Key References on 'Online Retail'

Ashish V. Thite*

Ahmed, B. S., Maati, M. L. B., & Al Mohajir, B. (2015). Improve Intelligence of E-CRM Applications and Customer Behavior in Online Shopping. International Journal of Business Intelligence Research (IJBIR), 6(1), 1-10.

Akhter, S. H. (2015). Impact of Internet Usage Comfort and Internet Technical Comfort on Online Shopping and Online Banking. Journal Of International Consumer Marketing, 27(3), 207-219.

Akroush, M. N., & Al-Debei, M. M. (2015). An integrated model of factors affecting consumer attitudes towards online shopping. Business Process Management Journal, 21(6), 1353-1376.

Al-Fadhli, S. (2011). Critical success factors influencing E-Commerce in Kuwait. Journal of Internet Banking and Commerce, 16(1), 1-8.

Alreck, P. L., DiBartolo, G. R., Diriker, M., Dover, H. F., Passyn, K. A., & Settle, R. B. (2011). Time pressure, time saving and online shopping: exploring a contradiction. Journal of Applied Business Research (JABR), 25(5).

Anastasia Suen, (2013). Downloading and Online Shopping Safety and Privacy, The Rosen Publishing Group.

Ashraf, A. R., Narongsak (Tek), T., &Seigyoung, A. (2014). The Application of the Technology Acceptance Model Under Different Cultural Contexts: The Case of Online Shopping Adoption. Journal Of International Marketing, 22(3), 68-93.

BELL, D. R., JEONGHYE, C., & LODISH, L. (2012). What Matters Most in Internet Retailing. (cover story). MIT Sloan Management Review, 54(1), 27-33.

Bernardo, M., Llach, J., Marimon, F., & Alonso-Almeida, M. M. (2013). The balance of the impact of quality and recovery on satisfaction: the case of e-travel. Total Quality Management & Business Excellence, 24(11/12), 1390-1404.

Bianchi, C., & Andrews, L. (2012). Risk, trust, and consumer online purchasing behaviour: a Chilean perspective. International Marketing Review, 29(3), 253-275.

Bridges, E., &Florsheim, R. (2008). Hedonic and utilitarian shopping goals: The online experience. Journal Of Business Research, 61(4), 309-314.

Bui, M., & Kemp, E. (2013). E-tail emotion regulation: examining online hedonic product purchases. International Journal of Retail & Distribution Management, 41(2), 155-170.

Caruana, A., & Ewing, M. T. (2010). How corporate reputation, quality, and value influence online loyalty. Journal Of Business Research, 63(9/10), 1103-1110.

Çelik, H. (2011). Influence of social norms, perceived playfulness and online shopping anxiety on customers' adoption of online retail shopping: An empirical study in the Turkish context. International Journal of Retail & Distribution Management, 39(6), 390-413.

Chang, S. C., & Chou, C. M. (2011). Factors affecting user's online shopping behavior: Integrating the constraint-based and dedication-based relationship perspectives. African Journal of Business Management, 5(2), 370-382.

Chuanlan, L., & Forsythe, S. (2010). Post-adoption online shopping continuance. International Journal Of Retail & Distribution Management, 38(2), 97-114.

Chung-Tzer, L., & Yi Maggie, G. (2008). Validating the End-User Computing Satisfaction Instrument for Online Shopping Systems. Journal Of Organizational & End User Computing, 20(4), 74-96.

Colla, E., &Lapoule, P. (2012). E-commerce: exploring the critical success factors. International Journal Of Retail & Distribution Management, 40(11), 842-864.

Corner, J. L., Thompson, F., Dillon, S., &Doolin, B. (2005). Perceived Risk, the Internet Shopping Experience and Online Purchasing Behavior: A New Zealand Perspective. Journal Of Global Information Management, 13(2), 66-88.

Darley, W. K. (2010). Guest editorial: The interaction of online technology on the consumer shopping experience. Psychology & Marketing, 27(2), 91-93.

Dash, U. (2013). The Impact Of Visual Merchandising On Consumer's Purchase Decisions In Online Retail–Apparel Category.

