



### **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**

# UMN

## DAFTAR PUSTAKA

- Abidin, Fahmi. (2013). "Trends Ritel 2013 Hadapi Brand Asing Migrasi ke E-Commerce". 21 April 2013. [www.mix.co.id](http://www.mix.co.id).
- Ahn, Taesoo. (2010). "The effect of user motives and interactivity on attitude toward a sport website". *Department of Sport and Recreation Management*.
- Ajzen, I. (2001). "Nature and operation of attitude". *Annu. Rev. Psychol.* Vol. 52, 27-58.
- Ajzen, I., & Fishbein, M. (2000). "Attitude and the attitude-behavior relation: Reasoned and automatic process". *European Review of Social Psychology*, Vol. 11 (1), 1-33.
- Alfamart. (2014). "Tentang Alfamart". 2 Mei 2014. [www.corporate.alfamartku.com](http://www.corporate.alfamartku.com)
- Alfaonline. (2014). "www.alfaonline.com"
- Antara News. (2013). "Ekonomi Indonesia di Tengah Ketidakpastian". 28 desember 2013. [www.antaranews.com](http://www.antaranews.com).
- Antonella De Angeli, Jan Hartmann, Alistair Sutcliffe. (2009). "The effect of brand on the evaluation of websites". Manchester Business School.
- APJII. (2012), "Indonesia Internet Users". [www.apjii.or.id](http://www.apjii.or.id).
- Bansal et al., (2004). "Relating e-satisfaction to behavioral outcomes: an empirical study", *Journal of Services Marketing*, Vol. 18 (4), 290 - 302
- Bisnis Keuangan Kompas. (2014). "Pertumbuhan Ekonomi Indonesia Lebih Baik dari Perkiraan". 13 Februari 2014. [www.bisniskeuangan.kompas.com](http://www.bisniskeuangan.kompas.com).
- Boostrom et al. (2013). "Plenty of attitude: evaluating measures of attitude toward the site". *Journal of Research in Interactive Marketing*, Vol. 7 (3), 201-215.

- Brown, M., Pope, N., & Voges, K. (2003). "Buying or browsing? An exploration of shopping orientations and online purchase intention." *European Journal of Marketing*, Vol. 37 (11/12), 1666-1684.
- Carlson, J., & O'Cass, A. (2011). "Managing web site performance taking account of the contingency role of branding in multi-channel retailing". *Journal of Consumer Marketing*, Vol. 28 (7), 524-531.
- Carlson, J., & O'Cass, A. (2011). "Managing web site performance taking account of the contingency role of branding in multi-channel retailing". *Journal of Consumer Marketing*, Vol. 28 (7), 524-531.
- Casalo et al. (2008). "The role of satisfaction and website usability in developing customer loyalty and positive word-of-mouth in the e-banking services". *The International Journal of Bank Marketing*, Vol. 26 (6), 399-417.
- Chaffey, D., (2007). "E-Business and E-commerce Management". *Pearson Education Limited*, England.
- Chang, H.H., & Chen S.W. (2008). "The impact of online store environment cues on purchase intention". *Online Information Review*, Vol. 32 (6), 818-841.
- Chircu, A.M., & Mahajan, V. (2005). "Managing electronic commerce retail transaction cost for customer value". *Information Risk and Operations Management Department, McCombs Graduate School of Business*.
- Cober, R.T., Brown D.J., Keeping, L.M., & Levy, P.E. (2004). "Recruitment on the net: How do organizational web site characteristics". *Journal of Management*, 30, 623.
- Corritore et al. (2003). "On-line trust: Concepts, evolving themes, a model". *Int. J. Human-Computer Studies*, 58, 737-758.
- Coyle, J.R., & Thorson, E. (2001). "The effect of progressive level of interactivity and vividness in web marketing sites". *Journal of Advertising*, Vol. 30 (3).
- Datacon. (2011). "Perkembangan Bisnis Ritel Modern". Juni 2011. [www.datacon.co.id](http://www.datacon.co.id).

