

## DAFTAR ISI

## Contents

DAFTAR ISI.....	2
DAFTAR GAMBAR.....	iii
DAFTAR TABEL.....	iii
DAFTAR LAMPIRAN.....	iii
HALAMAN PENGESAHAN .....	ii
HALAMAN PERNYATAAN ORISINALITAS .....	iii
KATA PENGANTAR .....	iv
HALAMAN PERNYATAAN PERSETUJUAN PUBLIKASI.....	v
KEGAGALAN DAN PEMULIHAN BELANJA ONLINE; .....	vi
SAAT MATERI KESALAHAN .....	<b>Error! Bookmark not defined.</b>
(ANALISIS MULTI KELOMPOK).....	vi
1. PENDAHULUAN .....	1
2. TINJAUAN LITERATUR.....	2
2.1 Self service Technology Quality .....	2
2.2 Online shopping experience .....	3
2.3. SST Recovery.....	4
2.4. Online Shopping Satisfaction.....	5
2.5. Online Shopping Repurchase Intention.....	5
4. METODOLOGI PENELITIAN.....	8
5. HASIL .....	8
6. DISKUSI .....	15
7. KESIMPULAN DAN SARAN.....	17
7.1 Kesimpulan.....	17
6.2. Saran .....	19
DAFTAR PUSTAKA .....	19
Lampiran 1:.....	26
Lampiran 2:.....	28

**DAFTAR GAMBAR**

Gambar 1. Model Penelitian .....	7
----------------------------------	---

**DAFTAR TABEL**

Tabel 1. <i>Measurement Model</i> .....	10
Tabel 2. HTMT ( <i>heterotrait-monotrait ratio</i> ).....	11
Tabel 3. Kriteria Fornell larcker.....	12
Tabel 4. <i>Metric invariance assessment permutation algorithm and multi-group analysis</i> .....	13
Tabel 5. <i>Measurement invariance (MICOM)</i> .....	13
Tabel 6. <i>Statistic comparison of path</i> .....	14

**DAFTAR LAMPIRAN**

Lampiran 1. Ringkasan Daftar Penelitian Terdahulu .....	24
Lampiran 2. Definisi operasional variable.....	26
Lampiran 3. Kuisisioner Penelitian.....	28