Dennis, C., Merrilees, B., Jayawardhena, C., & Wright, L. T. (2009). E-consumer behaviour. European Journal Of Marketing, 43(9/10), 1121-1139.

Ding, C. G., & Lin, C. H. (2012). How does background music tempo work for online shopping? Electronic Commerce Research and Applications, 11(3), 299-307.

Doherty, N. F., & Ellis-Chadwick, F. (2010). Internet retailing: the past, the present and the future. International Journal Of Retail & Distribution Management, 38(11/12), 943-965.

Eastlick, M. A., &Lotz, S. (2011). Cognitive and institutional predictors of initial trust toward an online retailer.

* Assistant Professor, Vishwakarma Institute of Management, Pune and can be reached at ashishthite@vim.ac.in

International Journal of Retail & Distribution Management, 39(4), 234-255.

Edwards, S. M., & La Ferle, C. (2003). Role-Taking: Enhancing the Online Experience. Journal Of Current Issues & Research In Advertising (CTC Press), 25(2), 45-56.

Fiore, S. G., & Kelly, S. (2007). Surveying the use of sound in online stores: Practices, possibilities and pitfalls for user experience. International Journal Of Retail & Distribution Management, 35(7), 600-611.

Frasquet, M., Ruiz-Molina, M. E., &Molla-Descals, A. (2015). The role of the brand in driving online loyalty for multichannel retailers. The International Review of Retail, Distribution and Consumer Research, 1-13.

Gao, J., Zhang, C., Wang, K., & Ba, S. (2012). Understanding online purchase decision making: The effects of unconscious thought, information quality, and information quantity. Decision Support Systems, 53(4), 772-781.

Garg, P., &Garg, A. (2013). An empirical study on critical failure factors for enterprise resource planning implementation in Indian retail sector. Business Process Management Journal, 19(3), 496-514.

Gilbert, R. J. (2015). E-books: A Tale of Digital Disruption. Journal Of Economic Perspectives, 29(3), 165-184.

Goswami, S. (2015). A Study on the Online Branding Strategies of Indian Fashion Retail Stores. IUP Journal of Brand Management, 12(1), 45.

Gounaris, S. P., Koritos, C. D., &Kostopoulos, G. G. (2015). Person-Place Congruency in Online Shopping Contexts. In Marketing in Transition: Scarcity, Globalism, & Sustainability (pp. 446-446). Springer International Publishing.

Griffis, S. E., Rao, S., Goldsby, T. J., Voorhees, C. M., &Iyengar, D. (2012). Linking Order Fulfillment Performance to Referrals in Online Retailing: An Empirical Analysis. Journal Of Business Logistics, 33(4), 279-294.

Gu, B., Konana, P., & Chen, H. M. (2012). Corrigendum to "Identifying consumer consideration set at the purchase time from aggregate purchase data in online retailing" [Decis. Support Syst. 53/3 (2012) 625–633]. Decision Support Systems, 54(1), 813.

Guo, S., Wang, M., &Leskovec, J. (2011, June). The role of social networks in online shopping: information passing, price of trust, and consumer choice. In Proceedings of the 12th ACM conference on Electronic commerce (pp. 157-166). ACM.

Gupta, P., Yadav, M. S., &Varadarajan, R. (2009). How Task-Facilitative Interactive Tools Foster Buyers' Trust in Online Retailers: A Process View of Trust Development in the Electronic Marketplace. Journal Of Retailing, 85(2), 159-176.

Hasan, B. (2016). Perceived irritation in online shopping: The impact of website design characteristics. Computers in Human Behavior, 54, 224-230.

Heinemann Gerrit, SchwarzlChristoph (2010). New Online Retailing: Innovation and Transformation, Springer Science & Business Media.

Hernández, B., Jiménez, J., & José Martín, M. (2011). Age, gender and income: do they really moderate online shopping behaviour?Online Information Review, 35(1), 113-133.

Hernandez, B., Jimenez, J., & Martin, M. J. (2009). Adoption vs acceptance of e-commerce: two different decisions. European Journal Of Marketing, 43(9/10), 1232-1245.

