

DAFTAR PUSTAKA

- Amin Muslim , Isa Zaidi, 2011, "An Examination of the relationship between Service Quality Perceptionand Customer satisfaction, A SEM approach towards, Malaysian Islamic banking", International Journal of Islamic and Middle Eastern Finance and Management Vol. 1 No. 3, 2008 p.191-209.
- Ariff, Mohd Shoki Md, et al. 2014. *Consumer Perceived Risk, Attitude And Online Shopping Behavior: Empirical Evidence From Malaysia. IOP Conf. Series: Materials Science and Engineering.* 58
- Arslan, Gecti & Zengin. 2013. *Examining Perceived Risk and Its Influence on Attitudes: A Study on Private Label Consumers in Turkey.* Asian Social Science, Vol.9, No.4.
- Carmen, P, C. 2007. *Perceived Risk on Goods and Service Purchases.* Exit Market. 129. 183-199.
- Cho, Chan-Olmsted, S., , M., Lee, S. 2013. *User Perceptions of Social Media: A Comparative Study of Perceived Characteristics and User Profiles by Social Media.* *Online Journal of Communication and Media Technologies*
- Chee, Sua Wui, et al. 2018. *Consumer Perceptions and Intentions Toward Malaysian Mobile Marketing.* *Asian Journal Of Innovation and Policy.* DOI: <http://dx.doi.org/10.7545/ajip.20118.0.0.00>.
- Chen, et al. 2005. *An empirical investigation of the relationship between intellectual capital and firm's market value and financial performance.* *Journal of Intellectual Capital*, Vol 6, Issue 2.
- Chen, Ying-Hueih., I-Chieh, Hsu, dan Chia-Chen, Lin. 2010. *Website Attributes that Increase Consumer Repurchase Intetion: A Conjoint Analysis.* *Journal of Business Research* 63, 1007-1014.
- Cheng, S.Y, Tsai, M.T, Cheng, N.C & Chen, K.S. 2012. *Predicting Intention to Purchase Intention on Group Buying Website in Taiwan.* *Online Information Review*, 36, 698-712.
- Chiu, C.M., Chang, C.C, Cheng, H.L and Fang, Y.H. 2009. "Determinant of Customer Repurchase Intention in Online Shopping." *Online Information Review*, Vol. 33, No.4, pp. 761-784.
- CNN Indonesia. 2014, "Transaksi e-commerce Indonesia capai US\$ 10 Miliar", <https://www.cnnindonesia.com/ekonomi/20140923142423-92073/transaksi-e-commerce-indonesia-capai-us--10-miliar>.

- Criteo Survey. 2015. Criteo: Indonesia penyumbang Tren M-Coommerce tertinggi di Asia Tenggara. <https://dailysocial.id/post/criteo-indonesian-m-commerce>
- Davis, F.D. 1989, "Perceived usefulness, perceived ease of use, and user acceptance of information technology", *MIS Quarterly*, Vol. 13 No. 3, pp. 319-40.
- DailySocial.id. 2018. E-Commerce vs Social commerce: Adu kemudahan dalam berbelanja online. <https://dailysocial.id/post/e-commerce-vs-social-commerce-adu-kemudahan-berbelanja-online/>
- Engel, James. F., Blackwell, R.D., & Miniard, P.W., 1993. *Consumer Behavior*. Seventh Edition. USA. The Dryden Press.
- Ferdinand, Augusty. 2006, Pengembangan minat beli merek ekstensi, Semarang: Badan penerbit Universitas Diponegoro.
- Ferdinand. 2002. Metode penelitian manajemen: Pedoman penelitian untuk skripsi, tesis, dan desertsri ilmu manajemen, Semarang: Badan Penerbit Universitas Diponegoro.
- Gogoi, B.J. 2013. "Study Of Antecedents Of Repurchase Intetion And Its Effect On Brand Loyalty Of Private Label Brand Of Apparel". International Journal of Sales & Marketing, Vol. 3, Issue 2, Jun 2013, 73-86.
- Greene, W. H. 2002. *Econometric Analysis*. (R. Banister, Ed.) (Fifth Edit). New Jersey: Prentice Hall.
- Hair, J., Anderson, R., Tatham, R. & Black, W. 2006. "Multivariate Data Analysis". Upper Saddle River, NJ : Prentice Hall.
- Hans van der Heijden, et, al. 2003. *Understamding Online Repurchase Intetions: Contributions From Technology and trust Perspective*. European Journal of Information Systems 12, 41-48.
- Hawkins, D.I., and Motherbaugh, D.L. 2010. *Customer Behavior: Building Marketing Strategy*. 11th edition. McGraw-Hill. Irwin
- Heale, R., & Twycross, A. 2015. *Validity and Reliability in Quantitative Studies*. Evid Based Nurs, 18(3), 66–67. <https://doi.org/doi: 10.1136/eb-2015-102129>
- Henry. Kornelius, et al. 2016. Pengaruh *Perceived Risk* Terhadap *Repurchase Intetion* dengan Mediasi *Perceived Value* dan *Customer Attitude* pada Pelanggan Online Shopping Melalui Media Sosial Facebok di Surabaya. Fakultas Ekonomi, Universitas Kristen Petra, Surabaya. Vol. 1, 43-55.

