UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

Aakash A. dan Aggarwal AG. (2019) "Role of EWOM, product satisfaction, and website quality on customer repurchase intention strategy and superior performance of micro and small businesses in volatile economies," *IGI Global, Hershey*, pp 144–168. doi: 10.4018/978-1-5225-7888-8.ch010

Abduganiev, S.G. (2020) "Website Quality Evaluation Methodology Universal Star: 1st point – 'Content,'" *Informatics*, 17(3), pp. 95–112. doi: 10.37661/1816-0301-2020-17-3-95-112.

Adam, A. (2018) *Pria Muda Milenial Makin Sadar pada Penampilan, Tirto*. Available at: https://tirto.id/pria-muda-milenial-makin-sadar-pada-penampilan-c1o5 (Accessed: August 8, 2021).

al-Adwan, A. S. dan Al-Horani, M. A. (2019) "Boosting customer E-Loyalty: An extended scale of online service quality." *Information*, 10, 380. doi: 10.3390/info10120380.

Agag, G.M. dan El-Masry, A.A. (2017) "Why Do Consumers Trust Online Travel Websites? Drivers and Outcomes of Consumer Trust toward Online Travel Websites," *Journal of Travel Research*, 56(3), pp. 347–369. doi: 10.1177/0047287516643185.

Agarwal, S. dan Teas, R.K. (2001) "Perceived Value: Mediating Role of Perceived Risk," *Journal of Marketing Theory and Practice*, 9(4), pp. 1–14. doi: 10.1080/10696679.2001.11501899.

Agrebi, S. dan Jallais, J. (2015) "Explain the intention to use smartphones for mobile shopping," *Journal of Retailing and Consumer Services*, 22, pp. 16–23. doi: 10.1016/j.jretconser.2014.09.003.

Akram, M.S. (2018) "Drivers and barriers to online shopping in a newly digitalized society," *TEM Journal*, 7(1), pp. 118–127. doi: 10.18421/TEM71-14.

Aladwani, A.M. dan Palvia, P.C. (2002) "Developing and validating an instrument for measuring user-perceived web quality," *Information and Management*, 39(6), pp. 467–476. doi: 10.1016/S0378-7206(01)00113-6.

Alalwan, A.A., Baabdullah, A.M., Rana, N.P., Tamilmani, K., dan Dwivedi, Y.K. (2018) "Examining adoption of mobile internet in Saudi Arabia: Extending TAM with perceived enjoyment, innovativeness and trust," *Technology in Society*, 55, pp. 100–110. doi: 10.1016/j.techsoc.2018.06.007.

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(2020), pp. 28–44. doi: 10. 1016/j.ijinfomgt.2019.04.008.

Alanadoly, A. dan Salem, S. (2021) "Hijabista willingness to accept premium pricing: an analytical study of the effect of social and self-identity on hijab fashion brands satisfaction," *Journal of Islamic Marketing* [Preprint]. doi: 10.1108/JIMA-02-2020-0041.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Albarq, A.N. (2021) "The Effect of Brand Perceptions on Repurchase When Using the E-commerce Website for Shopping," *Jindal Journal of Business Research*, 10(1), pp. 77-89. doi: 10.1177/22786821211000226.

Ali, A. dan Bhasin, J. (2019) "Understanding Customer Repurchase Intention in E-commerce: Role of Perceived Price, Delivery Quality, and Perceived Value," *Jindal Journal of Business Research*, 8(2), pp. 142–157. doi: 10.1177/2278682119850275.

Aliaga, M. dan Gunderson, B. (2018) *Interactive Statistics*. 3rd edn. California: Pearson.

Amini, M. dan Akbari, H. (2014) "Studying Effect of Site Quality on Online Repurchase Intention Through Satisfaction, Trust and Commitment of Customer," *Indian Journal of Fundamental and Applied Life Sciences*, 4(4), pp. 2839-2849.

Amirtha, R., Sivakumar, V.J., dan Hwang, Y. (2021) "Influence of perceived risk dimensions on e-shopping behavioural intention among women—a family life cycle stage perspective," *Journal of Theoretical and Applied Electronic Commerce Research*, 16(3), pp. 320–355. doi: 10.3390/jtaer16030022.

Amore Pacific (2002) "Amore Pacific Annual Report," *Amore Pacific*. Amore Pacific, p. 72.

