

REFERENCE

- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing*, 11(3), 246–267. <https://doi.org/10.1108/JRIM-04-2017-0022>
- Akram et al. (2010). *Search Engine Optimization Techniques Practiced in Organizations: A Study of Four Organizations*. 2(6), 134–139. <http://arxiv.org/abs/1006.4558>
- Al-Adwan, A. S., & Al-Horani, M. A. (2019). Boosting customer e-loyalty: A vast scale of online service quality. *Information (Switzerland)*, 10(12). <https://doi.org/10.3390/info10120380>
- Al-Adwan et al. (2019). Boosting customer e-loyalty: An extended scale of online service quality. *Information (Switzerland)*, 10(12), 1–27. <https://doi.org/10.3390/info10120380>
- Al-dweeri, R. M., Obeidat, Z. M., Al-dwiry, M. A., Alshurideh, M. T., & Alhorani, A. M. (2017). The Impact of E-Service Quality and E-Loyalty on Online Shopping: Moderating Effect of E-Satisfaction and E-Trust. *International Journal of Marketing Studies*, 9(2), 92. <https://doi.org/10.5539/ijms.v9n2p92>
- Ali, F. (2016). Hotel website quality, perceived flow, customer satisfaction, and purchase intention. *Journal of Hospitality and Tourism Technology*, 7(2), 213–228. <https://doi.org/10.1108/JHTT-02-2016-0010>

- Álvarez-García, J., González-Vázquez, E., del Río-Rama, M. de la C., & Durán-Sánchez, A. (2019). Quality in customer service and its relationship with satisfaction: An innovation and competitiveness tool in sport and health centers. *International Journal of Environmental Research and Public Health*, 16(20). <https://doi.org/10.3390/ijerph16203942>
- Anderson et al. (2003). E-Satisfaction and E-Loyalty: A Contingency Framework. *Psychology and Marketing*, 20(2), 123–138. <https://doi.org/10.1002/mar.10063>
- Bai, B., Law, R., & Wen, I. (2008). The impact of website quality on customer satisfaction and purchase intentions: Evidence from Chinese online visitors. *International Journal of Hospitality Management*, 27(3), 391–402. <https://doi.org/10.1016/j.ijhm.2007.10.008>
- Bailey, J. P. (1998). Intermediation and electronic markets: Aggregation and pricing in Internet commerce. *Massachusetts Institute of Technology*, 1993. <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.90.1434&rep=rep1&type=pdf>
- Bob Foster. (2016). The Effect of Price and Service Quality on Customer Satisfaction in Mutiara Hotel Bandung. *American Research Journal of Humanities and Social Sciences*. <https://doi.org/10.21694/2378-7031.16008>
- Bowen et al. (2015). Transitioning loyalty programs: A commentary on “the relationship between customer loyalty and customer satisfaction.” *International Journal of Contemporary Hospitality Management*, 27(3), 415–430. <https://doi.org/10.1108/IJCHM-07-2014-0368>

- Brian Solis, D. B. (2009). *Putting the Public Back in Public Relations*.
- Bright, J. (2016). The Social News Gap: How News Reading and News Sharing Diverge. *Journal of Communication*, 66(3), 343–365. <https://doi.org/10.1111/jcom.12232>
- Broutsou, A., & Fitsilis, P. (2012). Online Trust: The Influence of Perceived Company's Reputation on Consumers' Trust and the Effects of Trust on Intention for Online Transactions. *Journal of Service Science and Management*, 05(04), 365–372. <https://doi.org/10.4236/jssm.2012.54043>
- Bryant, J., & Beth Oliver, M. (2009). *Media Effects: Advances in Theory and Research, Third Edition*.
- Budiman, A., Yulianto, E., & Saifi, M. (2020). PENGARUH E-SERVICE QUALITY TERHADAP E-SATISFACTION DAN E-LOYALTY NASABAH PENGGUNA MANDIRI ONLINE. In *Jurnal Profit/* (Issue 1). <https://profit.ub.ac.id>
- Cai, S., & Xu, Y. (2006). Effects of outcome, process, and shopping enjoyment on online consumer behavior. *Electronic Commerce Research and Applications*, 5(4), 272–281. <https://doi.org/10.1016/j.elerap.2006.04.004>
- Chanadya, Handayani, P. W., & Pinem, A. A. (2020). Analysis of the effects of social support on trust in social commerce and its impact on intention to purchase and actual purchase: Trust-transfer perspectives. *2020 International Conference on Advanced Computer Science and Information Systems, ICAC SIS 2020*, 193–198. <https://doi.org/10.1109/ICAC SIS51025.2020.9263205>