- Ikechukwu. 2012. *Public-private partnership for skill acquisition and vocational technical education development in Nigeria*. Mediterranean Journal of Social Sciences. Vol.3 hal 91-94.
- Internet World Stats. 2016, “*World Internet Users Statistics and 2016 World Population Stats*”, <https://www.internetworkstats.com/stats.htm>.
- Iprice group. 2017, “Analisis kilas balik persaingan e-commerce Indonesia tahun 2017”, <https://iprice.co.id/trend/insights/kilas-balik-e-commerce-indonesia-2017/> (21 December 2017) Tim Riset iPrice.
- Iswara, Danu. 2016. Pengaruh Kepercayaan, Kemudahan, Kualitas Informasi, dan Persepsi Risiko terhadap Keputusan Pembelian (Studi Kasus Pada Pengguna Media Sosial Instagram di Kota Yogyakarta). Jurnal. Yogyakarta: UNY.
- Ito, M., Yoshida, K., Hachiya, H., Mamou, J., & Yamaguchi, T. (2014). Quantification of The Scatterer Distributions For Liver Fibrosis Using Modified Q-Q Probability Plot. *IEEE International Ultrasonics Symposium Proceedings*, 2394–2397. <https://doi.org/10.1109/ULTSYM.2014.0597>
- Jogiyanto. 2007. *Sistem informasi keperilakuan*. Edisi Revisi. Yogyakarta: Andi Offset
- Juniwati. 2014. “*Influence of Perceived Usefulness , Ease of Use , Risk on Attitude and Intention to Shop Online.*” European Journal of Business and Management6 (27): 218–29.
- Kardes, Frank R., Murali Chandrashekaran, & James J. Kellaris. 2002. “*Preference Construction and Reconstruction*,” in *Experimental Business Research*, eds. Rami Zwick and Amnon Rapoport. Dordrecht, Boston, MA: Kluwer. 301-327.
- Kim, Dan J, Donald L. Ferrin and Raghav Rao, 2010. A *Trust-based Consumer Decision-making Model In Electronic Commerce: The Role of Trust, Perceived Risk, and Their Antecedents*. Doi;[10.1016/j.dss.20007.07.001](https://doi.org/10.1016/j.dss.20007.07.001)
- Kimppa, Kai., Diane Whitehouse., Tiina Kuusela., and Jackie Phahlamohlaka. 2014. *ICT and Society*. UK: Springer.
- Kumar, Archana and Mukherjee, Avinandan. 2013. *Shop While You Talk: Determinants of Repurchase Intentions Through A Mobile Device*. Mobile Marketing Association. Vol. 8, No. 1.
- Latifah dan Nur Afifah, Azka. 2013. Pengaruh Variabel Perceived Usefulness, Perceived Ease of Use, Perceived Enjoyment dan Attitude Terhadap Pemanfaatan Visual Hotel Program Pada Hotel-Hotel di Yogyakarta. Vol. 4, No. 1: 33-47.
- Laudon, Kenneth C., dan Jane P. Laudon, 2012. *Management System: Managing the Digital Firm Twelfth Edition*. New Jersey: Prentice Hall.

