

DAFTAR PUSTAKA

BUKU

- Ash, Tim, et al. (2012). *Landing Page Optimization: The Definitive Guide to Testing and Tuning for Conversations*. Kanada: John Wiley & Sons.
- Cochran, William G. (1977). *Sampling Technique* (3rd ed.). Canada: John Willey & Sons. Diakses melalui https://archive.org/details/Cochran1977SamplingTechniques_201703 pada 14 Mei 2019.
- Feldman, Robert S. (2012). *Pengantar Psikologi: Understanding Psychology*. Jakarta: Salemba Humanika.
- Fraenkel, Jack R., et al. (2012). *How to Design and Evaluate Research in Education* (8th ed.). New York: McGraw Hill.
- Kuntjojo. (2009). *Metodologi Penelitian*. Kediri. Diakses melalui <https://ebekunt.files.wordpress.com/2009/04/metodologi-penelitian.pdf> pada 10 Mei 2019.
- Syahrum & Salim. (2012). *Metodologi Penelitian Kuantitatif*. Bandung: Citapustaka Media.
- Turner, Jamie & Shah, Reshma. (2010). *How to Make Money with Social Media: An Insider's Guide on Using New and Emerging Media to Grow Your Business*. Amerika Serikat: Pearson FT Press.

ARTIKEL

- Israel, Glenn D. (1992). *Determining Sample Size*. The Institute of Food and Agricultural Science, University of Florida.

ARTIKEL JURNAL & PROSIDING

- Aghaei, Sarah, et al. (2012). Evolution of the World Wide Web: from Web 1.0 to Web 4.0. *International Journal of Web & Semantic Technology*, 3(1): 1-10. DOI: 10.5121/ijwest.2012.3101.
- Barnes, Stuart J. & Vidgen, Richard. (2003). Measuring Web Site Quality Improvements: A Case Study of the Forum on Strategic Management

- Knowledge Exchange. *Industrial Management & Data Systems*, 103(5): 297-309. DOI: 10.1108/02635570310477352. Diakses melalui <https://www.researchgate.net/publication/220672090> pada 7 Mei 2019.
- ChanLin, Lih-Juan & Hung, Wei-Hsiang. (2016). Usability and Evaluation of a Library Mobile Website. *The Electronic Library*, 34(4): 636-650. DOI: 10.1108/EL-07-2015-0119. Diakses melalui <https://pdfs.semanticscholar.org/0ec1/a32847fb6180e5b748c945d1c72614e43ba8.pdf> pada 13 Juni 2019.
- Friedrich, Thomas, et al. (2019). The Impact of Social Commerce Feature Richness on Website Stickiness Through Cognitive and Affective Factors: An Experimental Study. *Electronic Commerce Research and Applications Journal*: 1-46. DOI: <https://doi.org/10.1016/j.elerap.2019.100861>.
- Garett, R., et al. (2016). A Literature Review: Website Design and User Engagement. *Online Journal of Communication and Media Technologies*, 6(3): 1–14. Diakses melalui <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4974011> pada 13 Juni 2019.
- Geerthik, et al. (2016). Respond Rank: Improving Ranking of Answers in Community Question Answering. *International Journal of Electrical and Computer Engineering*, 6(4): 1889-1896. DOI: 10.11591/ijece.v6i4.9513.
- Ghasemaghaei, Maryam & Hassanein, Khaled. (2018). Dynamic Model of Online Information Quality Perceptions and Impacts: a Literature Review. *Behaviour & Information Technology*, 1-16. DOI: 10.1080/0144929X.2018.1531928.
- Iyer, Shankar. (2018). Friendship Paradoxes on Quora. *Guide to Big Data Applications*: 205-244. DOI: 10.1007/978-3-319-53817-4_9.
- Kadar, Jimmy Abdel, et al. (2017). Analysis of Factors Influencing The Quality of Intranet Website Based on WebQual Approach CaseStudy in Agency X. *Proceedings of 3rd International Conference on Science in Information Technology (ICSITech)*: 526-532.
- Khusro, Shah, et al. (2017). Social Question and Answer Sites: The Story So Far. *Program*, 51(2): 170-192. DOI: 10.1108/PROG-11-2015-0073. Diakses

melalui <https://www.researchgate.net/publication/316786510> pada 6 Mei 2019.