Ho, C. H., & Tuan, T. H. (2012, August). Integrated Unified Theory of Acceptance and Use of Technology model to explore the female factors with the intention of online shopping, online shopping behavior. In Computing and Networking Technology (ICCNT), 2012 8th International Conference on IEEE(pp. 296-300).

Hsin Chang, H., & Wang, H. W. (2011). The moderating effect of customer perceived value on online shopping behaviour. Online Information Review, 35(3), 333-359.

Hsu, M., Chang, C., & Chuang, L. (2015). Understanding the determinants of online repeat purchase intention and moderating role of habit: The case of online group-buying in Taiwan. International Journal Of Information Management, 35(1), 45-56.

Hu, Y., &Xie, Y. (2014). e-Retail Market Characteristics: Evidence from Comparisons with USA, UK, India, and China. In Innovative Management in Information and Production (pp. 141-149).

Jai, T. M. C., Burns, L. D., & King, N. J. (2013). The effect of behavioral tracking practices on consumers' shopping evaluations and repurchase intention toward trusted online retailers. Computers in Human Behavior, 29(3), 901-909.

Jayawardhena, C., Wright, L. T., & Dennis, C. (2007). Consumers online: intentions, orientations and segmentation. International Journal Of Retail & Distribution Management, 35(6), 515-525.

Jiang, L., Yang, Z., & Jun, M. (2013). Measuring consumer perceptions of online shopping convenience. Journal of Service Management, 24(2), 191-214.

Jiang, P., &Balasubramanian, S. K. (2014). An empirical comparison of market efficiency: Electronic marketplaces vs. traditional retail formats. Electronic Commerce Research and Applications, 13(2), 98-109.

Jungmin, Y., &Minjeong, K. (2014). The effects of online product presentation on consumer responses: A mental imagery perspective. Journal Of Business Research, 67(11), 2464-2472.

Kang, J. M., & Johnson, K. K. (2015). F-Commerce platform for apparel online social shopping: Testing a Mowen's 3M model. International Journal Of Information Management, 35(6), 691-701.

Karimi, S., Papamichail, K. N., & Holland, C. P. (2015). The effect of prior knowledge and decision-making style on the online purchase decision-making process: A typology of consumer shopping behaviour. Decision Support Systems, 77137-147.

Khalifa, M., & Liu, V. (2007). Online consumer retention: contingent effects of online shopping habit and online shopping experience. European Journal Of Information Systems, 16(6), 780-792.

Kim, C., Galliers, R. D., Shin, N., Ryoo, J. H., & Kim, J. (2012). Factors influencing Internet shopping value and customer repurchase intention. Electronic Commerce Research and Applications, 11(4), 374-387.

Kim, H., Suh, K. S., & Lee, U. K. (2013). Effects of collaborative online shopping on shopping experience through social and relational perspectives. Information & Management, 50(4), 169-180.

Kim, J. B. (2012). An empirical study on consumer first purchase intention in online shopping: integrating initial trust and TAM. Electronic Commerce Research, 12(2), 125-150.

Kim, J., & Forsythe, S. (2010). Factors affecting adoption of product virtualization technology for online consumer electronics shopping. International Journal Of Retail & Distribution Management, 38(3), 190-204.

Kim, J., Yang, K., & Kim, B. Y. (2013). Online retailer reputation and consumer response: examining cross cultural differences. International Journal Of Retail & Distribution Management, 41(9), 688-705.

Kim, S., &Eastin, M. S. (2011). Hedonic tendencies and the online consumer: an investigation of the online shopping process. Journal of Internet Commerce, 10(1), 68-90.

Klaus, P. (2013). The case of Amazon.com: towards a conceptual framework of online customer service experience (OCSE) using the emerging consensus technique (ECT). Journal of Services Marketing, 27(6), 443-457.

Kumar, V., & Mishra, S. (2012). A study of the attitude towards online shopping: A conceptual model regarding intention formation, the role of perceived risks.

Kuo, Y. F., & Wu, C. M. (2012). Satisfaction and post-purchase intentions with service recovery of online shopping websites: Perspectives on perceived justice and emotions. International Journal of Information Management, 32(2), 127-138.