Animesh, A., Pinsonneault, A., Yang, S.B., dan Oh, W. (2017) "An Odyssey into Virtual Worlds: Exploring the Impacts of Technological and Spatial Environments on Intention to Purchase Virtual Products," *MIS Quarterly* 35(3), pp. 789–810. doi: 10.2307/23042809.

Anshu, K., Gaur, L., dan Singh, G. (2022) "Impact of customer experience on attitude and repurchase intention in online grocery retailing: A moderation mechanism of value Co-creation," *Journal of Retailing and Consumer Services*, 64(C). doi: 10.1016/j.jretconser.2021.102798.

Antwi, S. (2021) "'I just like this e-Retailer': Understanding online consumers repurchase intention from relationship quality perspective," *Journal of Retailing and Consumer Services*, 61(2021). doi: 10.1016/j.jretconser.2021.102568.

Aparicio, M., Costa, C.J., dan Moises, R. (2021) "Gamification and reputation: key determinants of e-commerce usage and repurchase intention," *Heliyon*, 7(2021). doi: 10.1016/j.heliyon.2021.e06383.

APJII Indonesia (2020) "Buletin APJII," *Asosiasi Penyelenggara Jasa Internet Indonesia*. APJII Indonesia.

Apple (2015) *Human Interface Guidelines, Apple*. Available at: https://developer.apple.com/design/human-interface-guidelines/ios/overview/themes/ (Accessed: April 14, 2021).

Apuke, O.D. (2017) "Quantitative Research Methods: A Synopsis Approach," *Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), pp. 40–47. doi: 10.12816/0040336.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Aren, S., Güzel, M., Kabadayı, A., dan Alpkan, L., (2013) "Factors Affecting Repurchase Intention to Shop at the Same Website," *Procedia- Social and Behavioral Sciences*, 99(2013), pp. 536-544. doi: 10.1016/j.sbspro.2013.10.523.

Ashfaq, M., Yun, J., Waheed, A., Khan, M.S., dan Farrukh, M. (2019) "Customers' Expectation, Satisfaction, and Repurchase Intention of Used Products Online: Empirical Evidence From China," *Sage Open*, April-June (2019), pp. 1-14. doi: 10. 177/2158244019846212.

Austrade Indonesia (2018) *E-Commerce in Indonesia (A Guide for Australian Business)*.

Awad, N.F. dan Ragowsky, A. (2008) "Establishing trust in electronic commerce through online word of mouth: An examination across genders," *Journal of Management Information Systems*, 24(4), pp. 101–121. doi: 10.2753/MIS0742-1222240404.

Azhar, R. (2020) *The Fortune Cookie of Indonesia's Digital Marketplace and E-Commerce, Now Jakarta*. Available at: ttps://www.nowjakarta.co.id/business/industries/the-fortune-cookie-of-indonesia-s-digital-marketplace-and-e-commerce (Accessed: February 12, 2021).

Aziza, R. (2020) *Pembelajaran dari Perdagangan Digital di China , LIPI Indonesia*. Available at: http://psdr.lipi.go.id/news-and-events/opinions/pembelajaran-dari-perdagangan-digital-di-cina.html (Accessed: June 15, 2021).

Aziz, N.H.A., Mohamed, I.S., dan Zakaria, N.B. (2015) "Security, Risk and Trust Issues among Muslim Users for Online Businesses," *Procedia Economics and Finance*, 31(15), pp. 587–594. doi: 10.1016/s2212-5671(15)01207-1.

Babin, B.J., Darden, W.R., dan Griffin, M. (1994) "Work and/or Fun: Measuring Hedonic and Utilitarian shopping value," *Journal of Consumer Research*, 20(4), pp. 644–657.

Bagozzi, R.P. (1986) "Attitude formation under the theory of reasoned action and a purposeful behaviour reformulation," *British Journal of Social Psychology*, 25(2), pp. 95–107. doi: 10.1111/j.2044-8309.1986.tb00708.x.

Bahmanziari, T. dan Odom, M.D. (2015) "Prospect theory and risky choice in the ecommerce setting: Evidence of a framing effect," *Academy of Accounting and Financial Studies Journal*, 19(1), pp. 85–106.

