

Daftar Pustaka

- Ajzen, I., & Fishbein, M. (1980). *Understanding attitudes and predicting social behavior*. Englewood Cliffs: N.J.: Prentice-Hall.
- Akhtar, I. (2016). *Research Design*. New Delhi: Rawat Publication.
- Alfalah, T. F. (2017). Total Quality Management Tools: Are they Necessary for Improving Service Quality and Customer Satisfaction? *International Review of Management and Marketing*, 121-125.
- Alrubaiee L., A. F. (2011). The mediating effect of patient satisfaction in the patients' perceptions of healthcare quality-patient trust relationship. *Scopus*, Volume 3, Issue 1, Pages 103 - 127.
- Badan Pusat Statistik. (2020 - 2021). *Badan Pusat Statistik*. Retrieved from Badan Pusat Statistik: <https://www.bps.go.id/indicator/6/1953/1/jumlah-dan-persentase-penduduk-bekerja-dan-pengangguran.html>
- Bagozzi, R. (1992). The self regulation of attitudes, intentions, and behavior. *Social Psychology*, 178-204.
- Bolton, R., & Saxena-Iyer, S. (2009). Interactive Services A Framework, Synthesis and Research Directions. *Journal of Interactive Marketing*, 91-104.
- BPS.GO.ID. (2020, Agustus). *BPS.GO.ID*. Retrieved from BPS.GO.ID: <https://www.bps.go.id/indicator/6/1953/1/jumlah-dan-persentase-penduduk-bekerja-dan-pengangguran.html>
- Burhan, F. A. (2021, April 28). *Katadata Digital*. Retrieved from Katadata.co.id: <https://katadata.co.id/desysetyowati/digital/60893131274e9/jelang-ipo-traveloka-rilis-jasa-pesan-antar-pesaing-gofood-grabfood>
- Castaneda, J. A., Muñoz-Leiva, F., & Luque, T. (2007). Web Acceptance Model (WAM): Moderating effects of user experience. *Information & Management*, 384-396.
- Chan, V. H. (2022). Mediating effects on the relationship between perceived service quality and public library app loyalty during the COVID-19 era. *Science Direct*, 16.
- Chen, Y.-H., & Barnes, S. (2007). Initial trust and online buyer behaviour. *Industrial Management & Data system*, 21-36.
- Creswell, J. W. (2007). *Qualitative Inquiry & Research Design, Choosing Among Five Approch*. California: Sage Publications.
- Dabholkar, & A. P. (1996). Consumer evaluations of new technology-based self-service options: An investigation of alternative models of service quality. *International Journal of Research in Marketing*, 29-51.
- Darojat, N. (2021, Oktober 5). *kumparan*. Retrieved from kumparan.com: <https://kumparan.com/nisa-darojat/grabfood-gofood-dan-shopeefood-persaingan-ketat-dimulai-i-1weLLc2NGvi/full>