- Demageont, C., & Broderick, A.J. (2006). "Exploring the experiential intensity of online shopping environment". *Qualitative Market Research: An International Journal*, Vol. 9 (4), 325-351.
- Duffy, L., D., (2004). "Using on-line retailing as a springboard for catalog marketing". *Journal of Consumer Marketing*, Vol. 21 (3), 221-225.
- Garg, A. (2013). "Perceived ethics of online apparel retailers in india and consumer behavioral intensions". *Global Journal of Commerce & Management Perspective*, Vol. 2 (3), 44-51.
- Hair, J., Black, W., Babin, B., Anderson, R., Tatham, R., (2010). "Multivariate Data Analysis". *Pearson Education, Inc.*, New Jersey
- Harris, L.C., & Goode, M.M.H. (2010). "Online servicescapes, trust, and purchase intention". *Journal of Service Marketing*, Vol. 24 (3), 230-243.
- Hausman, A.V., & Siekpe, J.S. (2009). "The effect of web interface features on consumer online purchase intentions". *Journal of Business Research*, 62, 5-13.
- Hindarmara, Andre. (2011). "Kunci Sukses Ritel Membangun Merek". 5 September 2011. [www.frontier.co.id](http://www.frontier.co.id).
- Hindarto, Stefanus Yugo. (2010). "Pasar Ritel OnIline Indonesia Tumbuh 50 per Tahun". 13 Desember 2010. [www.techno.okezone.com](http://www.techno.okezone.com).
- Hong et al. (2004). "The effect of information format and shopping task on consumers' online shopping behavior: A cognitive fit perspective". *Journal of Management Information System*, Vol. 21 (3), 149-184.
- Hosein, N.Z. (2012). "Measuring the purchase intention of visitors to the auto show". *Journal of Management and Marketing Research*.
- Huang, Ming-Hui. (2003). "Designing website attributes to induce experiential encounters". *Computers in Human Behaviour*, 19, 425-442.
- Hutterz et al. (2013). "The impact of user interactions in social media on brand awareness and purchase intention the case of MINI on facebook". *Journal of Product & Brand Management*, 342-351.

- Jung-Hwan, K., Minjeong, K., & Jay K. (2009). "Buying environment characteristics in the context of e-service". *European Journal of Marketing*, Vol. 43 (9/10), 1188-1204.
- Kim, J., & Park, J. (2005). "A consumer shopping channel extension model: attitude shift toward the online store". *Journal of Fashion Marketing and Management*, Vol. 9 (1), 106-121.
- Klanac, N.G. (2008). "Customer value of website communication in business-to-business relationship". *Publication of the Swedish School of Economics and Business Administration*.
- Kurtz, D. & Boone. (2007). "Principles of Contemporary Marketing 14th Edition". US: Thomson South Western.
- Laudon, Kenneth C. & Traver, Carol Guercio (2008), "E-Commerce business, technology, society". *E-Commerce*, 10, 13
- Levy, S.E., & Gutwin, C. (2005). "Improving understanding of website privacy policies with fine-grained policy anchors". *International World Wide Web Conference Committee*.
- Limbu et al. (2012). "Perceived ethics of online retailers and consumer behavioral intentions the mediating roles of trust and attitude". *Journal of Research in Interactive Marketing*, 133-154.
- Limbu et al. (2012). "Perceived ethics of online retailers and consumer behavioral intentions the mediating roles of trust and attitude". *Journal of Research in Interactive Marketing*, 133-154.
- Lin, G.T.R., & Sun, Chia-Chi. (2009). "Factors influencing satisfaction and loyalty in online shopping: An intergrated model". *Online Information Review*, Vol. 33 (3), 458-475.
- Lwin, M., & Phau, I. (2013). "Effective advertising appeals for websites of small boutique hotels". *Journal of Research in Interactive Marketing*, Vol. 7 (1), 18-32.

