dan Kualitas Produk terhadap Minat Beli Abon Lele Bang Zay (Studi pada Konsumen Abon Lele Bang Zay di Kota Malang). *Thesis. University of Muhammadiyah Malang.*

- Pramudita, A. A. G. (2017). *Peran Reputasi Dan Kualitas Website Sebagai Faktor Pendorong Sikap Belanja Online Dan Persepsi Risiko Serta Implikasinya Terhadap Niat Beli Konsumen Pada Toko Online Shopping Berrybenka*. 20–21.
- Priansa, D. J. (2017). *Perilaku Konsumen dalam Persaingan Bisnis Kontemporer*. Bandung: CV Alfabeta.
- Reuben, M. B., & David, A. K. (1986). The moderator-mediator distinctin in social psychological. *Journal of Peronality and Social Psychology*, 51(6), 1173–1182.
- Sekaran, U. (2014). *Metodologi Penelitian Untuk Bisnis (Research Methods for Business) Buku 1 Edisi 4*. Jakarta: Salemba Empat.
- Sekaran, U. (2017). *Metode Penelitian untuk Bisnis*. Jakarta: Salemba Empat.
- Siagan, H., & Cahyono, E. (2014). Analisis Website Quality, Trust, dan Loyalty Pelanggan Online Shop. *Jurnal Manajemen Pemasaran*, 8(2), 55–61.
- Sørum, H. (2014). *Dressed for web success? An empirical study of website quality in the public sector*.
- Standifrd, S. S. (2001). Reputation and e-commerce: eBay auctions and the asymmetrical impact of positive and negative ratings. *Journal of Management*, 27, 279–295. <http://jom.sagepub.com/cgi/content/abstract/27/3/279>
- Sugiyono. (2006). *Statistika Untuk Penelitian*. Bandung: CV Alfabeta.
- Sugiyono. (2011). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: CV Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Alfabet.
- Tangmanee, C., & Rawsena, C. (2016). Direct and indirect effects of perceived risk and website reputation on purchase intention: A mediating role of online trust. *International Journal of Research in Business and Social Science*, 5(6), 1–11.

Thamizhvanan, A., & Xavier, M. J. (2013). Determinants of customers' online purchase intention: an empirical study in India. *Journal of Indian Business Research*, 5(1), 17–32.

Utama, I. G. B. R. (2017). Pemasaran Pariwisata. *Yogyakarta: ANDI*.

van der Heijden, H., Verhagen, T., & Creemers, M. (2003). Understanding online purchase intentions: Contributions from technology and trust perspectives. *European Journal of Information System*, 12, 41–48.