Lai, E., & Wang, Z. (2012, June). An empirical research on factors affecting customer purchasing behavior tendency during online shopping. In Software Engineering and Service Science (ICSESS), 2012 IEEE 3rd International Conference on IEEE(pp. 583-586).

Lei, Z., Benbasat, I., &Zhenhui, J. (2010). Let's Shop Online Together: An Empirical Investigation of Collaborative Online Shopping Support. Information Systems Research, 21(4), 872-891.

Lian, J. W., & Yen, D. C. (2014). Online shopping drivers and barriers for older adults: Age and gender differences. Computers in Human Behavior, 37, 133-143.

Lim, S., & Lee, B. (2015). Loyalty programs and dynamic consumer preference in online markets. Decision Support Systems, 78104-112.

Lin, C., &Lekhawipat, W. (2014). Factors affecting online repurchase intention. Industrial Management & Data Systems, 114(4), 597-611.

Liu, Y., Li, H., & Hu, F. (2013). Website attributes in urging online impulse purchase: An empirical investigation on consumer perceptions. Decision Support Systems, 55(3), 829-837.

Llach, J., Marimon, F., del Mar Alonso-Almeida, M., & Bernardo, M. (2013). Determinants of online booking loyalties for the purchasing of airline tickets. Tourism Management, 35, 23-31.

Luo, J., Ba, S., & Zhang, H. (2012). The Effectiveness of Online Shopping Characteristics and Well-Designed Websites on Satisfaction. Mis Quarterly, 36(4), 1131-1144.

Mahendra, S., &Yoshiki, M. (2015). A Bibliometric Analysis on Online Shopping. Journal of business research, 52, 6-74.

Malviya, S., &Sawant, C. (2014). Perception of Youth Towards Online Shopping. Sawant, Chetna and Malviya, S.," Perception of Youth towards online shopping", AltiusShodh Journal of Management and Commerce, 432-436.

Martín, S. S., Camarero, C., & José, R. S. (2011). Does involvement matter in online shopping satisfaction and trust?Psychology & Marketing, 28(2), 145-167.

Martín, S. S., Camarero, C., Hernández, C., &Valls, L. (2009). Risk, Drivers, and Impediments to Online Shopping in Spain and Japan. Journal OfEuromarketing, 18(1), 47-64.

Melis, K., Campo, K., Breugelmans, E., &Lamey, L. (2015). The Impact of the Multi-channel Retail Mix on Online Store Choice: Does Online Experience Matter?Journal Of Retailing, 91(2), 272-288.

Mohamed, N., Hussein, R., Zamzuri, N. A., &Haghshenas, H. (2014). Insights into individual's online shopping continuance intention. Industrial Management & Data Systems, 114(9), 1453-1476.

Morgan, J., Ong, D., &Zhong, Z. Z. (2014). Location Still Matters: Evidence from an Online Shopping Field Experiment.

Mosteller, J., Donthu, N., &Eroglu, S. (2014). The fluent online shopping experience. Journal of Business Research, 67(11), 2486-2493.

Nadeem, W., Andreini, D., Salo, J., &Laukkanen, T. (2015). Engaging consumers online through websites and social media: A gender study of Italian Generation Y clothing consumers. International Journal Of Information Management, 35(4), 432-442.

Neuendorf, K. A., Xiong, C., Blake, B. F., &Hudzinski, K. (2014). Need for Presence, Enjoyment, and Attitude toward Vendor: Predicting Purchase Intent in the Online Shopping Environment.

Northcentral University, (2009). Assessing Consumer Acceptance of Online Shopping: Examining Factors Affecting Purchase Intentions, ProQuest.

Omar, M., Bathgate, I., &Nwankwo, S. (2011). Internet marketing and customer satisfaction in emerging markets: the case of Chinese online shoppers. Competitiveness Review, 21(2), 224-237.

Özpolat, K., Gao, G. (.,Jank, W., &Viswanathan, S. (2013). The Value of Third-Party Assurance Seals in Online Retailing: An Empirical Investigation. Information Systems Research, 24(4), 1100-1111.