- Chin, W. W. (1998). *The Partial Least Squares Approach to Structural Equation Modeling The Proactive Technology Project Recovery Function: A Methodological Analysis* [View project](#) [Research Methods](#) [View project](#).
<https://www.researchgate.net/publication/311766005>
- Chou, S., Chen, C. W., & Lin, J. Y. (2015). Female online shoppers: Examining the mediating roles of e-satisfaction and e-trust on e-loyalty development. *Internet Research*, 25(4), 542–561. <https://doi.org/10.1108/IntR-01-2014-0006>
- Costera Meijer, I., & Groot Kormelink, T. (2015). Checking, Sharing, Clicking and Linking: Changing patterns of news use between 2004 and 2014. *Digital Journalism*, 3(5), 664–679. <https://doi.org/10.1080/21670811.2014.937149>
- Daniel J Denis. (2018). *SPSS Data Analysis for Univariate, Bivariate, and Multivariate Statistics*.
- Dawi, N. M., Jusoh, A., Streimikis, J., & Mardani, A. (2018). Norazryana Mat Dawi et al. THE INFLUENCE OF SERVICE QUALITY ON CUSTOMER SATISFACTION AND CUSTOMER BEHAVIORAL INTENTIONS BY MODERATING ROLE OF SWITCHING BARRIERS IN SATELLITE PAY-TV MARKET. *RECENT ISSUES IN SOCIOLOGICAL RESEARCH Economics & Sociology*, 11(4), 198–218. <https://doi.org/10.14254/2071>
- Devaraj, S., Fan, M., & Kohli, R. (2002). Antecedents of B2C channel satisfaction and preference: Validating e-commerce metrics. *Information Systems Research*, 13(3), 316–333. <https://doi.org/10.1287/isre.13.3.316.77>

- Ding et al. (2015). On the relationships among brand experience, hedonic emotions, and brand equity. *European Journal of Marketing*, 49(7–8), 994–1015. <https://doi.org/10.1108/EJM-04-2013-0200>
- Eastlick, M. A., Lotz, S. L., & Warrington, P. (2006). Understanding online B-to-C relationships: An integrated model of privacy concerns, trust, and commitment. *Journal of Business Research*, 59(8), 877–886. <https://doi.org/10.1016/j.jbusres.2006.02.006>
- Febrian, A. (2020). *Pengguna internet meningkat, jumlah website melonjak hingga 35%*. [Www.Kontan.Co.Id.](https://www.kontan.co.id) <https://industri.kontan.co.id/news/pengguna-internet-meningkat-jumlah-website-melonjak-hingga-35>
- Flavián, C., Guinalú, M., & Gurrea, R. (2006). The role played by perceived usability, satisfaction, and consumer trust on website loyalty. *Information and Management*, 43(1), 1–14. <https://doi.org/10.1016/j.im.2005.01.002>
- Galuh Putri Riyanto. (2021). *Jumlah Pengguna Internet Indonesia 2021 Tembus 202 Juta*. [Www.Kompas.Com.](https://www.kompas.com) <https://tekno.kompas.com/read/2021/02/23/16100057/jumlah-pengguna-internet-indonesia-2021-tembus-202-juta>
- Ganesan, S. (1994). Determinants of Long-Term Orientation in Buyer-Seller Relationships. In *Source: Journal of Marketing* (Vol. 58, Issue 2).
- Gefen, D., Benbasat, I., & Pavlou, P. A. (2008). A research agenda for trust in online environments. *Journal of Management Information Systems*, 24(4), 275–286. <https://doi.org/10.2753/MIS0742-1222240411>
- 185
Analysis of Factors Affecting E-Loyalty in Online Media Case Studies [TribunKaltim.co](https://tribunkaltim.co), Ade Mayasanto, Universitas Multimedia Nusantara