- Dasha, G., & Paulbc, J. (2021). CB-SEM vs PLS-SEM methods for research in social sciences and technology forecasting. *Technological Forecasting & Social Change*, 1-11.
- Davis, F. D. (1989). Persepsi kegunaan, Perceived Ease of Use, and User Acceptance of Information Technology. *Management Information Systems Research Center*, 319-340.
- Davis, F. D. (1989). Persepsi kegunaan, Perceived Ease of Use, and User Acceptance of Information Technology. *JSTOR*, 319-340.
- Davis, F. D., P. R., Bagozzi, & Warshaw, P. R. (2018). User Acceptance of Computer Technology A Comparison of Two Theoretical Models. *Management Science*.
- Eka, R. (2021, Januari 21). *Daily Social*. Retrieved from dailysocial.id: <https://dailysocial.id/post/shopeefood-beri-sinyal-masuk-persaingan-layanan-food-delivery>
- F., H. J., William, B. C., & Babin, B. J. (2010). *Multivariate Data Analysis*. Pearson Prentice.
- Farris, P., Bendle, N., Pfeifer, & Reibstein, D. (2010). *Marketing Metrics: the Definitive Guide to Measuring Marketing Performance*. Pearson Education.
- Franc,ois, A., & Carrillat. (2007). The validity of the SERVQUAL and SERVPERF scales. *International Journal of Service Industry Management*, 472-490.
- Gommans, M., Krishnan, K. S., & Scheffold, K. B. (2001). From Brand Loyalty to E-Loyalty: A Conceptual Framework. *Journal of Economic and Social Research*, 43-58.
- Gotlieb, J., Grewal, D., & Brown, S. (1994). Consumer satisfaction and perceived quality: complementary or divergent constructs? *Journal of Applied Psychology*, 875-85.
- Grab. (2019, April 16). *Grab : BUSINESS CONSUMERS & DRIVERSTECH & PRODUCT*. Retrieved from Grab Official Web Site: <https://www.grab.com/sg/press/tech-product/grab-brings-its-fastest-growing-service-grabfood-into-its-everyday-super-app/>
- Hair, J. e., Huf, G. M., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Square Structural Equation Modeling*. Thousand Oaks, California 91320: SAGE Publications, Inc.
- Hair, J. F., Hult, G. T., Ringle, C. M., Danks, M. S., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Gewerbestrasse 11, 6330 Cham, Switzerland: Springer Nature Switzerland AG.
- Hekimoglu, S. M. (2012). A study on TAM: Analysis of customer attitudes in online food. *Journal of Management (JOM)*, 1138–1143.
- Hong, C. (2021). Factors affecting customer intention to use online food delivery services before and during the COVID-19 Pandemi. *Science Direct*, 10.
- Hung, M.-C. (2012). An Examination of Determinants of Mobile Shopping Continuance. *International Journal of Electronic Business Management*, Vol. 1, pp 29-37.
- Jahangir, N., & Begum, N. (2008). The role of persepsi kegunaan, persepsi kemudahan security and privacy, and customer attitude to engender customer adaptation in the context of electronic banking. *African Journal of Business Management*, 032-040.

- Jayani, D. H. (2021, Januari 22). *Databoks*. Retrieved from Databoks: <https://databoks.katadata.co.id/datapublish/2021/01/22/indonesia-pasar-terbesar-layanan-pesan-antar-makanan-daring-di-asia-tenggara>
- Jiang, L. (. (2013). Measuring consumer perceptions of online shopping Convenience. *Emerald Insight*, 24.
- Joseph, F. H., William, C. B., Barry, J. B., & Rolph, E. A. (2010). *Multivariate Data Analysis 7th Edition*. Pearson Prentice Hall.
- Jun-Yeon Heo, C.-H. L.-J. (2017). Scales for measuring mobile service quality: a literature review and identification of key dimensions. *Inderscience*, 24.
- Katadata. (2022, Februari 19). *Katadata.co.id*. Retrieved from Katadata.co.id: <https://katadata.co.id/muhammadrhoid/analisisdata/60093900cb02f/potensi-bisnis-pesan-antar-makanan-daring-makin-besar>
- Kementerian Komunikasi dan Informatika. (2020, April 24). *Kominfo*. Retrieved from Kominfo: https://www.kominfo.go.id/content/detail/26060/terjadi-pergeseran-penggunaan-internet-selama-masa-pandemi/0/berita_satker
- Kinder, J. (2021, Oktober 21). *What Is Formal Research? - Definition & Methods*. Retrieved from <https://study.com/academy/lesson/what-is-formal-research-definition-methods.html>
- Kominfo. (2015, November 22). *Kementeri Komunikasi dan Informatika Republik Indonesia*. Retrieved from [kominfo.go.id: https://kominfo.go.id/index.php/content/detail/6441/Indonesia+Akan+Jadi+Pemain+Ekonomi+Digital+Terbesar+di+Asia+Tenggara/0/berita_satker](https://kominfo.go.id/index.php/content/detail/6441/Indonesia+Akan+Jadi+Pemain+Ekonomi+Digital+Terbesar+di+Asia+Tenggara/0/berita_satker)
- Kusnandar, V. B. (2021, 10 14). *Databoks*. Retrieved from [databoks.katadata.co.id: https://databoks.katadata.co.id/datapublish/2021/10/14/pengguna-internet-indonesia-peringkat-ke-3-terbanyak-di-asia#:~:text=Berdasarkan%20data%20internetworldstats%2C%20pengguna%20internet,pengguna%20internet%20terbanyak%20di%20Asia](https://databoks.katadata.co.id/datapublish/2021/10/14/pengguna-internet-indonesia-peringkat-ke-3-terbanyak-di-asia#:~:text=Berdasarkan%20data%20internetworldstats%2C%20pengguna%20internet,pengguna%20internet%20terbanyak%20di%20Asia)
- Lai, C. C., & Lin, P. (2007). The effects of service quality on customer relational benefits in travel website. *Emerald Insight*, Vol. 1-6, pp. 1133-40.
- Levesque, & Mcdougall. (1996). Determinants of customer satisfaction in retail banking. *International Journal of Bank Marketing*, 12 - 201.
- Lim, J. S., & Zhang, J. (2022). Adoption of AI-driven personalization in digital news platforms: An integrative model of technology acceptance and perceived contingency. *Technology in Society*.
- Limayem, M. K. (2000). What Makes Consumers Buy from Internet? A Longitudinal Study of Online Shopping. *IEEE Transactions on Systems, Man, and Cybernetics*, 12.
- M.Szymanski, D. (2000). E-satisfaction: an initial examination. *Science Direct*.
- Mahajan, V. M. (1990). New product diffusion models in marketing: A review and directions for research. *Journal of Marketing*, 54 (1), 1-26.

