

REFERENCES

- Andrews, D., Nonnecke, B., Preece, J. (2003). Electronic survey methodology: A case study in reaching hard to involve Internet Users. *International Journal of Human-Computer Interaction*. 16(2), 185-210.
- Bar-Haim, Y., Lamy, D., Pergamin, L., Bakermans-Kranenburg, M.J., & van Ijzendoorn, M.H. (2007). Threat-related attentional bias in anxious and nonanxious individuals: a meta-analytic study. *Psychological Bulletin*, 133(1), 1-24.
- Barlow, D. H., Durand, V. M., & Hofmann, S. G. (2018). *Abnormal psychology: An integrative approach* (Eighth edition). Boston, MA: Cengage Learning.
- Birkbeck, J. S., & Xu, L. (2012). Perceived Risk of Online Shopping: Differences Between the UK and China. *UK Academy for Information Systems Conference Proceedings, Spring 3-27-2012*.
- Bondanini, G., Giorgi, G., Ariza-Montes, A., Vega-Muñoz, A., & Andreucci-Annunziata, P. (2020). Technostress dark side of technology in the workplace: A scientometric analysis. *International Journal of Environmental Research and Public Health*, 17(21), 8013. <https://doi.org/10.3390/ijerph17218013>
- Brosnan, M.J. (1998). The impact of computer anxiety and self-efficacy upon performance. *Journal of Computer Assisted Learning*, 14(3), 223–234.
- Catriana, E. (2021, February 24). *5 E-commerce yang Paling Banyak Dikunjungi di Indonesia*. Kompas. Retrieved from <https://money.kompas.com/read/2021/02/24/072440626/5-e-commerce-yang-paling-banyak-dikunjungi-di-indonesia?page=all>
- 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. <https://doi.org/10.1108/09590551111137967>
- Chiappetta, M. (2017). The Technostress: Definition, symptoms and risk prevention. *Senses and Sciences*, 4(1). <https://sensesandsciences.com/index.php/Senses/article/view/109>
- Consult, A. N. (2002). *China online banking study*. Retrieved from <http://estore.chinaonline.com/chinonlbanstu.html>.
- Davis, F. D. (1989). Perceived Usefulness, Perceived Ease of Use, and Acceptance of Information System Technology. *MIS Quarterly*, 13 (3), 319-340
- Davison, GC. (2008). *Abnormal Psychology*. Toronto: Veronica Visentin. p. 154
- Gehl, D. (2007, November 30). *How to reduce "purchase anxiety."* Entrepreneur. Retrieved from <https://www.entrepreneur.com/article/187592>

- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23* (8th ed.). Badan Penerbit Universitas Diponegoro.
- Hariwati, D. (2019). *Analisis Pengaruh Persepsi Manfaat, Persepsi Kemudahan, dan Keamanan Terhadap Kepuasan Pembelian Dalam Bertransaksi Menggunakan E-Commerce: Studi pada Pengguna Platform Tokopedia di Jakarta* [Undergraduate Thesis, Universitas Gadjah Mada]. Universitas Gadjah Mada Research Repository. <http://etd.repository.ugm.ac.id/penelitian/detail/179999>.
- Islam, M. N., Shahrier, M. A., Absar, N. (2014). Self-acceptance and anxiety of adolescents: Its linkage to their ethnicity and academic achievements. *J. Life Earth Sci*, 9, 97-105.
- Jahangir, N., Begum, N. (2008). Effect of Perceived Usefulness, Ease of Use, Security and Privacy on Customer Attitude and Adaptation in the Context of E-Banking. *African Journal of Business Management*, 2(1), 032-040.
- Kim, J., & Forsythe, S. (2008). Adoption of virtual try-on technology for online apparel shopping. *Journal of Interactive Marketing*, 22(2), 45–59.
- Koesno, D.A.S., (2020, August 25). *Jumlah pelanggan e-commerce tercatat meningkat 38,3% selama pandemi*. *tirto.id*. Retrieved from <https://tirto.id/jumlah-pelanggan-e-commerce-tercatat-meningkat-383-selama-pandemi-f1eP>
- Krusemark, E. A., & Li, W. (2012). Enhanced olfactory sensory perception of threat in anxiety: An event-related fmri study. *Chemosensory Perception*, 5(1), 37–45. <https://doi.org/10.1007/s12078-011-9111-7>
- Mathwick, C., Malhotra, N. K., & Rigdon, E. (2002). The effect of dynamic retail experiences on experiential perceptions of value: An internet and catalog comparison. *Journal of Retailing*, 78(1), 51–60. [https://doi.org/10.1016/S0022-4359\(01\)00066-5](https://doi.org/10.1016/S0022-4359(01)00066-5)
- Nagar, K., & Gandotra, P. (2016). Exploring choice overload, internet shopping anxiety, variety seeking and online shopping adoption relationship: Evidence from online fashion stores. *Global Business Review*, 17(4), 851–869. <https://doi.org/10.1177/0972150916645682>
- Ponto, J. (2015). Understanding and evaluating survey research. *Journal of the Advanced Practitioner in Oncology*, 6(2), 168–171.
- Ramayah, T., Ignatius, J. 2005. Impact of perceived usefulness, perceived ease of use and perceived enjoyment on intention to shop online. *ICFAI Journal of Systems Management*, 3(3), 1-16

