

DAFTAR PUSTAKA

- Adams, D. A., Nelson, R. R., & Todd, P. A. (1992). Perceived usefulness, ease of use, and usage of information technology: A replication. *MIS Quarterly*, 227–247.
- Agarwal, R., & Karahanna, E. (2000). Time flies when you're having fun: Cognitive absorption and beliefs about information technology usage. *MIS Quarterly*, 665–694.
- Aggarwal, P., Castleberry, S. B., Ridnour, R., & Shepherd, C. D. (2005). Salesperson empathy and listening: Impact on relationship outcomes. *Journal of Marketing Theory and Practice*, 13(3), 16–31.
- Ajzen, I., & Fishbein, M. (1980). *Understanding attitudes and predicting social behavior*. Prentice-Hall.
- Ajzen, Icek. (1985). From intentions to actions: A theory of planned behavior. In *Action control* (pp. 11–39). Springer.
- Ajzen, Icek. (1987). Attitudes, traits, and actions: Dispositional prediction of behavior in personality and social psychology. In *Advances in experimental social psychology* (Vol. 20, pp. 1–63). Elsevier.
- Al-Hawari, M., & Ward, T. (2006). The effect of automated service quality on Australian banks' financial performance and the mediating role of customer satisfaction. *Marketing Intelligence and Planning*, 24(2), 127–147. <https://doi.org/10.1108/02634500610653991>
- Al-Nasser, M., Yusoff, R. Z., Islam, R., ALNasser, A., & others. (2013). E-service quality and its effect on consumers' perceptions trust. *American Journal of Economics and Business Administration*, 5(2), 47–55.
- Alkrajji, A. I. (2020). An examination of citizen satisfaction with mandatory e-government services: comparison of two information systems success models. *Transforming Government: People, Process and Policy*. <https://doi.org/10.1108/TG-01-2020-0015>
- Arcand, M., PromTep, S., Brun, I., & Rajaobelina, L. (2017). Mobile banking service quality and customer relationships. *International Journal of Bank Marketing*, 35(7), 1066–1087. <https://doi.org/10.1108/IJBM-10-2015-0150>
- Arfi, W. Ben, Nasr, I. Ben, Kondrateva, G., & Hikkerova, L. (2021). The role of trust in intention to use the IoT in eHealth: Application of the modified UTAUT in a consumer context. *Technological Forecasting and Social Change*, 167, 120688.
- Arifianto, C. F., & Hasanudin, M. H. (2020). Pengaruh Kualitas Layanan yang Diterima Daring (PeSQ) Terhadap E-Satisfaction Yang Dimediasi oleh Kepercayaan Daring atas Layanan Daring pada Implementasi e-SPM. *Indonesian Treasury Review: Jurnal Perbendaharaan, Keuangan Negara Dan Kebijakan Publik*, 5(4), 243–354.
- Aslam, W., Hussain, A., Farhat, K., & Arif, I. (2020). Underlying Factors Influencing Consumers' Trust and Loyalty in E-commerce. *Business Perspectives and Research*, 8(2), 186–204.