- Giao, H. N. K., Vuong, B. N., & Quan, T. N. (2020). The influence of website quality on consumer's e-loyalty through the mediating role of e-trust and e-satisfaction: An evidence from online shopping in Vietnam. *Uncertain Supply Chain Management*, 8(2), 351–370. <https://doi.org/10.5267/j.uscm.2019.11.004>
- Gil de Zúñiga, H., Weeks, B., & Ardèvol-Abreu, A. (2017). Effects of the News-Finds-Me Perception in Communication: Social Media Use Implications for News Seeking and Learning About Politics. *Journal of Computer-Mediated Communication*, 22(3), 105–123. <https://doi.org/10.1111/jcc4.12185>
- Giovanis, A. N., & Athanasopoulou, P. (2014). Gaining customer loyalty in the e-tailing marketplace: the role of e-service quality, e-satisfaction, and e-trust. In *Journal for International Business and Entrepreneurship Development and Journal of Modelling in Management* (Vol. 9, Issue 3).
- Gotama, F., & Indarwati, T. A. (2019). The Effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the Mediation Variable (The Study of Bebas Bayar Application User's in Indonesian). *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 6(2), 145. <https://doi.org/10.24252/minds.v6i2.9503>
- Gummerus et al. (2004). Customer loyalty to content-based Web sites: The case of an online health-care service. *Journal of Services Marketing*, 18(3), 175–186. <https://doi.org/10.1108/08876040410536486>
- Hair et al. (2010a). *Multivariate data analysis (7th ed.)*. NJ: Pearson Prentice Hall, Uppersaddle River.

- Hair et al. (2010b). *Multivariate Data Analysis* New Jersey: Pearson Prentice Hall. *Alih Bahasa: Soleh Rusyadi Maryam. Jilid, 2*, 1105–1122.
- Hair et al. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hellier et al. (2003). Customer repurchase intention. In *European Journal of Marketing* (Vol. 37, Issue 11/12). <https://doi.org/10.1108/03090560310495456>
- Hoffman, D. L., Novak, T. P., & Peralta, M. (1999). *Building Consumer Trust Online* (Vol. 42, Issue 4).
- Hu, X., Wu, G., Wu, Y., & Zhang, H. (2010). The effects of Web assurance seals on consumers' initial trust in an online vendor: A functional perspective. *Decision Support Systems*, 48(2), 407–418. <https://doi.org/10.1016/j.dss.2009.10.004>
- Hui, K.-L., Teo, H., & Lee, S.-Y. T. (2007). The Value of Privacy Assurance: An Exploratory Field Experiment. In *Source: MIS Quarterly* (Vol. 31, Issue 1). <http://www.jstor.orgStableURL:http://www.jstor.org/stable/25148779>
- Hur et al. (2011). A Structural Model of the relationships between sports website quality, e-satisfaction, and e-loyalty. *Journal of Sport Management*, 25(5), 458–473. <https://doi.org/10.1123/jsm.25.5.458>
- Jauhari et al. (2019). The Impact of Website Quality on Consumer Satisfaction and Purchase Intention (Study Case of E-Commerce Lazada Indonesia in Malang City). *Jurnal Administrasi Bisnis*, 67(1), 54–61.

- Kaplan et al. (2010). Users of the world, unite! The challenges and opportunities of Social Media. *Business Horizons*, 53(1), 59–68. <https://doi.org/10.1016/j.bushor.2009.09.003>
- Kaya, B., Behraves, E., Abubakar, A. M., Kaya, O. S., & Orús, C. (2019). The Moderating Role of Website Familiarity in the Relationships Between e-Service Quality, e-Satisfaction, and e-Loyalty. *Journal of Internet Commerce*, 18(4), 369–394. <https://doi.org/10.1080/15332861.2019.1668658>
- Kim, J., Jin, B., & Swinney, J. L. (2009). The role of etail quality, e-satisfaction, and e-trust in the online loyalty development process. *Journal of Retailing and Consumer Services*, 16(4), 239–247. <https://doi.org/10.1016/j.jretconser.2008.11.019>
- Kim, Y. C., & Ball-Rokeach, S. J. (2006). Civic engagement from a communication infrastructure perspective. *Communication Theory*, 16(2), 173–197. <https://doi.org/10.1111/j.1468-2885.2006.00267.x>
- Kleis Nielsen, R., & Ganter, S. A. (2018). Dealing with digital intermediaries: A case study of the relations between publishers and platforms. *New Media and Society*, 20(4), 1600–1617. <https://doi.org/10.1177/1461444817701318>
- Kotler, P., & Keller, K. L. (2012). *Marketing management*.
- Leitner, P., & Grechenig, T. (2008). *Association for Information Systems AIS Electronic Library (AISeL) Collaborative Shopping Networks: Sharing the Wisdom of Crowds in E-Commerce Environments Recommended Citation*. <http://aisel.aisnet.org/bled2008><http://aisel.aisnet.org/bled2008/21>