- Lyons, B.D., & Marler, J.H. (2011). "Got image? Examining organizational image in web recruitment". *Journal of Managerial Psychology*, Vol. 26 (1), 58-76.
- Machfud, Inu R. (2008). "Pergeseran Preferensi Konsumen: Murah & Nyaman". 3 Maret 2008. [www.economy.okezone.com](http://www.economy.okezone.com).
- Malhotra, N., (2010). "Basic Marketing Research 6th Edition". *Pearson Education, Inc.*, New Jersey
- Malhotra, N., (2012). "Basic Marketing Research 4th Edition". *Pearson Education, Inc.*, New Jersey
- Marketing. (2013). "*Brand Switching Analysis dalam Industri Ritel Modern*". 26 Maret 2014. [www.marketing.co.id](http://www.marketing.co.id).
- Martinez, B., & Kim, S. (2012). "Predicting purchase intention for private sale sites". *Journal of Fashion Marketing and Management*, Vol. 16 (3), 342-365.
- Maulana, A.E., & Craig-Lees, M. (2003). "Repeat purchase theory and website revisitation frameworks". *Marketing Theory Track*.
- Molinari et al. (2008). "Satisfaction, quality and value and effects on repurchase and positive word-of-mouth behavioral intentions in a B2B services context". *Journal of Services Marketing*, Vol 22 (5), 363-373.
- Muala, A.M.A. (2011). "Antecedents of actual visit behavior amongst international tourists in Jordan: Structural equation modeling (SEM) approach". *American Academic & Scholarly Research Journal*, Vol. 1 (1).
- Muala, A.M.A. (2011). "Antecedents of actual visit behavior amongst international tourists in Jordan: Structural equation modeling (SEM) approach". *American Academic & Scholarly Research Journal*, Vol. 1 (1).
- Mukherjee, A., & Nath, P. (2007). "Role of electronic trust in online retailing: A re-examination of the commitment-trust theory". *European Journal of Marketing*, Vol. 41 (9/10), 1173-1202.
- Norman, D.A. (2003). "Emotional Design: Why We Love (or Hate) Everyday Things". *New York: Basic Books*.

- O'Brien & Marakas, (2008). "Management Information System". McGraw-Hill Companies, Inc., New York.
- Palla et al. (2012). "Is website interactivity beneficial for low involvement products?". *General Secretariat for Research and Technology*.
- Pavlou, P.A., & Gefen, D. (2004). "Building effective online marketplaces with institution-based trust". *Information System Research*, Vol. 15 (1), 37-59.
- Perry, M., & Bodkin, C. (2000). "Content analysis of fortune 100 company web sites". *Corporate Communication: An International Journal*, Vol. 5 (2), 87-96.
- Porat, T., & Tractinsky, N. (2008). "Affect as a mediator between web-store design and consumers' attitude toward the store". *Affect and Emotion in HCI, LNCS*, 142-153.
- Raney et al. (2003). "At the movies, on the web: An investigation of the effects of entertaining and interactive web content on site and brand evaluations". *Journal of Interactive Marketing*, Vol. 17 (4).
- Ranganathan, C., & Ganapathy, S. (2002). "Key dimensions of business-to-consumers web sites". *Journal of Information and Management*, 39, 457-465.
- Rehmani, M., & Khan, M.I. (2011). "The impact of e-media on customer purchase intention". *International Journal of Advanced Computer Science and Applications*, Vol. 2 (3).
- Santosa, P.I. (2004). "Cost-benefit analysis of website design and its effect on revisit intention". *Department of Information System*.
- Schiffman, L., & Leslie, L., K., (2007). "Consumer Behavior 9th Edition". *Pearson Education. Inc.*, New Jersey.
- Shera, A., (2010). "Step by Step Internet Marketing". PT. Elex Media Komoutindo, Jakarta.



