

## DAFTAR PUSTAKA

- Abdelkader, O, A. 2015. Impact of perceived risk and attitude on internet purchase intention. *Journal of Marketing Studies*, 7(6): 107-115.
- Ali, M.H., Tan, K, H., Pawar, K and Makhbul, Z, M. 2014. Extenuating food integrity risk through supply chain integration: the case of halal food. *Industrial Engineering and Management Systems*, 13 (2), 154–162.
- Al-Jazzazi, A., Al-Jazzazi, A., P., Sultan, P., 2017. Demographic differences in Jordanian bank service quality perceptions. *International Journal of Bank Marketing*, 35 (2), 275-297.
- Artigas, E.M., Yrigoyen, C.C., Moraga, E.T and Villalón, C.B. 2017. Determinants of trust towards tourist destinations. *Journal Destination Marketing Management*, 6 (4), 327–334.
- Belanche, D., Casalo, L. V., Guinalfu, M. 2012. Website usability, customer satisfaction and the intention to use a website: the moderating effect of perceived risk. *Journal of Retailing Consumer Services*, 19 (1), 124-132.
- Bijmolt, Tanmo H.A, Eelko K.RE. Huizinghand Adriana, Krawczyk. 2014. Effect of complaint behavior and sciences recovery satisfaction on customer intentions to repurchase on the internet. *Internet Research Journal*, 24 (5), pp: 608-628.
- Bhukya, Ramulu and Singh Sapna. 2015. The effect of perceived dimentions on purchase intention an empirical evidence from Indian private labels market. *American Journal of Business*, 30 (4), pp:218-230.

- Cahyanto, I., Wiblishauser, M., Pennington-Gray, L., & Schroeder, A. 2016. The dynamics of travel avoidance: The case of Ebola in the U.S. *Tourism Management Perspectives*, Vol.20, 195-203.
- Chai S., Das, S and Rao, H, R. 2012. Factors affecting blogger's knowledge sharing: an investigation across gender. *Journal of Management and Information Systems*, 28 (3): 309-341.
- Curras, Perez, R., Ruiz-Mafe, C., Sanz-Blas, S. 2013. Social network loyalty: evaluating the role of attitude, perceived risk and satisfaction. *Online Information Review*, 37 (1), 61–82.
- Day, S., Godsell, J., Masi, D and Zhang, W. 2020. Predicting consumer adoption of branded subscription services: A prospect theory perspective. *Business Strategy and the Environment*. 29 (3), pp:1310-1330.
- DeFranco, A., Morosan, C. 2017. Coping with the risk of internet connectivity in hotels: perspectives from American consumers traveling internationally. *Tourism Management*, 61, 380–393.
- Deng, R and Ritchie, B, W. 2018. International university students travel risk perceptions: an exploratory study. *Current Issues in Tourism*, 21 (4), 455–476.
- Dewi, Retia, Kartika. 2020. Rekor 2.657 Kasus Baru Covid-19, Berikut 3 Cara Menekan Laju Penyebaran Virus Corona. Retrieved from <https://www.kompas.com>, diakses pada 5 Oktober 2020.
- DiPietro, R., Cao, Y., Partlow, C., 2013. Green practices in upscale food service operations: customer perceptions and purchase intentions. *International Journal Contemporary Hospitality Management*, 25 (5), 779-796.

- Escobar-Rodriguez, T., Gravalos-Gastaminza, M.A., Perez-Calanas, C. 2017. Facebook and the intention of purchasing tourism products: moderating effect of gender, age and marital status. *Scandinavian Journal of Hospitality and Tourism*, 17(2), 129-144.
- Fang, Yu Hui., Chiu, Chao Min and Wang, Eric T G. 2011. Understanding customer satisfaction and repurchase intentions, an integration of IS success model, trust and justice. *Internet Research*, 21 (4), pp: 479-503.
- Fuchs, G and Reichel, A. 2011. An exploratory inquiry into destination risk perceptions and risk reduction strategies of first time vs repeat visitors to a highly volatile destination. *Tourism Management*, 32(2), 266-276.
- Foroudi, P., Tabaghdehi, S.A., & Marvi, R. 2021. The gloom of the COVID-19 shock in the hospitality industry: A study of consumer risk perception and adaptive belief in the dark cloud of a pandemic. *International Journal of Hospitality Management*, Vol.92, 1-10.
- Gursoy, D and Chi, C.G. 2020. Effects of Covid-19 pandemic on hospitality industry: review of the current situations and research agenda. *Journal of Hospitality Marketing and Management*, 29 (5), pp. 527-529.
- Hair, Joseph F. Jr. et al. 2010. *Multivariate Data Analysis*. 7th edition. Pearson Education Limited Harlow. England.
- Han, H., Back, K and Kim, Y. 2011. A multidimensional scale of switching barriers in the full service restaurant industry. *Cornell Hospitality Quarterly*, 52 (1), 54-63.