- Lee, C.H., Eze, U.C., and Ndubisi, N.O. 2011. *Analyzing Key Determinant of Online Repurchase Intention*. Asia Pasific Journal of Marketing and Logistic, Vol.23 (2). Hal 200-221.
- Lee, K.S. and Tan, S.J. 2003, “*E-retailing versus physical retailing: a theoretical model and empirical test of consumer choice*”, Journal of Business Research, Vol. 56 No. 11, pp. 877-85.
- Lee, Tsung Hung & Chang, Yun Shin. 2011. *The Influence of Experiential Marketing and Activity Involvement on The Loyalty Intentions of Wine tourist in Taiwan*. Leisure Studies Vol. 31. No. 1
- Lee, Wan. 2010. *Customer Perceptions of E-Service Quality in Online Shopping*. International Journal of Retail and Distribution Management. 33. (2).
- Lee, Y.C. And Chen, Y.Y 2010. “*Confirmation of Expectations and Satisfaction with The Internet Shopping: The Role of Internet Self-Efficacy*. Computer and Information Science, 3 (3). 14-22.
- Leong, C.M. 2010. *Consumer Responsiveness on MobileMarketing, Faculty of Technology Management and Technopreneurship*, University Teknikal Malaysia Melaka.
- Ma'ruf, Sabili. 2018. *The Influence Of Ease Of Use, Usefulness, Perceived Risk, And Convenience On Consumer Attitude On Online Shopping (A Case Study Of Lazada.Com)*. Skripsi. Yogyakarta: FE UNY.
- Mangkunegara, A.A Anwar Prabu. 2015. Perilaku Konsumen. Edisi Revisi. Penerbit Refika. Bandung.
- Mathieson, K. 1991. *Predicting User Intentions: Comparing the Technology Acceptance Model with the Theory of Planned Behavior*, Information Systems Research, Vol. 2, pp.173-191.
- Mirabi, V., Akbariyeh, H., & Tahmasebifard, H. 2015. “*A Study Of Factors Affecting On Customers Repurchase Intetion Case Study : The Agencies Of Bono Brand Tile In Tehran*”. Journal of Multidisciplinary Engineering Science and Technology (JMEST) ISSN: 3159-0040 Vol. 2 Issue 1, January -201.
- Mohammad, I, and Razli, C.R. 2011. *The Determinant Factor Influencing Young Consumer's Acceptance of Mobile Marketing in Malaysia*, African Journal of Business Management, 5. No.32, 12531-12542.
- Muchson. (2016). Statistik Deskriptif. Jakarta: Guapedia.
- Mulyana, Yusuf Fitra. 2016. Pengaruh Kepercayaan, Persepsi Risiko, Dan Keamanan Terhadap Minat Beli Konsumen Pada Toko Online (Studi Pada Toko Online OLX.Co.id). Skripsi. Yogyakarta: FE UNY.

- Nasution, S. (2009). *Metode Research (Penelitian Ilmiah)*. Bumi Aksara.
- Nattharika Rittippant, et.al., 2009, *Consumers' Perception of the Effectiveness of Short Message Service (SMS) and Multimedia Message Service (MMS) as Marketing Tools*, World Academy of Science, Engineering and Technology 53.
- Nurhayati dan Wahyu Wijaya Murti. 2012. Analisis Faktor-Faktor yang Mempengaruhi Minat Beli Ulang Masyarakat Terhadap Produk Handphone. Value Added, Vol.8, No.2.
- Nurlaily, Intan., Noermijati., & Hussein, Ananda Sabil. 2017. *Influence of Life Style and Attitude Toward Trust and Repeat Purchase Intentions on Social Media Users: Study on Instagram Users in Malang*. Wacana. Vol. 20 No. 2
- Oroh, Cindy Regina and Rumokoy, Farlane s. 2015. *The influence of perceived ease of use, perceived usefulness and trust on repurchase intention of lion air e-ticket*. *Journal of Economic management and Business administration*. Vol 3, Hal.950-958
- Ortega, Blanca Hernandez., Julio J. Martinez, and M. Jose Martin-De Hoyos. 2008. *Differences between potential, new and experienced e-customers : Analysis of e-purchasing behavior*. Internet Research, 18 No. (3), pp: 248-265.
- Osborne, J. W., & Waters, E. (2002). *Four Assumptions Of Multiple Regression That Researchers Should Always Test*. Practical Assessment, 8(2), 1–5.
- Pavlou, P.A., and Fygenson, M. 2006. "Understanding and Predicting Electronic Commerce Adoption: an Extension of The Theory of Planned Behavior." MIS quarterly, 115–143.
- Pires, G., Stanton, J. dan Eckford, A. 2004. "Influences on the Perceived Risk of Purchasing Online", *Journal of Consumer Behaviour*, Vol. 4, No. 2: 118-131.
- Putro, Haryo Bismo. dan Haryanto, Budhi. 2015. *Factors Affecting Repurchase Intention of Online Shopping in Zalora Indonesia*. British Journal of Economics, Management & Trade.
- Putu, Ni Luh. 2015. *Perceived Risk and Trust as Major Determinants of Actual Purchase, Transcending The Influence of Intention*. Asean Marketing Journal, Vol VII .No.1
- Rahi, S. (2017). *Research Design and Methods : A Systematic Review of Research Paradigms, Sampling Issues and Instruments Development International Journal of Economics &. International Journal of Economics & Management Science*, 6(2), 1–5. <https://doi.org/10.4172/2162-6359.1000403>