Bashir, S., Khwaja, M.G., Mahmood, A., Turi, J.A., dan Latif, K.F. (2021) "Refining e-shoppers' perceived risks: Development and validation of new measurement scale," *Journal of Retailing and Consumer Services*, 58(April 2020), p. 102285. doi: 10.1016/j.jretconser.2020.102285.

Ba, S. dan Pavlou, P.A. (2002) "Evidence of the Effect of Trust Building Technology in Electronic Markets," *MIS Quarterly*, 26(3), pp. 243–268.

Bauer, R. (1960) "Consumer Behavior as Risk-Taking, Dynamic Marketing for Changing World.," *American Marketing Association*, pp. 389–398.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Bayraktar, E., Tatoglu, E., Turkyilmaz, A., Delen, D. and Zaim, S. (2012) "Measuring the efficiency of customer satisfaction and loyalty for mobile phone brands with DEA," *Expert Systems with Applications*, 39(1), pp. 99-106.

Baytar, F., Chung, T., dan Shin, E. (2020) "Evaluating garments in augmented reality when shopping online," *Journal of Fashion Marketing and Management*, 24(4), pp. 667–683. doi: 10.1108/JFMM-05-2018-0077.

Beautynesia (2018) *Biar Wajah Flawless! Bagusan Innisfree atau Laneige sih Ladies??* , *Beautynesia Indonesia*. Available at: https://www.beautynesia.id/berita-b-talk/biar-wajah-flawless-bagusan-innisfree-atau-laneige-sih-ladies/b-128727 (Accessed: August 17, 2021).

Bedi, S.S., Kaur, S., dan Lal, A.K. (2017) "Understanding Web Experience and Perceived Web Enjoyment as Antecedents of Online Purchase Intention," *Global Business Review*, 18(2), pp. 465–477. doi: 10.1177/0972150916668614.

Belanche, D., Casaló, L. V., dan Guinalíu, M. (2012) "Website usability, consumer satisfaction and the intention to use a website: The moderating effect of perceived risk," *Journal of Retailing and Consumer Services*, 19(1), pp. 124–132. doi: 10.1016/j.jretconser.2011.11.001.

Beneke, J., Flynn, R., Greig, T., dan Mukaiwa, M. (2013) "The influence of perceived product quality, relative price and risk on customer value and willingness to buy: A study of private label merchandise," *Journal of Product and Brand Management*, 22(3), pp. 218–228. doi: 10.1108/JPBM-02-2013-0262.

Bentler, P.M. dan Bonett, D.G. (1980) "Significance tests and goodness of fit in the analysis of covariance structures," *Psychological Bulletin*, 88(3), pp. 588–606. doi: 10.1037/0033-2909.88.3.588.

Bezes, C. (2016) "Comparing online and in-store risks in multichannel shopping," *International Journal of Retail and Distribution Management*, 44(3), pp. 284–300. doi: 10.1108/IJRDM-02-2015-0019.

Bhandari, U., Neben, T., Chang, K., dan Chua, W.Y. (2017) "Effects of interface design factors on affective responses and quality evaluations in mobile applications," *Computers in Human Behavior*, 72(2017), pp. 525–534. doi: 10.1016/j.chb.2017.02.044.

Bhandari, U., Neben, T., dan Chang, K. (2015) "Understanding visual appeal and quality perceptions of mobile apps: An emotional perspective," *Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 9169, pp. 451–459. doi: 10.1007/978-3-319-20901-2_42.

Bhattacharya, A. dan Srivastava, M. (2018) "A Framework of Online Customer Experience: An Indian Perspective," *Global Business Review*, 21(3), pp. 800-817. doi: 10. 1177/0972150918778932.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Bickart, B. dan Schindler, R.M. (2001) "Internet Forums As Influential," *Journal of Interactive Marketing*, 15(3), pp. 31–40.

Bisara, D. (2019) *Indonesia's E-commerce Market Larger Than Estimated; Consumer Habits Changing: Study, Jakarta Globe*. Available at: https://jakartaglobe.id/context/indonesias-ecommerce-market-larger-than-estimated-consumer-habits-changing-study/ (Accessed: February 17, 2021).