- Han, H and Hyun, S. S. 2017. Impact of hotel restaurant image and quality of physical-environment, service, and food on satisfaction and intention. *International Journal of Hospitality Management*, 63, 82-92.
- Han, H., Ryu, K. 2007. Moderating role of personal characteristics in forming restaurant customers behavioral intention: an upscale restaurant setting. *Journal Hospitality and Leisure Marketing*, 15 (4), 25-54.
- Hong, Ilyo B and Cha, Hoon S. 2013. The mediating role of consumer trust in an online merchant impredicting purchase intention. *International Journal of Information Management*, 33, pp: 927-939.
- Hoque, M.Z and Alam, M.N. 2018. What determines the purchase intention of liquid milk during a food security crisis? The role of perceived trust, knowledge and risk. *Sustainability*. 10 (10). pp: 1-22.
- Huy Tuu, H., Ottar Olsen, S. 2009. Food risk and knowledge in the satisfaction-repurchase loyalty relationship. *Asia Pasific Journal Marketing Logistics*, 21 (4), 521-536.
- Iqbal, Muhammad. 2020. Wisatawan Mancanegara Maret Terus turun Menurun Dampak Covid-19. Retrieved from <https://m.republika.co.id>, diakses pada 22 November 2020.
- Ishida, Y., Miyaki, M., Fujisawa, Y., Iwasaki, K., 2017. How does tourism differ among generations? Tourists from the United States and their willingness to visit Japan. *International Journal of Tourism Sciences*, 17 (1), 49-60.
- Jalilvand, M. R & Samiei, N. 2012. Perceived risks in travelling to the Islamic Republic of Iran. *Journal of IslamicMarketing*, 3(2), 175-189.

- Jani, D and Han, H. 2011. Investigating the key factors affecting behavioral intentions: evidence from a full service restaurant setting. *International Journal of Contemporary Hospitality Management*, 23(7), 1000–1018.
- Jani, D and Han, H. 2014a. Personality, satisfaction, image, ambience, and loyalty: testing their relationships in the hotel industry. *International Journal Hospitality Management*, 37, 11–20.
- Jani, D and Han, H. 2014b. Testing the moderation effect of hotel ambience on the relationships among social comparison, affect, satisfaction, and behavioral intentions. *Journal of Travel and Tourism Marketing*. 31 (6), 731–746.
- Kahneman, Daniel & Tversky, Amos. 1979. Prospect theory an analysis of decision under risk. *Econometrica*, 47 (2), 264-291.
- Kang, H. C and Wang, Y. W. 2009. The relationships among sea-food restaurant service quality, perceived value, customer satisfaction and behavioral intentions using structural equation model: a case of peng. *The 9<sup>th</sup> International Conference on Electronic Business, Macau*, November 30 – December 4, pp. 629-633.
- Keaveney, S.M., Parthasarathy, M. 2001. Customer switching behavior in online services: an exploratory study of the role of selected attitudinal, behavioral, and demographic factor. *Journal of the Academy of Marketing Science*, 29 (4), 374-390.

- Kim, J and Damhorst, M, L. 2010. The mediating effect of perceived service risk on perceived value of internet apparel shopping: from the quality-risk-value approach. *Journal of Global Academy of Marketing Science*, 20 (4), 307–318
- Kotler, Philip and Keller, Kevin Lane. 2009. *Manajemen Pemasaran*. Edisi 13. Jilid 1. Penerbit Erlangga.
- Kotler, Philip and Keller, Kevin Lane. 2009. *Manajemen Pemasaran*. Edisi 13. Jilid 2. Penerbit Erlangga.
- Kuo, C. W and Tang, M. L. 2011. Relationships Among Service Quality, Corporate Image, Customer Satisfaction and Behavioral Intention for The Elderly in High Speed Rail Service. *Journal of Advanced Transportation*, Publish online in Willey Online Library. DOI: 10.1002/atr.179.
- Lee, Ming-Chi. 2010. Explanning and predicting users continuance intention toward e-learning: An extention of the expectation-confirmation model. *Computers of Education Journal*, 54, pp, 506-516.
- Leeraphong, A and Mardjo, A. 2013. Trust and risk in purchase intention through online social network: A focus group study of facebook in Thailand. *Journal of Economics, Business and Management*, 1 (4), pp: 314-318.
- Ling, Kwek Choon, Dazmin bin Daud, Tan Hoi Piew and Kay Hooi Keoy. 2011. Perceived risk, perceived technology, online trust for the online purchase intention in Malaysia International. *Journal of Academic Research in Business and Social Sciences, International Journal of Business and Management*, 6 (6), pp: 167-182.