- Rakhmi, D. I., Widayat, & Djudiyah. (2020). Validity and reliability of online buyer's anxiety scale. *China-USA Business Review*, 19(4). <https://doi.org/10.17265/1537-1514/2020.04.002>
- Rogers EM (1962). *Diffusion of Innovations* (1st ed.): Free Press, New York, NY.
- Rogers EM. (1983). *Diffusion of Innovations* (4th ed.): The Free Press, New York, NY.
- Safitri, K. (2020, August 4). *Dua generasi ini jadi penyumbang terbesar transaksi e-commerce di RI*. KOMPAS.com. <https://money.kompas.com/read/2020/08/04/190000226/dua-generasi-ini-jadi-penyumbang-terbesar-transaksi-e-commerce-di-ri>
- Salanova, M., Llorens, S., & Cifre, E. (2013). The dark side of technologies: Technostress among users of information and communication technologies. *International Journal of Psychology*, 48(3), 422–436. <https://doi.org/10.1080/00207594.2012.680460>
- Saviola, F., Pappaianni, E., Monti, A., Grecucci, A., Jovicich, J., & De Pisapia, N. (2020). Trait and state anxiety are mapped differently in the human brain. *Scientific Reports*, 10(1), 1-11.
- Strack, J., Lopes, P., & Esteves, F. (2014). Will you thrive under pressure or burn out? Linking anxiety, motivation and emotional exhaustion. *Cognition and Emotion*, 29(4), 1-14.
- Tuankotta, K. S. (2017). *Hubungan Intensi Membeli dengan Kecemasan Online Shopping pada Mahasiswa di Daerah Istimewa Yogyakarta* [Undergraduate Thesis, Universitas Gadjah Mada]. Universitas Gadjah Mada Research Repository. <http://etd.repository.ugm.ac.id/penelitian/detail/128905>.
- Widayat, & Irfani, A. D. (2020). The impact of bad experience, disappointment, and shopping intensity on digital shoppers' anxiety. *Proceedings of the 5th ASEAN Conference on Psychology, Counselling, and Humanities (ACPCH 2019)*. Presented at the Proceedings of the 5th ASEAN Conference on Psychology, Counselling, and Humanities (ACPCH 2019), Penang, Malaysia. <https://doi.org/10.2991/assehr.k.200120.041>
- Yokozawa, K., Nguyen, H. A., & Tran, T. B. H. (2021). Role of personal anxiety in individual kaizen behaviour and performance: Evidence from Japan. *International Journal of Operations & Production Management*, ahead-of-print(ahead-of-print). <https://doi.org/10.1108/IJOPM-09-2020-0670>