<https://doi.org/10.1177/2278533719887451>

- Bahadur, W., Khan, A. N., Ali, A., & Usman, M. (2020). Investigating the Effect of Employee Empathy on Service Loyalty: The Mediating Role of Trust in and Satisfaction with a Service Employee. *Journal of Relationship Marketing*, 19(3), 229–252. <https://doi.org/10.1080/15332667.2019.1688598>
- Baloglu, S., Zhong, Y. Y. (Susan), & Tanford, S. (2017). Casino Loyalty: The Influence of Loyalty Program, Switching Costs, and Trust. *Journal of Hospitality and Tourism Research*, 41(7), 846–868. <https://doi.org/10.1177/1096348014550922>
- Bang, H., & Lee, C. S. (2014). The roles of large-scale sporting event volunteer motivations in predicting behavioural intention within the theory of planned behaviour. *International Journal of Hospitality and Event Management*, 1(2), 111–134.
- Barrutia, J. M., Charterina, J., & Gilsanz, A. (2009). E-service quality: an internal, multichannel and pure service perspective. *The Service Industries Journal*, 29(12), 1707–1721.
- Berry, L. L. (1995). Relationship marketing of services—growing interest, emerging perspectives. *Journal of the Academy of Marketing Science*, 23(4), 236–245.
- Bhote, K. R. (1996). *Beyond customer satisfaction to customer loyalty: The key to greater profitability*. American Management Association.
- Biscaia, R., Correia, A., Rosado, A., Maroco, J., & Ross, S. (2012). The effects of emotions on football spectators' satisfaction and behavioural intentions. *European Sport Management Quarterly*, 12(3), 227–242.
- Blut, M., Chowdhry, N., Mittal, V., & Brock, C. (2015). E-service quality: A meta-analytic review. *Journal of Retailing*, 91(4), 679–700.
- Boshoff, C. (2007). A psychometric assessment of ES-QUAL: a scale to measure electronic service quality. *Journal of Electronic Commerce Research*, 8(1), 101–114.
- Bowen, J. T., & Shoemaker, S. (1998). Loyalty: A strategic commitment. *Cornell Hotel and Restaurant Administration Quarterly*, 39(1), 12–25.
- Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., Bywaters, D., & Walker, K. (2020). Purposive sampling: complex or simple? Research case examples. *Journal of Research in Nursing*, 25(8), 652–661. <https://doi.org/10.1177/1744987120927206>
- Chai, J. C. Y., Malhotra, N. K., & Alpert, F. (2015). A two-dimensional model of trust-value-loyalty in service relationships. *Journal of Retailing and Consumer Services*, 26, 23–31. <https://doi.org/10.1016/j.jretconser.2015.05.005>
- Chen, C. (2006). Identifying significant factors influencing consumer trust in an online travel site. *Information Technology & Tourism*, 8(3–4), 197–214.
- Chen, Z. X., Shi, Y., & Dong, D. H. (2008). An empirical study of relationship quality in a service setting: A Chinese case. *Marketing Intelligence and Planning*, 26(1), 11–25. <https://doi.org/10.1108/02634500810847129>

- Chiu, C.-M., Hsu, M.-H., Lai, H., & Chang, C.-M. (2012). Re-examining the influence of trust on online repeat purchase intention: The moderating role of habit and its antecedents. *Decision Support Systems*, 53(4), 835–845.
- Corritore, C. L., Kracher, B., & Wiedenbeck, S. (2003). On-line trust: concepts, evolving themes, a model. *International Journal of Human-Computer Studies*, 58(6), 737–758.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13, 319–340.
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: a ten-year update. *Journal of Management Information Systems*, 19(4), 9–30.
- Deutsch, M. (1958). Trust and suspicion. *Journal of Conflict Resolution*, 2(4), 265–279.
- Doney, P. M., & Cannon, J. P. (1997). An examination of the nature of trust in buyer--seller relationships. *Journal of Marketing*, 61(2), 35–51.
- Dwivedi, Y. K., Williams, M. D., Weerakkody, V., Lal, B., & Bhatt, S. (2008). Understanding factors affecting consumer adoption of broadband in India: A pilot study. *Journal of Cases on Information Technology (JCIT)*, 10(3), 35–47.
- Falk, T., Schepers, J., Hammerschmidt, M., & Bauer, H. H. (2007). Identifying cross-channel dissynergies for multichannel service providers. *Journal of Service Research*, 10(2), 143–160.
- Fassnacht, M., & Koese, I. (2006). Quality of electronic services: Conceptualizing and testing a hierarchical model. *Journal of Service Research*, 9(1), 19–37. <https://doi.org/10.1177/1094670506289531>
- Fassnacht, M., & Köse, I. (2007). Consequences of web-based service quality: uncovering a multi-faceted chain of effects. *Journal of Interactive Marketing*, 21(3), 35–54.
- Fishbein, M., & Ajzen, I. (1975). *Belief, attitude intention and behavior: An introduction to theory and research*. Addison-Wesley.
- Fukuyama, F. (1995). *Trust: The social virtues and the creation of prosperity*. Free press.
- Gefen, D., & Straub, D. W. (2004). Consumer trust in B2C e-Commerce and the importance of social presence: experiments in e-Products and e-Services. *Omega*, 32(6), 407–424.
- Grabner-Kraeuter, S. (2002). The role of consumers' trust in online-shopping. *Journal of Business Ethics*, 39(1), 43–50.
- Grabner-Kräuter, S., & Kaluscha, E. A. (2003). Empirical research in on-line trust: a review and critical assessment. *International Journal of Human-Computer Studies*, 58(6), 783–812.
- Grönroos, C. (2001). The perceived service quality concept – a mistake? *Managing Service Quality: An International Journal*, 11(3), 150–152. <https://doi.org/10.1108/09604520110393386>