Li, H., & Aham-Anyanwu, N. (2014). *AN EMPIRICAL STUDY OF E-LOYALTY DEVELOPMENT PROCESS FROM THE E-SERVICE QUALITY EXPERIENCE: TESTING THE ETALIQ SCALE* Recommended Citation. <http://aisel.aisnet.org/pacis2014/51>

Li, H., Aham-Anyanwu, N., Tevrizci, C., & Luo, X. (2015). The interplay between value and service quality experience: e-loyalty development process through the eTailQ scale and value perception. *Electronic Commerce Research*, 15(4), 585–615. <https://doi.org/10.1007/s10660-015-9202-7>

Liang, T. P., & Turban, E. (2011). Introduction to the special issue social commerce: A research framework for social commerce. In *International Journal of Electronic Commerce* (Vol. 16, Issue 2, pp. 5–13). <https://doi.org/10.2753/JEC1086-4415160201>

Malhotra et al. (2017). Marketing research. In *The Marketing Book: Seventh Edition* (Fifth edit). <https://doi.org/10.4324/9781315890005>

Matute, J., Polo-Redondo, Y., & Utrillas, A. (2016). The influence of EWOM characteristics on online repurchase intention: Mediating roles of trust and perceived usefulness. *Online Information Review*, 40(7), 1090–1110. <https://doi.org/10.1108/OIR-11-2015-0373>

McQuail, Denis. (2010). *McQuail's mass communication theory*. Sage Publications.

Metz, D., Ilieș, L., & Nistor, R. L. (2020). The impact of organizational culture on customer service effectiveness from a sustainability perspective. *Sustainability (Switzerland)*, 12(15). <https://doi.org/10.3390/SU12156240>

- Montoya-Weiss, M. M., Voss, G. B., & Grewal, D. (2003). Determinants of Online Channel Use and Overall Satisfaction with a Relational, Multichannel Service Provider. *Journal of the Academy of Marketing Science*, 31(4), 448–458. <https://doi.org/10.1177/0092070303254408>
- Nelson, J. L., & Kim, S. J. (2021). Improve Trust, Increase Loyalty? Analyzing the Relationship Between News Credibility and Consumption. *Journalism Practice*, 15(3), 348–365. <https://doi.org/10.1080/17512786.2020.1719874>
- Oliveira, T., Alinho, M., Rita, P., & Dhillon, G. (2017). Modeling and testing consumer trust dimensions in e-commerce. *Computers in Human Behavior*, 71, 153–164. <https://doi.org/10.1016/j.chb.2017.01.050>
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL is a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- 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), 101–134. <https://doi.org/10.1080/10864415.2003.11044275>
- Pertiwi, W. K. (2021). *Pengguna Internet Indonesia Tembus 200 Juta, Hampir Semua “Online” dari Ponsel.* www.kompas.com. <https://tekno.kompas.com/read/2021/02/24/07020097/pengguna-internet-indonesia-tembus-200-juta-hampir-semua-online-dari-ponsel>
- Philip Kotler, K. L. K. (2012). The scope of markets. In *General Equilibrium Theory* (14th ed.). <https://doi.org/10.1017/cbo9781139174749.022>
- 190
Analysis of Factors Affecting E-Loyalty in Online Media Case Studies TribunKaltim.co, Ade Mayasanto, Universitas Multimedia Nusantara

- Rahhal, W. (2015). The Effects of Service Quality Dimensions on Customer Satisfaction: An Empirical Investigation in Syrian Mobile Telecommunication Services. In *International Journal of Business and Management Invention ISSN* (Vol. 4). Online. www.ijbmi.org
- Rasmansyah. (2017). The effect of service quality and promotion on customer satisfaction and customer loyalty in vehicle financing company in Jakarta, Indonesia. *International Journal of Advanced Scientific Research*. www.thegaspol.com
- Raza, S. A., Umer, A., Qureshi, M. A., & Dahri, A. S. (2020). Internet banking service quality, e-customer satisfaction and loyalty: the modified e-SERVQUAL model. *TQM Journal*, 32(6), 1443–1466. <https://doi.org/10.1108/TQM-02-2020-0019>
- Reichheld F. F., & P., S. (2000). E-loyalty: Your secret weapon on the web. *Harvard Business Review*, 78(4), 105–113.
- Reichheld, F. F., & Schefer, P. (2010). *Customer Experience E-Loyalty: Your Secret Weapon on the Web*.
- Reinartz et al. (2002). The mismanagement of customer loyalty. *Harvard Business Review*, 80(7), 86–87.
- roy. (2020). *Berapa Pengguna Facebook Dunia? Jangan Kaget Yah!* CNBC Indonesia. <https://www.cnbcindonesia.com/tech/20200803171127-37-177160/berapa-pengguna-facebook-dunia-jangan-kaget-yah>