- Malhotra, N. K. (2019). *Marketing Research: An Applied Orientation, 7th Edition*. Upper Saddle River: Pearson/Prentice Hall.
- Martinez, J. A., & Martinez, L. (2010). Some insights on conceptualizing and measuring service quality. *Elsevier*, 29–42.
- maxim, T. (2020, Maret 13). *Maxim*. Retrieved from taximaxim: <https://id.taximaxim.com/tg/blog/2020/05/1837-tips-mudah-belanja-makanan-dan-kebutuhan-lewat-maxim-food-shop/>
- Michelle Bednarz Beauchamp, N. P. (2010). Perceptions of retail convenience for in-store and on line Shoppers. *The Marketing Management Journal*, 17.
- Natarajan, T. (2017). Understanding the intention to use mobile shopping applications and its influence on price sensitivity. *Science Direct*, 15.
- Nino. (2020, Oktober 10). *Universitas Indonesia*. Retrieved from Universitas Indonesia: <https://www.feb.ui.ac.id/blog/2020/10/17/riset-lid-feb-ui-konsumen-semakin-bergantung-pada-aplikasi-gojek-selama-pandemi/>
- Oliver, R. (1997). *Satisfaction: A Behavior Perspective on the Consumer*. New York: McGraw-Hill.
- Oliver, R. (1999). Whence Consumer Loyalty? *The Journal of Marketing*, 33-44.
- Parasuraman, A. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *JSTOR*, Vol. 49, No. 4, pp. 41-50.
- Parasuraman, A., Zeithaml, V., & Berry, L. (1988a). Communications and control process in the delivery of service quality. *Journal of Marketing*, 35-48.
- Paulo Rita, T. O. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Science Direct*, 14.
- Pusparisa, Y. (2020, September 15). *databoks.katadata*. Retrieved from databoks.katadata.co.id: <https://databoks.katadata.co.id/datapublish/2020/09/15/pengguna-smartphone-diperkirakan-mencapai-89-populasi-pada-2025>
- Pusparisa, Y. (2020, Januari 20). *databoks.katadata*. Retrieved from databoks.katadata.co.id: <https://databoks.katadata.co.id/datapublish/2020/01/20/berapa-jumlah-pengguna-smartphone-dunia>
- Ray, A. (2019). Why do people use food delivery apps (FDA)? A uses and gratification theory perspective. *Science Direct*, 10.
- Reinartz, W. a. (2002). *The mismanagement of customer loyalty*. Harvard Business Review Vol Vol. 80 No. 7.
- Rogers, E. M. (1962). *Diffusion of Innovations (1st ed.)*. New York: Free Press.
- Roscoe. (1982). *Research Methods for Business*. New York: McGraw Hill.
- Saad, A. T. (2020). Factors affecting online food delivery service in Bangladesh: an empirical study. *Emerald Insight*, 16.