- Guenzi, P., & Georges, L. (2010). Interpersonal trust in commercial relationships: Antecedents and consequences of customer trust in the salesperson. *European Journal of Marketing*, 44(1–2), 114–138. <https://doi.org/10.1108/03090561011008637>
- Gummerus, J., Liljander, V., Pura, M., & Van Riel, A. (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>
- Gures, N., Arslan, S., & Tun, S. Y. (2014). Customer expectation, satisfaction and loyalty relationship in Turkish airline industry. *International Journal of Marketing Studies*, 6(1), 66–74.
- Ha, K.-H., Canedoli, A., Baur, A. W., & Bick, M. (2012). Mobile banking—insights on its increasing relevance and most common drivers of adoption. *Electronic Markets*, 22(4), 217–227.
- Han, H., Yu, J., Chua, B. L., Lee, S., & Kim, W. (2019). Impact of core-product and service-encounter quality, attitude, image, trust and love on repurchase: Full-service vs low-cost carriers in South Korea. *International Journal of Contemporary Hospitality Management*, 31(4), 1588–1608. <https://doi.org/10.1108/IJCHM-05-2018-0376>
- Hennig-Thurau, T., & Hansen, U. (2000). *Relationship marketing: gaining competitive advantage through customer satisfaction and customer retention*. Springer.
- Herington, C., & Weaven, S. (2007). Can banks improve customer relationships with high quality online services? *Managing Service Quality*, 17(4), 404–427. <https://doi.org/10.1108/09604520710760544>
- Hoffman, D. L., & Novak, T. P. (1996). Marketing in hypermedia computer-mediated environments: Conceptual foundations. *Journal of Marketing*, 60(3), 50–68.
- Hsieh, Y.-C., & Hiang, S.-T. (2004). A study of the impacts of service quality on relationship quality in search-experience-credence services. *Total Quality Management & Business Excellence*, 15(1), 43–58.
- Hsu, M. H., Chuang, L. W., & Hsu, C. S. (2014). Understanding online shopping intention: The roles of four types of trust and their antecedents. *Internet Research*, 24(3), 332–352. <https://doi.org/10.1108/IntR-01-2013-0007>
- Hung, K.-S., Lui, K.-S., & Kwok, Y.-K. (2007). A trust-based geographical routing scheme in sensor networks. *2007 IEEE Wireless Communications and Networking Conference*, 3123–3127.
- Jaccard, J., & King, G. W. (1977). THE RELATION BETWEEN BEHAVIORAL INTENTIONS AND BELIEFS: A PROBABILISTIC MODEL 1. *Human Communication Research*, 3(4), 326–334.
- Jadil, Y., Rana, N. P., & Dwivedi, Y. K. (2022). Understanding the drivers of online trust and intention to buy on a website: An emerging market perspective. *International Journal of Information Management Data Insights*, 2(1), 100065.

