

DAFTAR PUSTAKA

- Al-Debei, 2015. Consumer Attitudes towards Online Shopping, The effect of Trust, Perceived Benefits, and Perceived Web Quality. *Internet Research*, Vol 25, No 5, pp 707-733.
- Chen, S.C. dan Dhillon, G.S. 2003. Interpreting Dimensions of Consumer Trust in e Commerce, *Information Technology dan Management*, 4, 303-318. E
- Dita Septiari. (2018). The Effect of E-WOM as Mediation of Website Quality and Trust. *Kinerja*. Volume 22, No. 2, 2018
- Ghozali Imam 2016. Analisis Multivariate Dengan Program Spss. Semarang: Badan Penerbit Universitas Diponegoro.
- Gregg, D.G. and Walczak, S. (2010). "The Relationship between Website Quality, Trust, and Price Premiums at Online Auctions". *Journal of Electronic Commerce Research*.
- Haekal. (2016). Pengaruh Electronic Word of Mouth Terhadap Kepercayaan Dan Keputusan Pembelian (Survei Pada Konsumen Produk Fashion Followers Akun Instagram Erigostore). *Jurnal Administrasi Bisnis (JAB)*. Vol. 40 No. 2 Jalilvand,
- M. R. dan Samiei, N. (2012), "The Impact of Electronic Word of Mouth On A Tourism Destination Choice: Testing the Theory of Planned Behavior (TPB)", *Internet Research*, Vol. 22 Iss: 5 pp. 591 – 612.
- Kim, Hyejeong and Niehm, L.S. (2009). "The Impact Of Website Quality On Information Quality, Value, And Loyalty Intentions In Apparel Retailing". *Journal of Interactive Marketing*.
- Kim, s., & park, h. (2013). Effects of various characteristics of social commerce (scommerce) on consumers trust and trust performance. *Journal of Interactive Marketing*
- Lim. Et.al. 2001. *Sustainable Marketing Enterprise in Asia*. Prentice Hall. Singapura.
- McKnight, D. H Choudhury, and Kacmar, C. (2002). Special Issue on Measuring eCommerce in Net-Enabled Organizations, Part 2 of 2: Developing and Validating Trust Measures for e-Commerce: An Integrative Typology *Information Systems Research* 13:334-359.
- Metha Aryska. (2017). Pengaruh Reputasi Perusahaan Dan Kualitas Pelayanan Terhadap Kepuasan Pasien (Kasus Rumah Sakit Islam Ibnu Sina Pekanbaru). *JOM FISIP* Vol. 4 No. 1 – Februari
- Nadiah Binti Tasin. (2017) Factors Influencing Customers Trust in Online Shopping Among Executives in a Bank. *Malaysian Journal of Social Sciences and Humanities*. Volume 2. issue 3
- Nur Afiah. (2018). Pengaruh Keamanan, Reputasi Dan Pengalaman Terhadap Trust Pengguna Internet Untuk Bertransaksi Secara Online. *Jurnal Ekonomi dan Pendidikan*. Volume 1 Nomor 2 Juli 2018.
- Ria, dkk. (2018) Pengaruh Electronic Word Of Mouth Terhadap Keterlibatan Keputusan Pembelian Dan Kepercayaan Sebagai Pemeditasi Pada Konsumen Shopee di Universitas Syiah Kuala. *Jurnal Ilmiah Mahasiswa Ekonomi Manajemen*. Vol. 3
- Rizky Kurniawan, dkk. (2018). Pengaruh Kualitas Website (Webqual 4.0) Terhadap Kepercayaan dan Dampaknya Pada Keputusan Pembelian Pada

- Website E-Commerce (Studi pada Konsumen PT. B). *Jurnal Administrasi Bisnis (JAB)*. Vol. 62.
- S. Sfenrianto, T. Wijaya, & G. Wang, "Assessing the buyer trust and satisfaction factors in the E marketplace", *Journal of Theoretical and Applied Electronic Commerce Research*, Vol. 13, No. 2, pp. 43-57, 2018.
- Sarwono, Jonathan. 2012. "Metode Riset Skripsi: Pendekatan Kuantitatif (Menggunakan Prosedur SPSS)". PT. Elex Media Komputindo: Jakarta
- Sekaran, Uma. 2013. *Metodologi Penelitian Untuk Bisnis*, Salemba Empat, Jakarta.
- Sugiyono. (2017). *Statistika Untuk Penelitian*. Penerbit Alfabeta. Jakarta.