- Saxena-Iyer, R. B. (2009). Interactive Services: A Framework, Synthesis and Research Directions. *ScienceDirect*, 14.
- Schindler, P. S. (2019). *Business Research method, Thirteen edition*. Avenue of the Americas, New York,: McGraw-Hill/Irwin.
- Sejin Ha, L. S. (2011). Online apparel retailing roles of e-shopping quality and experiential e-shopping motives. *Emerald Insight*, 19.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business: A Skill Building Approach Seventh Edition*. New Jersey: Wiley .
- Setyowati, D. (2021, Januari 20). *Katadata*. Retrieved from Katadata: <https://katadata.co.id/desysetyowati/digital/601279c09f33d/peta-persaingan-grabfood-dan-gofood-di-tengah-kehadiran-shopeefood>
- Shih, H.-P. (2004). An empirical study on predicting user acceptance of e-shopping on the web . *Information & Management*, 351–368.
- Statistik, B. P. (2021, Oktober 6). *Databoks*. Retrieved from katadata: <https://databoks.katadata.co.id/datapublish/2021/10/06/penetrasi-internet-indonesia-meningkat-saat-pandemi-covid-19>
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: CV Alfabeta.
- Sun, G. T., & Chia-Chi. (2009). Factors influencing satisfaction and loyalty in online shopping. *Emerald Insight*, 19.
- Szymanski, D. a. (2000). E-satisfaction: an initial examination”, *Journal of. Science Direct* , 14.
- Vijay, T. S., Prashar, S., & Sahay, V. (2019). *Journal of Theoretical and Applied Electronic Commerce Research*, 1-15.
- Vijay, T. S., Prashar, S., & Sahay, V. (2019). The Influence of Online Shopping Values and Web Atmospheric Cues on E-Loyalty: Mediating Role of E-Satisfaction. *Journal of Theoretical and Applied Electronic Commerce Research*, 1-15.
- Vijay, T. S., Prashar, S., & Sahay, V. (2019). The Influence of Online Shopping Values and Web Atmospheric Cues on E-Loyalty: Mediating Role of E-Satisfaction. *Journal of Theoretical and Applied Electronic Commerce Research*, 1-15.
- Wafi, R. N. (2021, Desember 7). *Tech in Asia*. Retrieved from id.techinasia.com: <https://id.techinasia.com/maxim-luncurkan-food-delivery>
- World Health Organization. (2020). *World Health Organization*. Retrieved from who: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Xie, Q., Song, W., & Peng, X. (2017). Predictors for e-government adoption: integrating TAM, TPB, trust and perceived risk. *The Electronic Library*, 2-20.

- Yi Jin Lima, A. O. (2016). Factors Influencing Online Shopping Behavior The Mediating Role of Purchase Intention. *ScienceDirect*, 10.
- Zaltman, G. D. (1973). *Innovations and organizations*. New York: John Wiley & Sons.
- Zhipeng Niu, X. H. (2021). Determinants to parking mode alternatives: A model integrating technology acceptance model and satisfaction–loyalty model. *Science Direct*, 19.
- Zineldin, M. (2000). Total relationship management (TRM) and total quality management (TQM). *Scopus*, 20 - 28.