- Jayawardhena, C. (2004). Measurement of service quality in internet banking: the development of an instrument. *Journal of Marketing Management*, 20(1–2), 185–207.
- Johnson, D., & Grayson, K. (2005). Cognitive and affective trust in service relationships. *Journal of Business Research*, 58(4), 500–507. [https://doi.org/10.1016/S0148-2963\(03\)00140-1](https://doi.org/10.1016/S0148-2963(03)00140-1)
- Karahanna, E., Agarwal, R., & Angst, C. M. (2006). Reconceptualizing compatibility beliefs in technology acceptance research. *MIS Quarterly*, 781–804.
- Kelly, S. E. (2010). Qualitative interviewing techniques and styles. In I. Bourgeault, R. Dingwall, & R. De Vries (Eds.), *The SAGE handbook of qualitative methods in health research* (pp. 307–326). Sage London.
- Kim, D. J. (2014). A study of the multilevel and dynamic nature of trust in e-commerce from a cross-stage perspective. *International Journal of Electronic Commerce*, 19(1), 11–64.
- Kotler, P., & Keller, K. L. (2012). *Marketing management*. Prentice Hall.
- Kundu, S., & Datta, S. K. (2015). Impact of trust on the relationship of e-service quality and customer satisfaction. *EuroMed Journal of Business*, 10(1), 21–46.
- Lagace, R. R., Dahlstrom, R., & Gassenheimer, J. B. (1991). The relevance of ethical salesperson behavior on relationship quality: the pharmaceutical industry. *Journal of Personal Selling & Sales Management*, 11(4), 39–47.
- Lee, G. G., & Lin, H. F. (2005). Customer perceptions of e-service quality in online shopping. *International Journal of Retail and Distribution Management*, 33(2), 161–176. <https://doi.org/10.1108/09590550510581485>
- Lewicki, R. J., & Stevenson, M. A. (1997). Trust development in negotiation: Proposed actions and a research agenda. *Business & Professional Ethics Journal*, 16(1/3), 99–132.
- Lewis, B. R., & Mitchell, V. W. (1990). Defining and Measuring the Quality of Customer Service. *Marketing Intelligence & Planning*, 8(6), 11–17. <https://doi.org/10.1108/EUM0000000001086>
- Lewis, J. D., & Weigert, A. J. (2012). The social dynamics of trust: Theoretical and empirical research, 1985-2012. *Social Forces*, 91(1), 25–31.
- Liao, C., Palvia, P., & Lin, H.-N. (2006). The roles of habit and web site quality in e-commerce. *International Journal of Information Management*, 26(6), 469–483.
- Lin, L. Y., & Lu, C. Y. (2010). The influence of corporate image, relationship marketing, and trust on purchase intention: The moderating effects of Word-Of-Mouth. *Tourism Review*, 65(3), 16–34.
- Liu, T. C., & Wu, L. W. (2007). Customer retention and cross-buying in the banking industry: An integration of service attributes, satisfaction and trust. *Journal of Financial Services Marketing*, 12(2), 132–145.
- Lu, B., Fan, W., & Zhou, M. (2016). Social presence, trust, and social commerce

- purchase intention: An empirical research. *Computers in Human Behavior*, 56, 225–237.
- Mansour, K. Ben, Kooli, K., & Utama, R. (2014). Online trust antecedents and their consequences on purchase intention: An integrative approach. *Journal of Customer Behaviour*, 13(1), 25–42.
- McAllister, D. J. (1995). Affect-and cognition-based trust as foundations for international cooperation in organisations. *Academy of Management Journal*, 38, 24–59.
- Mick, D. G., & Fournier, S. (1998). Paradoxes of technology: Consumer cognizance, emotions, and coping strategies. *Journal of Consumer Research*, 25(2), 123–143.
- Milan, G. S., Eberle, L., & Bebbler, S. (2015). Perceived Value, Reputation, Trust, and Switching Costs as Determinants of Customer Retention. *Journal of Relationship Marketing*, 14(2), 109–123. <https://doi.org/10.1080/15332667.2015.1041353>
- Mokhtaran, M., Fakharyan, M., Jalilvand, M. R., & Mohebi, M. (2015). The effect of service climate on perceived service value and behavioral intentions: The mediating role of service quality. *Asia Pacific Journal of Tourism Research*, 20(4), 472–486.
- 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.
- Moorman, C., Deshpande, R., & Zaltman, G. (1993). Factors affecting trust in market research relationships. *Journal of Marketing*, 57(1), 81–101.
- Morgan, R. M., & Hunt, S. D. (1994). The commitment–trust theory of relationship marketing. *Journal of Marketing*, 58(3), 20–38.
- Mueller, D. J. (1986). *Measuring social attitudes: A handbook for researchers and practitioners*. Teachers College Press New York.
- Orth, U. R., & Green, M. T. (2009). Consumer loyalty to family versus non-family business: The roles of store image, trust and satisfaction. *Journal of Retailing and Consumer Services*, 16(4), 248–259.
- Pakdil, F., & Aydın, Ö. (2007). Expectations and perceptions in airline services: An analysis using weighted SERVQUAL scores. *Journal of Air Transport Management*, 13(4), 229–237.
- Palinkas, L. A., Horwitz, S. M., Green, C. A., Wisdom, J. P., Duan, N., & Hoagwood, K. (2015). Purposeful sampling for qualitative data collection and analysis in mixed method implementation research. *Administration and Policy in Mental Health and Mental Health Services Research*, 42(5), 533–544.
- Palmer, A. (2008). *Principles of services marketing*. McGraw-Hill Education.
- Pappas, I. O., Pateli, A. G., Giannakos, M. N., & Chrissikopoulos, V. (2014). Moderating effects of online shopping experience on customer satisfaction and repurchase intentions. *International Journal of Retail and Distribution Management*, 42(3), 187–204. <https://doi.org/10.1108/IJRDM-03-2012-0034>

- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- Parayitam, S., & Dooley, R. S. (2009). The interplay between cognitive- and affective conflict and cognition- and affect-based trust in influencing decision outcomes. *Journal of Business Research*, 62(8), 789–796. <https://doi.org/10.1016/j.jbusres.2008.02.006>
- Paul, M., Hennig-Thurau, T., Gremler, D. D., Gwinner, K. P., & Wiertz, C. (2009). Toward a theory of repeat purchase drivers for consumer services. *Journal of the Academy of Marketing Science*, 37, 215–237.
- Ponte, E. B., Carvajal-Trujillo, E., & Escobar-Rodríguez, T. (2015). Influence of trust and perceived value on the intention to purchase travel online: Integrating the effects of assurance on trust antecedents. *Tourism Management*, 47, 286–302.
- Prabhakaran, S., & Satya, S. (2003). An insight into service attributes in banking sector. *Journal of Services Research in Hospitality Management*, 3, 157–169.
- Quareshi, G. K., & Khanam, T. (2015). Factors obstructing intentions to trust and purchase products online. *Asia Pacific Journal of Marketing and Logistics*, 27(5), 758–783.
- Reichheld, F. F., & Scheffer, P. (2000). E-loyalty: Your secret weapon on the web. *Harvard Business Review*, 78(4), 105–113.
- Riel, A. C. R. Van, Liljander, V., & Jurriëns, P. (2001). Exploring consumer evaluations of e-services: a portal site. *International Journal of Service Industry Management*, 12(4), 359–377.
- Rogers, R. W. (1975). A protection motivation theory of fear appeals and attitude change1. *The Journal of Psychology*, 91(1), 93–114.
- Rousseau, D. M., Sitkin, S. B., Burt, R. S., & Camerer, C. (1998). Not so different after all: A cross-discipline view of trust. *Academy of Management Review*, 23(3), 393–404.
- Rowley, J. (2006). An analysis of the e-service literature: Towards a research agenda. *Internet Research*, 16(3), 339–359. <https://doi.org/10.1108/10662240610673736>
- Rust, R. (2001). The Rise of E-Service. *Journal of Service Research*, 3(4), 283–284. <https://doi.org/10.1177/109467050134001>
- Ruyter, K. de, Wetzels, M., & Kleijnen, M. (2001). Customer adoption of e-service: an experimental study. *International Journal of Service Industry Management*, 12(2), 184. <https://www.lib.byu.edu/cgi-bin/remotearchive.pl?url=http://search.ebscohost.com/login.aspx?direct=true&d=b=buh&AN=5492401&site=ehost-live&scope=site>
- Saleem, M. A., Zahra, S., & Yaseen, A. (2017). Impact of service quality and trust on repurchase intentions – the case of Pakistan airline industry. *Asia Pacific Journal of Marketing and Logistics*, 29(5), 1136–1159. <https://doi.org/10.1108/APJML-10-2016-0192>