- Sasono, I., Jubaedi, A. D., Novitasari, D., Wiyono, N., Riyanto, R., Oktabrianto, O., Jainuri, J., & Waruwu, H. (2021). The Impact of E-Service Quality and Satisfaction on Customer Loyalty: Empirical Evidence from Internet Banking Users in Indonesia. *Journal of Asian Finance, Economics, and Business*, 8(4), 465–473. <https://doi.org/10.13106/jafeb.2021.vol8.no4.0465>
- Schäfer, S., Sülflow, M., & Müller, P. (2017). *The Special Taste of Snack News: An Application of the Niche Theory to Understand the Appeal of Facebook as a Source for Political News*.
- Schmidt, J. H., Merten, L., Hasebrink, U., Petrich, I., & Rolfs, A. (2019). How do intermediaries shape news-related media repertoires and practices? Findings from a qualitative study. *International Journal of Communication*, 13, 853–873.
- Schranz, M., Schneider, J., & Eisenegger, M. (2018). Media trust and media use. In *Trust in Media and Journalism: Empirical Perspectives on Ethics, Norms, Impacts, and Populism in Europe* (pp. 73–91). Springer Fachmedien Wiesbaden. https://doi.org/10.1007/978-3-658-20765-6_5
- Sekaran, U., & Bougie, R. J. (2016). *Research Methods for Business: A Skill Building Approach*. www.wileypluslearningspace.com
- Semeijn, J., van Riel, A. C. R., van Birgelen, M. J. H., & Streukens, S. (2005). E-services and offline fulfillment: How e-loyalty is created. *Managing Service Quality*, 15(2), 182–194. <https://doi.org/10.1108/09604520510585361>

- Simeone, M., & Russo, C. (2017). The growing influence of social and digital media: Impact on consumer choice and market equilibrium. *British Food Journal*, 119(8), 1766–1780. <https://doi.org/10.1108/BFJ-05-2017-0283>
- Singer, J. B. (2014). User-generated visibility: Secondary gatekeeping in a shared media space. *New Media and Society*, 16(1), 55–73. <https://doi.org/10.1177/1461444813477833>
- Sirdeshmukh, D., Singh, J., & Sabol, B. (2002). Consumer Trust, Value, and Loyalty in Relational Exchanges. In *Source: Journal of Marketing* (Vol. 66, Issue 1). <http://www.jstor.org> URL: <http://www.jstor.org/stable/3203367>
- Sohail, A. (2012). *Search Engine Optimization Methods & Search Engine Indexing for CMS Applications*. 1–75.
- Srinivasan et al. (2002). Customer loyalty in e-commerce: An exploration of its antecedents and consequences. *Journal of Retailing*, 78(1), 41–50. [https://doi.org/10.1016/S0022-4359\(01\)00065-3](https://doi.org/10.1016/S0022-4359(01)00065-3)
- Stephen, A. T., & Toubia, O. (2009). Explaining the power-law degree distribution in a social commerce network. *Social Networks*, 31(4), 262–270. <https://doi.org/10.1016/j.socnet.2009.07.002>
- Stephen W. Littlejohn, Karen A. Foss, & John G. Oetzel. (2016). *THEORIES OF HUMAN COMMUNICATION Eleventh Edition*.