- Shih, Hung-Pin. (2004). "An empirical study on predicting user acceptance of e-shopping on the web". *Information & Management Department*, Vol. 41, 351-368.
- Stauss, J., Frost R., (2009). "E-Marketing 5th Edition". *PearsonEducation, Inc.*, New Jersey.
- Steinfeld, C., Adelaar, T., & Liu, F. (2005). "Click and Mortar Strategies Viewed From the Web: A Content Analysis of Feature Illustrating Integration Between Retailers' Online and Offline Presence". *Electronic Market*, Vol. 15 (3).
- Sugiarto, Eddy Cahyono. (2013). "Prospek Ekonomi Indonesia 2014". 23 Desember 2013. [www.setkab.go.id](http://www.setkab.go.id).
- Swa. (2012). "Bisnis Ritel di Indonesia kian Menjanjikan". 26 Maret 2014. [www.swa.co.id](http://www.swa.co.id).
- Talukder, M., & Yeow, P.H.P. (2006). "A study of technical, marketing, and cultural difference between virtual communities in industrially developing and developed countries". *Asia Pacific Journal of Marketing and Logistic*, Vol. 18 (3), 184-200.
- Tekno Kompas. (2013), "Alfamart Luncurkan Toko Ritel Online". 23 Februari 2013. [www.tekno.kompas.com](http://www.tekno.kompas.com)
- Thorson, K.S., & Rodgers, S. (2006). "Relationships between blogs as ewom and interactivity, perceived interactivity, and parasocial interaction". *Journal of Interactive Advertising*, Vol. 6 (2), 34-44.
- Turban et al., (2008). "Electronic Commerce 2008: A Managerial Perspective". *PearsonEducation, Inc.*, New Jersey.
- Valle et al. (2006). "Tourist Satisfaction and destination and loyalty intention: A structural and categorical analysis". *International Journal of Business Science and Applied Management*, Vol. 1 (1).

- Van Noort et al. (2008). "The persuasiveness of online safety cues: The impact of prevention focus compatibility of web content on consumers' risk perceptions, attitudes, and intention". *Journal of Interactive Marketing*, Vol. 22 (4).
- Van Noort et al. (2008). "The persuasiveness of online safety cues: The impact of prevention focus compatibility of web content on consumers' risk perceptions, attitudes, and intention". *Journal of Interactive Marketing*, Vol. 22 (4).
- Virtsonis, N., & March-Harridge, S. (2008). "Website elements in B2B online communication: a case from the UK print industry". *Journal of Marketing Intelligence & Planning*, Vol. 26 (7), 699-718.
- Wang et. al. (2012). "The purchasing impact of fan identification and sports sponsorship". *Marketing Intelligence & Planning*, Vol. 30 (5), 553-566.
- Wann et al. (2014). "How can online store layout design and atmosphere influence consumer shopping intention on a website?". *International Journal of Retail & Distribution Management*, Vol. 42 (1), 4-42.
- Wijanto, S., (2008). "Structural Equation Modeling Dengan Lisrel 8.8". *Graha Ilmu*, Yogyakarta.
- Wolfenbarger, M., & Gilly, M. (2003). "eTailQ: Dimensionalizing, measuring and predicting etail quality". *Journal of Retailing*, 79, 183-198.
- Wu, G. (1999). "Perceived interactivity and attitude toward website". *The University of Texas at Austin*.
- Xiao, T., & Chunxiao, L. (2013). "Impact of brand personality and consumer ethnocentrism in China's sportswear market". *Asia Pacific Journal of Marketing and Logistics*, Vol. 25 (3), 491-509.
- Yoo, B., & Donthu, N. (2001). "Developing a scale to measure the perceived quality of an internet shopping site (SITEQUAL)". *Quarterly Journal of Electronic Commerce*, Vol. 2 (1), 31-47.

Yoo, B., Donthu, N., & Lee, S. (2000). "An Examination of Selected Marketing Mix Elements and Brand Equity". *Journal of the Academy of Marketing*, 28, 195.

Zaki, A., & SmitDev, Community, (2008). "7 CMS Pilihan untuk Internet Marketing". PT. Elex Media Komoutindo, Jakarta.