Bisnis (2020) *Baca Review Sebelum Belanja online, Agar Tak "Beli Kucing dalam Karung," Bisnis*. Available at: https://jakarta.bisnis.com/read/20200406/384/1223438/baca-review-sebelum-belanja-online-agar-tak-beli-kucing-dalam-karung (Accessed: August 3, 2021).

Biswas, D. dan Biswas, A. (2004) "The diagnostic role of signals in the context of perceived risks in online shopping: Do signals matter more on the web?," *Journal of Interactive Marketing*, 18(3), pp. 30–45. doi: 10.1002/dir.20010.

Boksberger, P.E., Bieger, T., dan Laesser, C. (2007) "Multidimensional analysis of perceived risk in commercial air travel," *Journal of Air Transport Management*, 13(2), pp. 90–96. doi: 10.1016/j.jairtraman.2006.10.003.

Bonsón Ponte, E., Carvajal-Trujillo, E., dan Escobar-Rodríguez, T. (2015) "Influence of trust and perceived value on the intention to purchase travel online: Integrating the effects of assurance on trust antecedents," *Tourism Management*, 47(2015), pp. 286–302. doi: 10.1016/j.tourman.2014.10.009.

Boo, S. dan Busser, J.A. (2018) "Meeting planners' online reviews of destination hotels: A twofold content analysis approach," *Tourism Management*, 66(2018), pp. 287–301. doi: 10.1016/j.tourman.2017.11.014.

Browne, M.W. dan Cudeck, R. (1993) "Alternative ways of assessing model fit," in *Testing structural equation models*. Newbury Park, California: SAGE Publisher, pp. 136–162.

Bruner, G.C. dan Kumar, A. (2005) "Explaining consumer acceptance of handheld Internet devices," *Journal of Business Research*, 58(5), pp. 553–558. doi: 10.1016/j.jbusres.2003.08.002.

Budescu, D. V. dan Weiss, W. (1987) "Reflection of transitive and intransitive preferences: A test of prospect theory," *Organizational Behavior and Human Decision Processes*, 39(2),pp. 184–202. doi: 10.1016/0749-5978(87)90037-9.

Bulut, Z.A. dan Karabulut, A.N. (2018) "Examining the role of two aspects of eWOM in online repurchase intention: An integrated trust–loyalty perspective," *Journal of Consumer Behaviour*, 17(4), pp. 407–417. doi: 10.1002/cb.1721.

Burton, S. dan Babin, L.A. (1989) "Decision-framing helps make the sale," *Journal of Consumer Marketing*, 6(2), p. 15. doi: 10.1108/EUM0000000002543.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Byrne, B.M. (2010) *Structural Equation Modeling With AMOS- Basic Concepts, Applications, and Programming, Second Edition*. 2nd edn. New York, NY: Routledge/Taylor & Francis Group. doi: 10.4324/9780203805534.

Cai, S. dan Xu, Y. (2011) "Designing not just for pleasure: Effects of web site aesthetics on consumer shopping value," *International Journal of Electronic Commerce*, 15(4), pp. 159–188. doi: 10.2753/JEC1086-4415150405.

Campbell, M.C. dan Goodstein, R.C. (2001) "The moderating effect of perceived risk on consumers' evaluations of product incongruity: Preference for the norm," *Journal of Consumer Research*, 28(3), pp. 439–449. doi: 10.1086/323731.

Casidy, R. dan Wymer, W. (2016) "A risk worth taking: Perceived risk as moderator of satisfaction, loyalty, and willingness-to-pay premium price," *Journal of Retailing and Consumer Services*, 32(2016), pp. 189–197. doi: 10.1016/j.jretconser.2016.06.014.

Catriana, E. (2021) *5 E-Commerce yang Paling Banyak Dikunjungi di Indonesia*, *Kompas*. Available at: https://money.kompas.com/read/2021/02/24/072440626/5 -e-commerce-yang-paling-banyak-dikunjungi-di-indonesia?page=all (Accessed: February 11, 2021).

Çelik, H.E. dan Yilmaz, V. (2011) "Extending the technology acceptance model for adoption of e-shopping by consumers in Turkey," *Journal of Electronic Commerce Research*, 12(2), pp. 152–164.

Chang, H.H. dan Chen, S.W. (2008a) "The impact of customer interface quality, satisfaction and switching costs on e-loyalty: Internet experience as a moderator," *Computers in Human Behavior*, 24(6), pp. 2927–2944. doi: 10.1016/j.chb.2008.04.014.