- Sang, C. K. K., & Rono, L. J. (2015). Determinants of self service banking technology in Kenya. *Global Conference on Business & Finance Proceedings*, 10(1), 99.
- Santos, J. (2003). E-service quality: A model of virtual service quality dimensions. *Managing Service Quality: An International Journal*, 13(3), 233–246. <https://doi.org/10.1108/09604520310476490>
- Satyarini, N. W. M. (2022). Interaktif Virtual Tur Melalui Media Elektronik: Kualitas Pelayanan, Kepuasan Wisatawan, Word of Mouth dan Niat Untuk Berkunjung Kembali. *EKOMBIS REVIEW: Jurnal Ilmiah Ekonomi Dan Bisnis*, 10(1), 189–197.
- Schurr, P. H., & Ozanne, J. L. (1985). Influences on exchange processes: Buyers' preconceptions of a seller's trustworthiness and bargaining toughness. *Journal of Consumer Research*, 11(4), 939–953.
- Sebastianelli, R., Tamimi, N., & Rajan, M. (2008). Perceived quality of online shopping: Does gender make a difference? *Journal of Internet Commerce*, 7(4), 445–469.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill-building approach* (Seventh). John Wiley & Sons, Ltd. https://doi.org/10.1007/978-94-007-0753-5_102084
- Setó-Pamies, D. (2012). Customer loyalty to service providers: examining the role of service quality, customer satisfaction and trust. *Total Quality Management & Business Excellence*, 23(11–12), 1257–1271.
- Shah, M. H., Peikari, H. R., & Yasin, N. M. (2014). The determinants of individuals' perceived e-security: Evidence from Malaysia. *International Journal of Information Management*, 34(1), 48–57.
- Shonk, D. J., & Chelladurai, P. (2008). Service quality, satisfaction, and intent to return in event sport tourism. *Journal of Sport Management*, 22(5), 587–602.
- Shu-Chiung, L., Sheng-Wei, L., Chin-Yen, T., Ying-Ping, Y., & Pei-Hwa, Y. (2011). How E-SERVQUAL affects customer's online purchase intention through cross-culture comparison. *Proceedings of the Technology Innovation and Industrial Management*, 1–13.
- Singh, J., & Sirdeshmukh, D. (2000). Agency and trust mechanisms in consumer satisfaction and loyalty judgments. *Journal of the Academy of Marketing Science*, 28(1), 150–167.
- Sousa, R., & Voss, C. (2012). The impacts of e-service quality on customer behaviour in multi-channel e-services. *Total Quality Management and Business Excellence*, 23(7–8), 789–806. <https://doi.org/10.1080/14783363.2012.661139>
- Steenkamp, J. B. E., & Baumgartner, H. (1998). Assessing measurement invariance in cross-national consumer research. *Journal of Consumer Research*, 25(1), 78–90.
- Suharto, S., & Ligery, F. (2018). The influence of bancassurance products and responsiveness to consumer behavior and corporate image as mediation variables: a study at bank Metro Madani, Metro City. *Russian Journal of*

Agricultural and Socio-Economic Sciences, 73(1), 47–57.