Pappas, I. O., Patell, A. G., Giannakos, M. N., &Chrissikopoulos, V. (2014). Moderating effects of online shopping experience on customer satisfaction and repurchase intentions. International Journal Of Retail & Distribution Management, 42(3), 187-204.

Peinkofer, S. T., Esper, T. L., Smith, R. J., & Williams, B. D. (2015). Assessing the Impact of Price Promotions on Consumer Response to Online Stockouts. Journal Of Business Logistics, 36(3), 260-272.

Pérez-Hernández, J., & Sánchez-Mangas, R. (2011). To have or not to have Internet at home: Implications for online shopping. Information Economics & Policy, 23(3/4), 213-226.

Popescu, G. H. (2015). The competitive nature and effectiveness of online retailing. Psychosociological Issues in Human Resource Management, 3(1).

Prakash, G., Sahney, S., &Kavdia, D. (2015). Critical design characteristics for online retail stores in India. Emerald Emerging Markets Case Studies, 5(7), 1-12.

Rahman, S. M. (2015). Consumer expectation from online retailers in developing e-commerce market: An investigation of generation Y in Bangladesh. International Business Research, 8(7), p121.

Rajan, M., Gehrt, K. C., Shainesh, G., O'Brien, M., & Loule, T. (2012). Emergence of Online Shopping in India: Shopping Orientation Segment. International Journal of Retail and Distribution Management.

Ranganathan, C., &Jha, S. (2007). Examining Online Purchase Intentions in B2C E-Commerce: Testing an Integrated Model. Information Resources Management Journal, 20(4), 48-64.

Rao, S. (2012). Internet retailers get revved up. Industrial Management, 54(5), 14-17.

Rao, S., Rabinovich, E., &Raju, D. (2014). The role of physical distribution services as determinants of product returns in Internet retailing. Journal Of Operations Management, 32(6), 295-312.

Rezaei, S., Amin, M., & Ismail, W. W. (2014). Online repatronage intention: an empirical study among Malaysian experienced online shoppers. International Journal Of Retail & Distribution Management, 42(5), 390-421.

Riquelme, I., &Román, S. (2014). The Influence of Consumers' Cognitive and Psychographic Traits on Perceived Deception: A Comparison Between Online and Offline Retailing Contexts. Journal Of Business Ethics, 119(3), 405-422.

Rose, S., Clark, M., Samouel, P., & Hair, N. (2012). Online Customer Experience in e-Retailing: An empirical model of Antecedents and Outcomes. Journal Of Retailing, 88(2), 308-322.

Rose, S., Hair, N., & Clark, M. (2011). Online customer experience: A review of the business-to-consumer online purchase context. International Journal of Management Reviews, 13(1), 24-39.

Samant, Y. (2013). A Study of the Online Retail Market with Respect to India vis-à-vis the United States of America.

Sasaki, T., Becker, D. V., Janssen, M. A., & Neel, R. (2011). Does greater product information actually inform consumer decisions? The relationship between product information quantity and diversity of consumer decisions. Journal Of Economic Psychology, 32(3), 391-398.

Seock, Y., & Norton, M. T. (2008). College Students' perceived attributes of internet websites and online shopping. College Student Journal, 42(1), 186-198.

Shah, M. H., Pelkari, 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.

Shiau, W. L., &Luo, M. M. (2012). Factors affecting online group buying intention and satisfaction: A social exchange theory perspective. Computers in Human Behavior, 28(6), 2431-2444.

Shobeiri, S., Mazaheri, E., &Laroche, M. (2014). How customers respond to the assistive intent of an E-retailer?International Journal Of Retail & Distribution Management, 42(5), 369-389.

Sorce, P., Perotti, V., &Widrick, S. (2005). Attitude and age differences in online buying. International Journal Of Retail & Distribution Management, 33(2), 122-132.

Spake, D. F., Finney, R. Z., Joseph, M., & Albrecht, C. M. (2015). To Shop or Not to Shop: Consumers' Privacy Concerns and their Impact on Online Shopping. In Marketing in Transition: Scarcity, Globalism, & Sustainability (pp. 192-192). Springer International Publishing.

Sunil. (2015). Trends and practices of consumers buying online and offline. International Journal Of Commerce & Management, 25(4), 442-455.

