



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk menggubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

Daftar Pustaka

- A. (n.d). Di Era Digital, Seberapa Besar Industri Kreatif Dorong Ekonomi Indonesia. Retrieved January 15, 2017, from <https://www.mindtalk.com/channel/fyi/post/di-era-digital-seberapa-besar-industri-kreatif-do-702105652075479135.html>
- Abdul, N. S., Razak, Marimuthu, M., Omar, A., & Mamat, M. (2013). Trust and Repurchase Intention on Online Tourism Services among Malaysian Consumers. *Social and Behavioral Sciences*, 130, 577-582. doi:10.1016/j.sbspro.2014.04.067
- Anggoro, Y. D. (?2016, May 23). Redaksi. Retrieved January 15, 2017, from <http://redaksi.co.id/66129/pengguna-internet-indonesia-diprediksi-tembus-3-besar-di-asia-pasifik.html>
- Aren, S., Guzel, M., Kabadayi, E., & Alpkan, L. (2013). Factor Affecting Repurchase Intention to Shop at the Same Website. *Social and Behavioral Sciences*, 99, 536-544.
- Ariffin, S., Yusof, J. S., Putif, L., & Azalan, M. I., Shah. (2016). Factors Influencing Perceived Quality and Repurchase Intention Towards Green Products. *Procedia Economics and Finance*, 37, 391-396. doi:10.1016/S2212-5671(16)30142-3
- Bao, H., Li, B., Shen, J., & Hou, F. (2016). Repurchase Intention in Chinese E-marketplace: Roles of Interactivity, Trust and Perceived Effectiveness of E-commerce Institutional Mechanisms. *Industrial Management & Data Systems*, 116(8), 462-476. doi:10.1108/IMDS-07-2015-0296
- Barbosa, F. P., Mota, Porto, C. G., Bellini, Da Silva, J. M., Souza, & Nogueira, T. D., Oliveira. (2016). The influence of civic mindedness, trustworthiness, usefulness, and ease of use on the use of government websites. *Management Journal*, 51, 344-354. *Journal of Electronic Commerce Research*, 12(3), 199-213.
- Barnes, S. J., & Vidgen, R. T. (2002). An Integrative Approach to the Assessment of E-Commerce Quality. *Journal of Electronic Commerce Research*, 3(3), 114-127.
- Belanche, D., & Casalo, L. V. (2011). Website usability, consumer satisfaction and the intention to use a website: The moderating effect of perceived risk. *Journal of Retailing and Consumer Services*, 19, 124-132.
- Benny Fajarai CEO Qlapa, Dari Menjaga Warnet Hingga Forbes. (2016, May 28). Retrieved January 15, 2017, from

<http://www.4muda.com/benny-fajarai-ceo-qlapa-dari-menjaga-warnet-hingga-forbes/>

- BULUT, Z. A. (2015). Determinants of Repurchase Intention in Online Shopping: a Turkish Consumer's Perspective. *International Journal of Business and Social Science*, 6(10), 55-63.
- Casalo, L. V., Flavian, C., & Guinaliu, M. (2011). The Generation of Trust in the Online Case of Spanish Electronic Commer.
- Casalo, L. V., Flavian, C., & Guinaliu, M. (2007). The role of security, privacy, usability and reputation in the development of online banking, 31(5), 583-603.
- Chien, S. H., Chen, Y. H., & Hsu, C. Y. (2011). Exploring the impact of trust and relational embeddedness in e-marketplaces: An empirical study in Taiwan. *Industrial Marketing Management*, 41, 460-468. doi:10.1016/j.indmarman.2011.05.001
- Chiu, C., Chang, C., Chen, H., & Fang, Y. (2009). Determinants of customer repurchase intention in online shopping. 33(4), 761-784. doi:10.1108/14684520910985710
- Curtis, T., Abratt, R., Dion, P., & Rhoades, D. L. (2011). Customer Satisfaction, Loyalty and Repurchase: Some Evidence from Apparel Consumers. *Review of Business*, 32(1), 47-57.
- D. (2015, November 25). Qlapa.com, "Rumah" Bagi Produk Kerajinan Tangan Lokal. Retrieved January 15, 2017, from <http://tekno.kompas.com/read/2015/11/25/15090097/Qlapa.com.Rumah.Bagi.Produk.Kerajinan.Tangan.Lokal>
- Doney, P. M., & Cannon, J. P. (2013). An Examination of the Nature of Trust in Buyer-Seller Relationship. *Journal of Marketing*, 61(2), 35-51.
- Flavian, C., & Guinaliu, M. (2006). Consumer trust, perceived security and privacy Three basic elements of loyalty to a web site. *Industrial Management & Data System*, 106(5), 601-620.
- Hair, J. F. (2010). *Multivariate data analysis*. Upper Saddle River, NJ: Prentice Hall.
- Harrison, K. (n.d.). Why a good corporate reputation is important to your organization. Retrieved January 15, 2017, from http://www.cuttingedgepr.com/articles/corprep_important.asp