- Suharto, Suharto. (2016a). Hubungan Daya Tanggap Terhadap Loyalitas Pelanggan (Studi Kasus Pada Nasabah Tabungan Supa PT. BPR Sumber Pangasean Bandar Jaya). *Akuisisi: Jurnal Akuntansi*, 12(1).
- Suharto, Suharto. (2016b). Responsiveness, Customer Relationship Management, Confidence and Customer Loyalty. *Scientific Journal of PPI-UKM*, 3(2), 59–64.
- Suharto, Suharto, Ligery, F., & Swastika, P. (2020). VIRAL MARKETING, E-WOM AND CUSTOMER LOYALTY. *International Journal of Management (IJM)*, 11(8).
- Szajna, B. (1996). Empirical evaluation of the revised technology acceptance model. *Management Science*, 42(1), 85–92.
- Taherdoost, H. (2017). Understanding of e-service security dimensions and its effect on quality and intention to use. *Information and Computer Security*, 25(5), 535–559. <https://doi.org/10.1108/ICS-09-2016-0074>
- Tan, K. C., Xie, M., & Li, Y. N. (2003). A service quality framework for web-based information systems. *TQM Magazine*, 15(3), 164–172. <https://doi.org/10.1108/09544780310469262>
- Taylor, S., & Todd, P. (1995). Decomposition and crossover effects in the theory of planned behavior: A study of consumer adoption intentions. *International Journal of Research in Marketing*, 12(2), 137–155.
- Triandis, H. C. (1977). *Interpersonal behavior*. Brooks/Cole Publishing Company.
- Turban, E., King, D., Lee, J., & Viehland, D. (2004). *Electronic Commerce: a managerial perspective 2004*. Pearson Education.
- Venkatesh, V., Speier, C., & Morris, M. G. (2002). User acceptance enablers in individual decision making about technology: Toward an integrated model. *Decision Sciences*, 33(2), 297–316.
- Verhoef, P. C., Neslin, S. A., & Vroomen, B. (2007). Multichannel customer management: Understanding the research-shopper phenomenon. *International Journal of Research in Marketing*, 24(2), 129–148.
- Wang, Y.-S., Tang, T.-I., & Tang, J. E. (2001). An instrument for measuring customer satisfaction toward web sites that market digital products and services. *J. Electron. Commer. Res.*, 2(3), 89–102.
- White, H., & Nteli, F. (2004). Internet banking in the UK: why are there not more customers? *Journal of Financial Services Marketing*, 9(1), 49–56.
- Wilson, D. T. (1995). An integrated model of buyer-seller relationships. *Journal of the Academy of Marketing Science*, 23(4), 335–345.
- Wixom, B. H., & Todd, P. A. (2005). A theoretical integration of user satisfaction and technology acceptance. *Information Systems Research*, 16(1), 85–102.
- Xiao, Y., Ren, X., Zhang, P., & Ketlhoafetse, A. (2020). The effect of service quality on foreign participants' satisfaction and behavioral intention with the 2016 Shanghai International Marathon. *International Journal of Sports*

Marketing and Sponsorship, 21(1), 91–105. <https://doi.org/10.1108/IJSMS-04-2019-0037>

- Yoon, S.-J. (2002). The antecedents and consequences of trust in online-purchase decisions. *Journal of Interactive Marketing*, 16(2), 47–63.
- Zamzuri, Z. F., Manaf, M., Yunus, Y., & Ahmad, A. (2013). Student perception on security requirement of e-learning services. *Procedia-Social and Behavioral Sciences*, 90, 923–930.
- Zehir, C., & Narcikara, E. (2016). E-Service Quality and E-Recovery Service Quality: Effects on Value Perceptions and Loyalty Intentions. *Procedia - Social and Behavioral Sciences*, 229, 427–443. <https://doi.org/10.1016/j.sbspro.2016.07.153>
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The behavioral consequences of service quality. *Journal of Marketing*, 60(2), 31–46.
- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service quality delivery through web sites: a critical review of extant knowledge. *Journal of the Academy of Marketing Science*, 30(4), 362–375.
- Zeithaml, V. A., Parasuraman, A., Malhotra, A., & others. (2000). *A conceptual framework for understanding e-service quality: implications for future research and managerial practice* (Issue 115). Marketing Science Institute Cambridge, MA.
- Zhang, X., & Prybutok, V. R. (2005). A consumer perspective of e-service quality. *IEEE Transactions on Engineering Management*, 52(4), 461–477.
- Zhang, Y., Lee, D., Judge, L. W., Johnson, J. E., & others. (2014). The Relationship among service quality, satisfaction, and future attendance intention: The case of Shanghai ATP Masters 1000. *International Journal of Sports Science*, 4(2), 50–59.
- Zhou, T. (2011). Examining the critical success factors of mobile website adoption. *Online Information Review*, 35(4), 636–652. <https://doi.org/10.1108/14684521111161972>