



### **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

- Alexa. (2015). Klikdokter.com - Traffic Detail from Alexa [Online]. *Retrieved from*  
Alexa.com
- Ahn.T., Ryu.S.,& Han,I.(2007). The impact of web quality and playfulness on user  
acceptance of online retailing
- APJII. (2015). *Penggunaan Internet Pada Sektor Bisnis*
- Aladwani.M., & Palvia.P (2001). Developing and validating an instrument for  
measuring user perceived websites quality.
- Bansal et al. (2004). Relating e-satisfaction to behavioral outcomes: an empirical  
study
- Barkhi.R., & Wallace.L.(2008). The impact of personality type of on purchasing  
decisions in virtual stores.
- Collier.j., & Bienstock. C.(2006). Measuring service quality in e-retailing
- Cyr .(2008). Modeling web sites design across cultures: Relationships to trust,  
satisfaction and loyalty
- Dickinger A., & Stangl B. (2011). Website performance and behavioral  
consequences: a formative measurement approach. *Journal of business  
Research*
- Flores.L.(2006). Ten facts about the value of brand websites

Gounaris, S., Dimitriadis, S., & Stathakopoulos, V. (2010). An examination of the effects of service quality and satisfaction on customers' behavioral intentions in e-shopping. *Journal of Services Marketing*, 24(2).

Gummerus et al. (2004). Customer loyalty to content based websites: the case of an online health care service

Hair, J. F., Black, W. C., & Anderson, R. E. (2010). *Multivariate Data Analysis*. Pearson.

Kassim, N., & Abdullah, N. A. (2010). The effect of perceived service quality dimensions on customer satisfaction, trust, and loyalty in e-commerce settings. 22(3).

Klikdokter.com (2015). Tentang Kami. Retrieved From [https://www.klikdokter.com/tentang\\_kami](https://www.klikdokter.com/tentang_kami)

Levi.M. A shaker approach to website design

Malhotra, N. K. (2009). *Basic Marketing Research*. New Jersey: Pearson.

Malhotra, N. K. (2010, 11 15). *Marketing Research : New Jersey: Pearson*

Mukherjee, A., & Nath, P. (2007). Role of electronic trust in online retailing. *European Journal of Marketing*, 41(9/10).

Mukherjee, A., & Nath, P. (2007). Role of electronic trust in online retailing. *European Journal of Marketing*, 41(9/10).

Park.S. (2009). An analysis of the technology acceptance model in understanding university students behavioral intention to use e-learning.

*Strauss, J., & Frost, R. (2010). E-Marketing. New Jersey: Pearson.*

Setyanti, Elfa (2015, June, 11). Klikdokter.com akhirnya memiliki aplikasi mobile.

Retrieved from <https://id.techinasia.com/aplikasi-mobile-klikdokter>

Wijaya, Khrisna (2016, April, 25). Kumpulan Startup Kesehatan Terbaik Indonesia.

Retrieved from <https://id.techinasia.com/kumpulan-startup-kesehatan-di-indonesia>

Wijanto, S. H. (2008). *Structural Equation Modeling dengan LISREL 8.8*

UMMN