- Kim, Jiyoung & Lennon, Sharon J. (2013). Effects of Reputation and Website Quality on Online Consumers's Emotion, Perceived Risk and Purchase Intention: Based on the Stimulus-Organism-Response Model. *Journal of Research in Interactive Marketing* 7(1): 33-56. DOI: 10.1108/17505931311316734. Diakses melalui <https://www.researchgate.net/publication/263525114> pada 13 Juni 2019.
- Liu, Lin, et al. (2017). Website Service Quality and Shopping Website Stickiness: The Mediating Effect of Website Involvement. *Proceedings of The Sixteenth Wuhan International Conference on e-Business*: 1-10.
- Liu, Qiaoling, et al. (2012). When Web Search Fails, Searchers Become Askers: Understanding the Transition. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval*, 801-810.
- Maity, Suman Kalyan, et al. (2015). Analysis and Prediction of Question Topic Popularity in Community Q&A Sites: A Case Study of Quora. *Proceedings of the Ninth International AAAI Conference on Web and Social Media*, 238-247.
- Nagendran, Nalini, et al. (2018). An Online Question & Answer Platform. *International Journal of Recent Technology and Engineering*, 7(4): 284-288.
- Napitupulu, Darmawan. (2017). Analysis of Factors Affecting the Website Quality Based on WebQual Approach (Study Case: XYZ University). *International Journal on Advanced Science Engineering Information Technology*, 7(3): 792-798.
- Ovadia, Steven. (2011). Quora.com: Another Place for Users to Ask Questions. *Journal of Behavioral & Social Sciences Librarian*, 30:176–180. DOI: 10.1080/01639269.2011.591279.
- Rahayu, et al. (2018). Analysis of Quality from Users Perspective for Develop Website. *Journal of Physics: Conference Series*, 1-9. DOI: 10.1088/1742-6596/1140/1/012051.

- Rughiniş, Cosima. et al. (2014). Digital Rhetoric in Collaborative Knowledge-Making: Reading Answers and Super-Answers to Existential Questions on Quora. *Proceedings of International Conference on Human-Computer Interaction 2014*: 218-223.
- Sawitri, Ni Nyoman, et al. (2017). Analysis of WebQual Usefulness, Information Quality and Interaction Service in Cultural Sites Online. *International Journal of Economic Research*, 14(5): 1-9. Diakses melalui <https://www.researchgate.net/publication/317745414> pada 1 Mei 2019.
- Tang, Yixuan, et. al. (2017). QALink: Enriching Text Documents with Relevant Q&A Site Contents. *Proceedings of CIKM'17*: 1359-1368. DOI: 10.1145/3132847.3132934
- Xiao, Yang, et al. (2014). Knowledge Sharing via Social Login: Exploiting Microblogging Service for Warming up Social Question Answering Websites. *Proceedings of COLING 2014, the 25th International Conference on Computational Linguistics*: 656-666.
- Yang, Lei & Amatriain, Xavider. (2016). Recommending the World's Knowledge: Application of Recommender Systems at Quora. *Proceedings of the 10th ACM Conference on Recommender Systems*: 389-389. DOI: 10.1145/2959100.2959128.

SKRIPSI

- Jatmiko, Victoryya Maharay. (2017). *Pengaruh Kualitas Website perpusbungkarno.perpusnas.go.id Terhadap Kepuasan Pengguna*. Surabaya: Universitas Airlangga.
- Primaditya, Ryan Rubby. (2017). *Analisa Kualitas Website Forum Diskusi Online Kaskus*. Surabaya: Universitas Airlangga.

ARTIKEL WEB

- Digital 2019: Indonesia*. (2019). Diakses melalui <https://datareportal.com/reports/digital-2019-indonesia> pada 29 April 2019.

Kincaid, Jason. (2010). *Quora's Highly Praised Q&A Service Launches To The Public (And The Real Test Begins)*. Diakses melalui <https://techcrunch.com/2010/06/21/quoras-highly-praised-qa-service-launches-to-the-public-and-the-real-test-begins> pada 26 Mei 2019.

Praditya, Diaz. (2018). *CEO Quora Ungkap Alasan Melakukan Ekspansi ke Indonesia*. Diakses melalui <https://id.techinasia.com/quora-ekspansi-ke-indonesia> pada 29 April 2019.

Setyowati, Desy. (2018). *Platform Tanya Jawab Quora Kini Hadir dalam Bahasa Indonesia*. Diakses melalui <https://katadata.co.id/berita/2018/05/30/platform-tanya-jawab-quora-kini-hadir-dalam-bahasa-indonesia> pada 13 Mei 2019.

Shu, Catherine. (2018). *Quora Says 100 Million Users May Have Been Affected by Data Breach*. Diakses melalui <https://techcrunch.com/2018/12/03/quora-says-100-million-users-may-have-been-affected-by-data-breach/> pada 28 Mei 2019.

LAMAN WEB

Quora.com Traffic Statistics. 2019. Diakses melalui <https://www.alexametrics.com/siteinfo/quora.com> pada 29 April 2019.