

DAFTAR PUSTAKA

- Behjati, S., Nahich. M., dan Othaman, S.N. (2012), "Interrelation between e-Service Quality and e-Satisfaction and Loyalty", *European Journal of Business and Management*, Vol 4, No.9, pp. 75-85.
- Chinomona, R., Masinge, G., dan Sandada, M. (2014), "The Influence of e-Service Quality on Customer Perceived Value, Customer Satisfaction and Loyalty in South Africa", *Mediterranean Journal of Social Sciences*, Vol. 5 No.9, May.
- Hurriyati, R. (2010), *Bauran Pemasaran dan Loyalitas Konsumen*, Bandung: Alfabeta.
- Jain, P. dan Narender, K. (2011), "Measurement of e-Service Quality: An Empirical Study on Online Railway Ticket Reservation Website Service", *International Journal of Management and Marketing Research*, Volume 2, Issue 1, January, pp. 22-38.
- Kotler, P. dan Keller, K.L. (2010), *Manajemen Pemasaran*, Jilid 1, Edisi 13. Jakarta: Penerbit Erlangga.
- Khumbar, V.M. (2012), "Conceptualization of e-Services Quality and e-Satisfaction: A Review of Literature", *Management Research and Practice* Vol. 4 Issue 4, pp. 12-18.
- Peter, J.P. dan Olson, J.C. (2013), *Perilaku Konsumen & Strategi Pemasaran*, Edisi 9, Buku 1, Jakarta: Penerbit Salemba Empat.
- Ridwan dan Sunarto, (2011), *Pengantar Statistika untuk Penelitian: Pendidikan, Sosial, Komunikasi, Ekonomi, dan Bisnis*, Bandung: Alfabeta.
- Sugiyono, (2014), *Statistik untuk Penelitian*. Bandung: Alfabeta.
- Tjiptono, F. (2011), *Pemasaran Jasa*, Ed. 2. Malang: Bayumedia Publishing.

Tjiptono, F. dan Gregorius C. (2011), *Service, Quality & Statisfaction*, Edisi 3, Yogyakarta: Penerbit Andi.

Trihendradi, (2011), *Langkah Mudah Melakukan Analisis Statistik Menggunakan SPSS 19*. Yogyakarta: Penerbit Andi.

<http://www.go.id>. *Jumlah Penumpang Kereta Api, 2006-2014*. Diunduh pada 23 Maret 2015.

<http://www.kereta-api.co.id>. Website P.T. Kerata Api Indonesia (KAI). Diunduh pada 23 Maret 2015.

Zeithaml, V.A, Parasuraman, A. dan Malhotra, A. (2002), “Service Quality Delivery through Web Sites: a Critical Review of Extant Knowledge”, *Journal of the Academy of Marketing Science*, Vol. 30, No. 4, pp. 362-375.

Zhang, Y. (2013), *Measuring Service Quality of Online Banking in China*, Tesis Master, Department of Information and Service Economy, Aalto University School of Business.