- Malazizi, N., Alipour, H., Olya, H. 2018. Risk perceptions of Airbnb hosts: evidence from a Mediterranean Island. *Sustainability*, 10 (5), 2071-3050.
- Mohlmann, M. 2015. Collaborative consumption: determinants of satisfaction and the likelihood of using a sharing economy option again. *Journal of Consumers Behavior*, 14 (3), 193–207.
- Magi, Anne W. 2003. Share of wallet in retailing: the effects of customer satisfaction, loyalty card and shopper characteristics. *Journal of Retailing*, 79(2), 97–106. DOI: 10.1016/S0022-4359(03)00008-3.
- McCole, P., et al. 2010. Trust considerations on attitudes towards online purchasing: The moderating effect of privacy and security concerns. *Journal of Business Research*, 63 (9-10), 1018-1024.
- Oliver, Riscrd L. 1997. Satisfaction a behavioral perspective on the consumer. McGraw-Hill Education, Singapore.
- Olya, H.G., Altinay, L. 2016. Asymmetric modeling of intention to purchase tourism weather insurance and loyalty. *Journal of Business Research*, 69 (8), 2791–2800
- Olya, H.G., Al-ansi, A. 2018. Risk assessment of halal products and services: implication for tourism industry. *Tourism Management*, 65, 279–291.
- Pappas, Ilias O, Adamantia G. Pateli, Michail N. Giannakos and Vassilios, Chrissikopoulos. 2014. Moderating effect of online shopping experience on customer satisfaction and repurchase intentions. *International Journal of Retail and Distribution Management*, 42 (3), pp: 187-204.

- Parasuraman, A., Zeithaml, V. and Malhorta, A. 2005. E-S-QUAL: a multiple-item scale for assessing electronic service quality. *Journal of Retailing*, 64,1, 12-40.
- Parasuraman, A and Zeithaml, V.A. 2005. E-S-QUAL A Multiple-Item Scale for Assessing Electronic Service Quality. *Journal of Service Research*, 7, X,1-21
- Pham, T. S. H and Ahammad, M. F. 2017. Antecedents and consequences of online customer satisfaction: A holistic process perspective. *Technological Forecasting and Social Change*, 124, 332-342.  
<https://doi.org/10.1016/j.techfore.2017.04.003>
- Putri, Arum Sutrisna. 2019. Peran UMKM Dalam Perekonomian Indonesia. Retrieved from <https://kompas.com>, diakses pada 28 Juni 2020.
- Pranita, Ellyvon. 2020. Diumumkan Awal Maret, Ahli: Virus Corona Masuk Indonesia dari Januari. Retrieved from <https://www.kompas.com>, diakses pada 5 Oktober 2020.
- Rasyid, Rafsanjani Harun Al dan Sugiyono. 2014. Pengaruh kepuasan konsumen, kepercayaan dan layanan terhadap loyalitas berbelanja pada Carrefour Surabaya. *Jurnal Ilmu dan Riset Manajemen*, 3 (12), hal.40-53.
- Shin, Y., Thai, V.V., Grewal, D., Kim, Y. 2017. Do corporate sustainable management activities improve customer satisfaction, word of mouth intention and repurchase intention? Empirical evidence from the shipping industry. *International Journal of Logistics Management*, 28 (2), 555-570.



- Sinclair-Maragh, G. 2017. Demographic analysis of residents support for tourism development in Jamaica. *Journal of Destination Marketing and Management*, 6 (1),5-12.
- Schiffman, Leon dan Kanuk, Leslie, Lazar. 2007. Perilaku Konsumen. Edisi Ketujuh. Penerbit: PT Indeks.
- Sekaran, Uma dan Roger J Bougie, 2016. Research Methods For Business: A Skill Building Approach, Ed 7<sup>th</sup>, New York: John Wiley & Sons Ltd.
- Syarizka, Deandra. 2019. Kontribusi UMKM terhadap PDB 2019 Diproyeksi Tumbuh 5%. Retrieved from <https://ekonomi.bisnis.com>, diakses pada 28 Juni 2020.
- Tangeland, T., Vennesland, B., Nybakk, E., 2013. Second-home owners intention to purchase nature-based tourism activity products-a Norwegian case study. *Tourism Management*, 36, 364-376.
- Wibowo, Agus. 2020. Empat Strategi Pemerintah Atasi COVID-19. Retrieved from <https://covid19.go.id>, diakses pada 5 Oktober 2020.
- Wilks, J., Pendergast, D., & Leggat, P. 2006. Tourism in turbulent times: towards safe experiences for visitors. London: Elsevier.
- Wijaya, Petra Surya Mega dan Christina Teguh. 2012. Faktor-faktor yang mempengaruhi minat beli online shop spesialis guess. *Jurnal Riset Manajemen dan Bisnis*, 7 (2), hal.147-160.
- World Health Organization. 2020. Coronavirus. Retrieved from <https://www.who.int>, diakses pada 8 April 2021.

Yeo, V. C. S., Goh, S.-Kand Rezaei, S. 2017. Consumer experiences, attitude and behavioral intention toward online food delivery (OFD) services. *Journal of Retailing and Consumer Services*, 35, 150-162.  
<https://doi.org/10.1016/j.jretconser.2016.12.013>

Yoon, Tand Choi, Y. 2016. The influence of physical environment on buying-risk perception: Customer at franchise Korean-restaurant. *Culinary Science & Hospitality Research*, 22(1), 153-164.

Zehir, C and Sadikoglu, E. 2012. Relationships among total quality management practices: An Empirical study in Turkish industry. *International journal of Performability Engineering*, 8, 6,667-678.