- Hartiani, J. (Ed.). (n.d.). Indonesia Peringkat 4 Pengguna Internet Asia. Retrieved January 15, 2017, from <http://katadata.co.id/grafik/2016/01/13/indonesia-peringkat-4-pengguna-internet-asia>
- Hsu, M. H., Chang, C. M., Chu, K. K., & Lee, Y. J. (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. doi:10.1016/j.chb.2014.03.065
- Hoffman, D. L., Novak, T. P., & Peralta, M. (1999). Building Consumer Trust in Online Environments: The Case for Information Privacy. *Communications of the ACM*, 42(4), 80-85.
- Hong, I. B., & Cho, H. (2011). The impact of consumer trust on attitudinal loyalty and purchase intentions in B2C e-marketplaces: Intermediary trust vs. seller trust. *International Journal of Information Management*, 31, 469-479. doi:10.1016/j.ijinfomgt.2011.02.001
- Johnson, D., & Grayson, K. (2003). Cognitive and affective trust in service relationships. *Journal of Business Research*, 58, 500-507. doi:10.1016/S0148-2963(03)00140-1
- Joo, J. (2015). Roles of the Buyer's Trust in Seller in Posted-Price Model of Consumer to Consumer E-Commerce. *Journal of Theoretical and Applied Electronic Commerce Research*, 10(3), 30-44. doi:DOI: 10.4067/S0718-18762015000300004
- Kim, M. S., & Ahn, J. H. (2007). Management of trust in the e-marketplace: The role of the buyer's experience in building trust. *Journal of Information Technology*, 22, 119-132. doi:10.1057/palgrave.jit.2000095
- Kolsaker, A., & Payne, C. (2002). Engineering trust in e-commerce: a study of gender-based concern. *Marketing Intelligence & Planning*, 20(4), 206-214.
- Koufaris, M., & Sosa, W. H. (2003). The development of initial trust in an online company by new customers. *Information & Management*, 41, 377-397.
- Laudon, K. C., & Traver, C. G. (2014). *E-commerce business*. Technology. Society. Boston: Pearson.
- Li, R., Kim, J., & Park, J. (2007). THE EFFECTS OF INTERNET SHOPPERS' TRUST ON THEIR PURCHASING INTENTION IN

CHINA. Journal of Information Systems and Technology Management, 4(3), 269-286.

- Li, H., Fang, Y., Wang, Y., Lim, K. H., & Liang, L. (2015). Are all signals equal? Investigating the differential effects of online signals on the sales performance of e-marketplace sellers. *Information Technology & People*, 28(3), 699-723.
- Lingyun, Q., & Dong, L. (2008). Applying TAM in B2C E-Commerce Research: An Extended Model. *TSINGHUA SCIENCE AND TECHNOLOGY*, 13(3), 265-272.
- Malhotra, N. K. (2010). *Marketing research: An applied orientation*. Boston: Pearson.
- Maulana, A. (Ed.). (2016, February 12). Jumlah Pengguna Internet Indonesia Capai 88,1 Juta. Retrieved January 15, 2017, from <http://tekno.liputan6.com/read/2197413/jumlah-pengguna-internet-indonesia-capai-881-juta>
- Miffsud, J. (2014, September 23). Why Web Site Usability is Important for a Comopany. Retrieved January 15, 2017, from <http://usabilitygeek.com/why-web-site-usability-is-important-for-a-compan/>
- Noviandari, L. (Ed.). (2015, January 22). Tech in Asia. Retrieved January 15, 2017, from <https://id.techinasia.com/transaksi-belanja-online-indonesia-2015>
- Okezone. (2016, January 28). Bisnis E-commerce di Indonesia Diprediksi Meningkatkan di 2016. Retrieved January 15, 2017, from <http://economy.okezone.com/read/2016/01/28/320/1299544/bisnis-e-commerce-di-indonesia-diprediksi-meningkat-di-2016>
- Riquelme, I. P., & Roman, S. (2014). Is the influence of privacy and security on online trust the same for all type of consumers? *Electron Markets*, 24, 135-149. doi:10.1007/s12525-013-0145-3
- Roberts, P. W., & Dowling, G. R. (2002). Corporate Reputation and Sustained Superior Financial Performance. *Strategic Management Journal*, 23, 1077-1093. doi:10.1002/smj.274
- Suarez, M. C., Torrente, Martinez, A. B., Prieto, & Alva, M. E., De Sagategui. (2012). Sirius: A heuristic-based framework for measuring web usability adapted to the type of website. *The journal of systems and Software*, 86, 649-663.

- Tempo. (2016, March 02). Industri Kreatif Sumbang Rp 642 Triliun dari Total PDB RI. Retrieved January 15, 2017, from <https://m.tempo.co/read/news/2016/03/02/090750007/industri-kreatif-sumbang-rp-642-triliun-dari-total-pdb-ri>
- Verhagen, T. (2006). Perceived risk and trust associated with purchasing at electronic marketplaces. *European Journal of Information Systems*, 15, 542-555.
- Weiss, A.M., Anderson, E., & MacInnis, D. J. (1999). Reputation Management as a Motivation for Sales Structure Decisions. *American Marketing Association*, 63(4), 74-89. Doi:10.1002/smj.274
- What does Trust Mean for Ecommerce? (2016, February 05). Retrieved January 15, 2017, from <http://wc-marketplace.com/trust-mean-ecommerce/>
- Yan, W. S., & Yu, C. H. (2013). Factors of influencing repurchase intention on deal-of-the-day group-buying website. *Information system & e-Business Management*, 2-70.
- Zhang, Y., Fang, Y., Wei, K. K., Ramsey, E., Mccole, P., & Chen, H. (2011). Repurchase intention in B2C e-commerce- A relationship quality perspective. *Information & Management*, 48, 192-200.

UMMN