

DAFTAR PUSTAKA

- Adryanto, R. (2016). Pengaruh kepercayaan, persepsi manfaat, dan persepsi kemudahan penggunaan terhadap minat beli di toko online . *Universitas Yogyakarta*, 19-26.
- Alalwan, A. A. (2020). Mobile food ordering apps: An empirical study of the factors affecting customer e-satisfaction and continued intention to reuse. *International Journal of Information Management*, 50, 28-44.
- Alexander, H. B. (2020, 2 13). *Masuk 5 Besar, Ritel Indonesia Diprediksi Stabil*. Retrieved 9 12, 2021, from [www.kompas.com: https://properti.kompas.com/read/2020/02/13/205237021/masuk-5-besar-ritel-indonesia-diprediksi-stabil#google_vignette](https://properti.kompas.com/read/2020/02/13/205237021/masuk-5-besar-ritel-indonesia-diprediksi-stabil#google_vignette)
- Amijaya, G. R. (2010). Pengaruh persepsi teknologi informasi terhadap minat ulang nasabah bank dalam menggunakan internet banking (studi pada nasabah bank BCA). *Universitas Diponegoro*, 15-17.
- Anggraeni, E. Y., & Irviani, R. (2017). *Pengantar Sistem Informasi*. Yogyakarta: CV.Andi Offset.
- Ashghar, S. A., & Nurlatifah, H. (2020). Analisis Pengaruh Perceived Ease of Use, Perceived Usefulness, dan Perceived Risk terhadap Keinginan Membeli Kembali melalui e-Trust dan s-Satisfaction. *Jurnal Al Azhar Indonesia Seri Ilmu Sosial*, 1(1), 41-48.
- Barlow, A. K., Siddiqui, N. Q., & Mannion, M. (2004). Developments in information and communication technologies for retail marketing channels. *International Journal of Retail & Distribution Management*, 32(3), 157-163.
- Bart, Y., Shankar, V., Sultan, F., & Urban, G. L. (2005). Are the Drivers and Role of Online Trust the Same for All Web Sites and Consumers? A Large-Scale Exploratory Empirical Study. *Journal Of Marketing*, 69(4), 15-27.
- Chang, J. C., Torkzadeh, G., & Dhillon, G. (2004). Re-examining the measurement models of success for Internet commerce. *Information & Management*, 41(5), 577-584.

- Chen, F. H., Lool, C. K., & Chen, W. (2009). Integrating technology in the classroom: a visual conceptualization of teachers' knowledge, goals and beliefs. *Journal of Computer Assisted Learning*, 25(5), 470-488.
- Chitty, B., Chitty, W., Luck, E., Barker, N., Sassenberg, A., Shimp, T. A., et al. (2017). *Integrated Marketing Communications with Online Study Tools 12 Months*. Australia: Dorothy Chiu.
- Chung, K. H., & Shin, J. L. (2008). The relationship among e-retailing attributes, e-satisfaction and e-Loyalty. *Management Review: An International Journal*, 3(1), 23-45.
- Chung, K. H., & Shin, J. L. (2010). The antecedents and consequents of relationship quality in internet shopping. *Asia Pacific Journal of Marketing and Logistics*, 22(4), 473-491.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *Management Information Systems*, 13(3), 319.
- Eid, M. I. (2011). Determinants Of E-Commerce Customer Satisfaction, Trust, And Loyalty In Saudi Arabia. *Accelerating The World's Research*, 12(1), 78-90.
- Elzbieta Lepkowska-White, C. P. (2017). Web equity: a framework for building consumer value in online companies. *Journal of Consumer Marketing*, 19(3), 231-248.
- Gunawan, H., & Ayuningtiyas, K. (2018). Pengaruh kepercayaan, kemudahan, dan kualitas informasi terhadap keputusan pembelian daring di aplikasi Bukalapak pada mahasiswa Politeknik Negeri Batam. *Journal of Applied Business Administration*, 2(1), 152-165.
- Guo, X., Ling, K., & Liu, M. (2012). Evaluating factors influencing customer satisfaction towards online shopping in China. *Asian Social Science*, 8(13), 40-50.
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM) An emerging tool in business research. *European Business Review*, 26(2), 106-121.
- Hoffman, D. L., & Novak, T. P. (2000). How to acquire customers on the web. *Harvard Business Review*, 179-88.
- Ihsanuddin. (2020, 3 2). *Ini Pengumuman Lengkap Jokowi soal 2 WNI Positif Corona*. Retrieved 11 5, 2021, from www.kompas.com:

<https://amp.kompas.com/nasional/read/2020/03/02/12002701/ini-pengumuman-lengkap-jokowi-soal-2-wni-positif-corona>

- Janda, S., Trocchia, P. J., & Gwinner, K. P. (2002). Consumer perceptions of Internet retail service quality. *International Journal of Service Industry Management*, 13(5), 412-431.
- Japarianto, E., & Adelia, S. (2020). Pengaruh tampilan web dan harga terhadap minat beli dengan kepercayaan sebagai intervening variabel pada e-commerce Shopee. *Jurnal Manajemen Pemasaran*, 14(1), 35-43.
- Kotler, P., & Gary, A. (2012). *Principles Of Marketing, Global Edition 14 Edition*. United states of America.: Pearson Education.
- Kumar, A., Adlakaha, A., & Mukherjee, K. (2018). The effect of perceived security and grievance redressal on continuance intention to use M-wallets in a developing country. *International Journal of Bank Marketing*, 36(7), 1170-1189.
- Kursunluoglu, E. (2014). Shopping centre customer service: creating customer satisfaction and loyalty. *Marketing Intelligence & Planning*, 32(4), 528-548.
- Legris, P., Ingham, J., & Collette, P. (2003). Why do people use information technology? A critical review of the technology acceptance model. *Information & Management*, 40(3), 191-204.
- Lidwina, A. (2021, 6 4). *www.katadata.co.id*. Retrieved 9 15, 2021, from Penggunaan E-Commerce Indonesia Tertinggi di Dunia: <https://databoks.katadata.co.id/datapublish/2021/06/04/penggunaan-e-commerce-indonesia-tertinggi-di-dunia>
- Lin, C. H., Shih, H. Y., & Sher, P. J. (2007). Integrating technology readiness into technology acceptance: the TRAM model. *Psychology & Marketing*, 24(7), 641-657.
- Lohse, G. L., & Spiller, P. (1198). Electronic shopping. *Communications Of The ACM*, 41(7), 81-7.
- Luo, J., Ba, S., & Zhang, H. (2016). The Effectiveness of Online Shopping Characteristics and Well-Designed Websites on Satisfaction. *Management Information Systems Research Center*, 36(4), 1131-1144.
- Madu, C. N., & Madu, A. A. (2002). Dimensions of e-quality. *International Journal of Quality & Reliability Management*, 19(3), 246-258.