- Roca, J. Carlos., Juan J. Garcia, and J. Jose de la Vega. 2008. *The importance of perceived trust, security and privacy in online trading systems*. Information Management & Computer Security, 17(2), pp: 96-113.
- Schiffman, L. G., and Kanuk. L. 2004. *Consumer Behavior International* Edition(8thed). New York: Pearson Prentice Hall.
- Schiffman, L., & Kanuk, L. L. 2007. *Consumer Behavior* (Perilaku Konsumen) Edisi Ketujuh. Jakarta: Pt. Indeks.
- Schiffman, L., & Kanuk, L. L. 2010. *Consumer Behavior (Perilaku Konsumen)* Edisi Sepuluh. New Jersey: Prentice Hall.
- Sindonews. 2018. Bom waktu pada transaksi E-commerce. <https://www.google.com/amp/s/nasional.sindonews.com/newsread/1324756/18/bom-waktu-pada-transaksi-e-commerce-1532472212>
- Setyorini, Retno and Prima, Rizky. 2016. *The effect of trust towards online repurchase intention with perceived usefulness as an intervening variable: A study on KASKUS marketplacecustomers*. The asian journal of technology management Vol.9 No.1 (1-7)
- Shah, S. S. H., Aziz, J., Jaffari, A., Waris, S., & Ejaz, W. 2012. “*The Impact of Brands on Consumer Repurchase Intentions*”.*Asian Journal of Business Management* 4(2): 105-110.
- Singasatia. Dayan. 2014. *Pengaruh Perceived Usefulness (PU) dan Perceived Ease of Use (PEoU) Terhadap Attitude Toward Using (ATU) serta Dampaknya Terhadap Behavioral Intention to Use (BITU)*. Kwatir Daerah Gerakan Pramuka Jawa Barat.
- Sugiyono. (2015). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatid, dan R&D. ALFABETA.
- Sugiyono. 2009. Metode Penelitian Bisnis (Pendekatan Kuantitatif, Kualitatif, danR&D). Bandung: Alfabeta.
- Sugiyono. 2015. Metode Penelitian Kuantitatif Kualitataif dan Kombinasi (Mixed Methods).Bandung: Alfabeta.
- Suryani, Tatik. 2013. *Perilaku konsumen di Era internet*. Yogyakarta: Graha Ilmu.
- Sutisna. 2001. Perilaku konsumen dan komunikasi pemasaran. PT. Remaja Rosdakarya, Bandung.
- Tho, Nguyen Xuan et al. 2017. *The effect of perceived risk on repurchase intention and word of mouth in the mobile telecommunication market: A case study from Vietnam*. *International business research*, Vol. 10, No. 3

- Vatcheva, K. P., Lee, M. J., Cormick, J. B., & Rahbar, M. H. (2016). *Multicollinearity in Regression Analyses Conducted in Epidemiologic Studies*. *Epidemiology* (Sunnyvale), 6(2), 1–20. <https://doi.org/10.4172/2161-1165.1000227>.Multicollinearity
- Venkatesh, Viswanath, Michael G. Morris, Gordon B. Davis and Fred D. Davis. 2003. *User Acceptance of Information Technology: Toward a Unified View*. MIS Quarterly Vol. 27, No. 3 (Sep., 2003), pp. 425-478. Published by: Management Information Systems Research Center, University of Minnesota.
- Wang, Y., & Chen, L. Y. 2016. *An Empirical Study of The Effect of Green Marketing On Repurchase Intention-Evidence From Green Restaurant*. Advances in Management and Applied Economics. 6(4), 1-14.
- Weng, Fumei, et al. 2018. *A TAM-Based Study of The Attitude Toward Use Intention of Multimedia Aiming School Teachers*. Article Applied System Innovation. Vol.1.
- Zeng, Fue., Hub, Zuohao., Chen, Rong.,and Yang, Zhilin 2009. *Determinants on Online Service Satisfaction and Their Impacts on Behavioural Intentions*. *Total Quality Management*. Vol. 20 Iss: 9, pp. 953-96.
- Zhang, L., Tan, W, Xu., & Tan, G. 2012. *Demension of Consumers' Perceived Risk and Their Influence on Online Consumer's Purchase Behavior*. Communications In Information Science and Management Engineering (CISME). 2(7), 8-14.