Teo, T. H., & Yu, Y. (2005). Online buying behavior: a transaction cost economics perspective. Omega, 33(5), 451-465.

Thakur, R., & Srivastava, M. (2015). A study on the impact of consumer risk perception and innovativeness on online shopping in India. International Journal Of Retail & Distribution Management, 43(2), 148-166.

Thirumalai, S., & Sinha, K. K. (2011). Customization of the online purchase process in electronic retailing and customer satisfaction: An online field study. Journal Of Operations Management, 29(5), 477-487.

Touray, A., Salminen, A., &Mursu, A. (2013). ICT barriers and critical success factors in developing countries. The Electronic Journal of Information Systems in Developing Countries, 56.

Tsai, M., Cheng, N., & Chen, K. (2011). Understanding online group buying intention: the roles of sense of virtual community and technology acceptance factors. Total Quality Management & Business Excellence, 22(10), 1091-1104.

Village, S. K., No, P., & Park, R. G. I. (2015). A Study on user perception and awareness Related to online privacy during online Shopping. Journal of Theoretical and Applied Information Technology, 77(3).

Wan, Y., Nakayama, M., & Sutcliffe, N. (2012). The impact of

age and shopping experiences on the classification of search, experience, and credence goods in online shopping. Information Systems and e-Business Management, 10(1), 135-148.

Wang, Y. J., Minor, M. S., & Wei, J. (2011). Aesthetics and the online shopping environment: Understanding consumer responses. Journal of Retailing, 87(1), 46-58.

Weiyin, H., Thong, J. L., &Kar Yan, T. (2004). The Effects of Information Format and Shopping Task on Consumers' Online Shopping Behavior: A Cognitive Fit Perspective. Journal Of Management Information Systems, 21(3), 149-184.

Wu, I. L., & Huang, C. Y. (2015). Analysing complaint intentions in online shopping: the antecedents of justice and technology use and the mediator of customer satisfaction. Behaviour& Information Technology, 34(1), 69-80.

Wu, W. Y., Lee, C. L., Fu, C. S., & Wang, H. C. (2013). How can online store layout design and atmosphere influence consumer shopping intention on a website?International Journal of Retail & Distribution Management, 42(1), 4-24.

Yang, D. J., Chou, D. H., & Liu, J. (2012). A study of key success factors when applying e-commerce to the travel industry. International Journal of Business and Social Science, 3(8), 114-119.

Yang, S., Lu, Y., &Chau, P. Y. (2013). Why do consumers adopt online channel? An empirical investigation of two channel extension mechanisms. Decision Support Systems, 54(2), 858-869.

Yoon, V. Y., Hostler, R. E., Guo, Z., &Guimaraes, T. (2013). Assessing the moderating effect of consumer product knowledge and online shopping experience on using recommendation agents for customer loyalty. Decision Support Systems, 55(4), 883-893.

Youngsoo, K., & Krishnan, R. (2015). On Product-Level Uncertainty and Online Purchase Behavior: An Empirical Analysis. Management Science, 61(10), 2449-2467.

Y-W., F., Y-F., M., & S-C., W. (2013). Customer complaints and service policy in electronic commerce. South African Journal Of Business Management, 44(3), 15-19.

Zendehdel, M., Paim, L. H., & Osman, S. B. (2015). Students' online purchasing behavior in Malaysia: Understanding online shopping attitude. Cogent Business & Management, 2(1), 1078428.

Zhang, K. Z., Cheung, C. M., & Lee, M. K. (2014). Examining the moderating effect of inconsistent reviews and its gender differences on consumers' online shopping decision. International Journal of Information Management, 34(2), 89-98.

Zhang, M., Huang, L., He, Z., & Wang, A. G. (2015). E-service quality perceptions: an empirical analysis of the Chinese e-retailing industry. Total Quality Management & Business Excellence, 26(11/12), 1357-1372.

Zhang, T. (., Agarwal, R., & Lucas, J. C. (2011). The value of IT-enabled retailer learning: personalized product recommendations and customer store loyalty in electronic markets. MIS Quarterly, 35(4), 859-A7.