- Mukherjee, A., & Nath, P. (2015). Role of electronic trust in online retailing A re-examination of the commitment-trust theory. *European Journal of Marketing*, 41(9/10), 1173-1202.
- Muntianah, S. T., Astuti, E. S., & Azizah, D. F. (2012). Pengaruh minat perilaku terhadap actual use teknologi informasi dengan pendekatan technology acceptance model (TAM) . *Teknologi informasi*, 6(1), 13-20.
- Park, C. H., & Kim, Y.-G. (2019). Identifying key factors affecting consumer purchase behavior in an online shopping context. *International Journal of Retail & Distribution Management*, 31(1), 16-29.
- Polites, G. L., Williams, C. K., Karahanna, E., & Seligman, L. (2012). A Theoretical Framework for Consumer E-Satisfaction and Site Stickiness: An Evaluation in the Context of Online Hotel Reservations. *Journal of Organizational Computing and Electronic Commerce*, 22(1), 1-37.
- Rahadi, D. R. (2011). Pengaruh karakteristik website terhadap kepuasan pelanggan. *Jurnal Teknologi Informasi Politeknik Telkom*, 1(1), 6-7.
- Reichheld, F. F., & Scheffer, P. (2000). E-loyalty: your secret weapon on the web. *Harvard business review*, 105-113.
- Said, A. A. (2021, 8 31). *Sri Mulyani: Pemulihan Ekonomi RI Lebih Cepat Daripada Singapura*. Retrieved 10 5, 2021, from www.katadata.co.id: <https://katadata.co.id/agustiyanti/finansial/612e09848759e/sri-mulyani-pemulihan-ekonomi-ri-lebih-cepat-daripada-singapura>
- Sandi, F. (2021, 5 21). *Gerai Giant Berguguran, Fenomena Tiap Hari 1 Ritel RI Tutup*. Retrieved 11 10, 2021, from www.cnbcindonesia.com: <https://www.cnbcindonesia.com/news/20210525180556-4-248368/gerai-giant-berguguran-fenomena-tiap-hari-1-ritel-ri-tutup>
- Saqib, A. R. (2019). Pengaruh perceived usefulness, perceived ease of use, structural assurance, dan social influence terhadap intention to reuse dimediasi oleh trust. *Universitas Islam Malang*, 7(2), 12.
- Sathiyavima, S., Vasanthara, S., Bharath, D., Saravanan, M., Manikandan, E., Kumar, S. S., et al. (2018). Biogenesis of copper oxide nanoparticles (CuONPs) using *Sida acuta* and their incorporation over cotton fabrics to prevent the pathogenicity of Gram negative and Gram positive bacteria. *Journal of Photochemistry & Photobiology, B: Biology*, 126-134.

- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian Untuk Bisnis_Pendekatan Pengembangan Keahlian Buku 2*. Jakarta: Salemba Empat.
- Septiani, I. T., & Widiyatsari, A. (2020). Pengaruh Kepercayaan Dan Kemudahan Terhadap Keputusan Pembelian dan Kepuasan Konsumen Produk Fashion Shopie Paris di Kota Pekanbaru. *Jurnal Tepak Manajemen Bisnis*, 12(2), 5-8.
- Sheng, T., & Liu, C. (2017). An empirical study on the effect of e-service quality on online customer satisfaction and loyalty. *Nankai Business Review International*, 1(3), 273-283.
- Storbacka , K., Strandvik, T., & Gronroos, C. (2016). Managing Customer Relationships for Profit: The Dynamics of Relationship Quality. *International Journal Of Service Industry Management*, 5(5), 21-38.
- Suryowati, E. (2020, 11 14). *Kontribusi Sektor Ritel Terhadap PDB Ditengah Pandemi*. Retrieved 8 5, 2021, from www.jawapos.com: <https://www.jawapos.com/ekonomi/14/11/2020/kontribusi-sektor-ritel-terhadap-pdb-tetap-positif-di-tengah-pandemi/?amp>
- Szymanski, D. M., & Hise, R. T. (2000). E-satisfaction: an intial examination. *Journal Of Retailing*, 76(3), 309-322.
- Valentina, A. N. (2020). PENGARUH E-SATISFACTION TERHADAP E-LOYALTY DENGAN TRUST SEBAGAI VARIABLE INTERVENING PADA APLIKASI FINTECH OVO. *Fakultas Ekonomi Universitas Kristen Petra*, 7-12.
- Wen, C., Prybutok, V. R., & Xu, C. (2011). An integrated model for customer online repurchase intention. *Journal of computer information system*, 52(1), 14-23.
- Widiyanto, I., & Prasilowati, S. L. (2015). Perilaku pembelian melalui internet. *Jurnal Manajemen dan Kewirausahaan*, 17(2), 109-121.
- Yang, Z., & Fang, X. (2004). Online service quality dimensions and their relationships with satisfaction: A content analysis of customer reviews of securities brokerage services. *International Journal of Service Industry Management*, 15(3), 302-326.
- Zhihong, Haomin, W., & Li. (2016). Factors influencing usage of third party mobile payment services in China: An empirical study. *Department of Business Studies Uppsala University*, 35-40.