- Stewart, H., & Jürjens, J. (2018). Data security and consumer trust in FinTech innovation in Germany. *Information and Computer Security*, 26(1), 109–128. <https://doi.org/10.1108/ICS-06-2017-0039>
- Stewart, K. J. (2003). Trust transfer on the World Wide Web. *Organization Science*, 14(1), 5–17. <https://doi.org/10.1287/orsc.14.1.5.12810>
- Suchánek, P., & Králová, M. (2018). Customer satisfaction and different evaluations of it by companies. *Economic Research-Ekonomska Istrazivanja*, 31(1), 1330–1350. <https://doi.org/10.1080/1331677X.2018.1484786>
- Tang, T.-W., & Huang, R.-T. (2015). The Relationships among Trust, E-satisfaction, E-loyalty, and Customer Online Behaviors Citation. In *International Journal of Business and Industrial Marketing* (Vol. 1, Issue 2). <http://www.aascit.org/journal/ijbim>
- Teerakapibal, S., & Melanthiou, Y. (2020). The new helping the old: Social media as a facilitator for variety seeking in food choices of the grey population. *British Food Journal*, 122(1), 272–290. <https://doi.org/10.1108/BFJ-08-2018-0559>
- Tewari, A., & Gupta, B. B. (2017). Cryptanalysis of a novel ultra-lightweight mutual authentication protocol for IoT devices using RFID tags. *Journal of Supercomputing*, 73(3), 1085–1102. <https://doi.org/10.1007/s11227-016-1849-x>
- Tewari, A., & Gupta, B. B. (2020). Security, privacy, and trust of different layers in Internet-of-Things (IoT) framework. *Future Generation Computer Systems*, 108, 909–920. <https://doi.org/10.1016/j.future.2018.04.027>

- Ting, O. S., Ariff, M. S. M., Zakuan, N., Sulaiman, Z., & Saman, M. Z. M. (2016). E-Service Quality, E-Satisfaction, and E-Loyalty of Online Shoppers in Business to Consumer Market; Evidence from Malaysia. *IOP Conference Series: Materials Science and Engineering*, 131(1). <https://doi.org/10.1088/1757-899X/131/1/012012>
- Ul Haq, I., & Awan, T. M. (2020). Impact of e-banking service quality on e-loyalty in pandemic times through interplay of e-satisfaction. *Vilakshan - XIMB Journal of Management*, 17(1/2), 39–55. <https://doi.org/10.1108/xjm-07-2020-0039>
- Wang, C., & Zhang, P. (2012). The evolution of social commerce: The people, management, technology, and information dimensions. *Communications of the Association for Information Systems*, 31(1), 105–127. <https://doi.org/10.17705/1cais.03105>
- Wang, L., & Prompanyo, M. (2020). Modeling the relationship between perceived values, e-satisfaction, and e-loyalty. *Management Science Letters*, 10(11), 2609–26616. <https://doi.org/10.5267/j.msl.2020.3.032>
- Williams, A. E. (2012). Trust or Bust?: Questioning the Relationship Between Media Trust and News Attention. *Journal of Broadcasting and Electronic Media*, 56(1), 116–131. <https://doi.org/10.1080/08838151.2011.651186>
- Wilner, T., Wallace, R., Lacasa-Mas, I., & Goldstein, E. (2021). The Tragedy of Errors: Political Ideology, Perceived Journalistic Quality, and Media Trust. *Journalism Practice*. <https://doi.org/10.1080/17512786.2021.1873167>

- Wolfinbarger, M., & Gilly, M. C. (2003). eTailQ: Dimensionalizing, measuring, and predicting etail quality. *Journal of Retailing*, 79(3), 183–198. [https://doi.org/10.1016/S0022-4359\(03\)00034-4](https://doi.org/10.1016/S0022-4359(03)00034-4)
- Yavisha, R., & Krishna, K. G. (2013). Social media browsing and consumer behavior: Exploring the youth market. *African Journal of Business Management*, 7(18), 1885–1893. <https://doi.org/10.5897/ajbm12.1195>
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (n.d.). *Services marketing : integrating customer focus across the firm.*
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>
- Zhu, D. S., Kuo, M. J., & Munkhbold, E. (2016). Effects of e-customer satisfaction and e-trust on e-loyalty: Mongolian online shopping behavior. *Proceedings - 2016 5th IIAI International Congress on Advanced Applied Informatics, IIAI-AAI 2016*, 847–852. <https://doi.org/10.1109/IIAI-AAI.2016.144>
- Ziakis et al. (2019). Important factors for improving Google search rank. *Future Internet*, 11(2). <https://doi.org/10.3390/fi11020032>
- Zikmund et al. (2013). *Business Research Methods*. https://books.google.com.my/books/about/Business_Research_Methods.html?id=Rk5uCgAAQBAJ&redir_esc=y