Chang, H.H. dan Chen, S.W. (2008b) "The impact of online store environment cues on purchase intention: Trust and perceived risk as a mediator," *Online Information Review*, 32(6), pp. 818–841. doi: 10.1108/14684520810923953.

Chang, H.H. dan Chen, S.W. (2009) "Consumer perception of interface quality, security, and loyalty in electronic commerce," *Information and Management*, 46(7), pp. 411–417. doi: 10.1016/j.im.2009.08.002.

Chang, J.C., Yen, S.-H., dan Duh, R.-R. (2002) "An Empirical Examination of Competing Theories to Explain the Framing Effect in Accounting-Related Decision," *Behavioral Research in Accounting*, 14(1), pp. 35–64.

Chang, K.C. (2013) "How reputation creates loyalty in the restaurant sector," *International Journal of Contemporary Hospitality Management*, 25(4), pp. 536–557. doi: 10.1108/09596111311322916.

Chang, K.C., Hsu, Y.-T., Hsu, C.-L., dan Sung, Y.-K. (2019) "Effect of tangibilization cues on consumer purchase intention in the social media context: Regulatory focus perspective and the moderating role of perceived trust," *Telematics and Informatics*, 44(August 2019), p. 101265. doi: 10.1016/j.tele.2019.101265.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Chang, M.-L. dan Wu, W.-Y. (2012) "Revisiting Perceived Risk in The Context of Online Shopping: An Alternative Perspective of Decision-Making Styles," *Psychology & Marketing*, 29(5), pp. 378–400. doi: 10.1002/mar.20528.

Chang, W. dan Chao, R.-F. (2018) "The Impact of Shopping Values on Intention of Online Travel purchase for Mature Consumers: a Mediated Moderation Model," *Journal of Tourism and Hospitality Management*, 6(1), pp. 92–99. doi: 10.15640/jthm.v6n1a9.

Charrada, E. Ben (2017) "Which one to read? Factors influencing the usefulness of online reviews for RE," *Proceedings - 2016 IEEE 24th International Requirements Engineering Conference Workshops, REW 2016*, pp. 46–52. doi: 10.1109/REW.2016.26.

Chellapa, R. dan Sin, R. (2005) "Personalization versus Privacy: An Empirical Examination of the Online Consumer's Dilemma," *Information Technology and Management, 6*, pp. 181–202. doi: 10.3138/cras.42.1.7.

Chen, C. (2015) "PRIS: A Multiple-Item Scale for Measuring Perceived Risk of Internet Shopping," *The Journal ofIinternational Management Studies*, 10(2), pp. 61–77.

Chen, C.C.V. dan Chen, C.J. (2017) "The role of customer participation for enhancing repurchase intention," *Management Decision*, 55(3), pp.547-562. doi: 10.1108/MD-06-2016-0380.

Chen, D. dan Liang, H. (2006) "Shaping consumer perception to motivate online shopping: A prospect theory perspective," *Special Interest Group on Human-Computer Interaction*, (May), pp. 60–64.

Chen, M.Y. dan Teng, C.I. (2013) "A comprehensive model of the effects of online store image on purchase intention in an e-commerce environment," *Electronic Commerce Research*, 13(1), pp. 1–23. doi: 10.1007/s10660-013-9104-5.

Chen, P.-Y., Dhanasobhon, S., dan Smith, M.D. (2011) "All Reviews are Not Created Equal: The Disaggregate Impact of Reviews and Reviewers at Amazon.Com," *SSRN Electronic Journal* [Preprint], (May). doi: 10.2139/ssrn.918083.

Chen, X., Huang, Q., Davison, R.M., dan Hua, Z. (2015) "What Drives Trust Transfer? the Moderating Roles of Seller-Specific and General Institutional Mechanisms," *International Journal of Electronic Commerce*, 20(2), pp. 261–289. doi: 10.1080/10864415.2016.1087828.

Cheung, C.M.K., Lee, M.K.O., dan Rabjohn, N. (2008) "The impact of electronic word-of-mouth: The adoption of online opinions in online customer communities," *Internet Research*, 18(3), pp. 229–247. doi: 10.1108/10662240810883290.

Cheung, M.Y., Luo, C., Sia., C., dan Chen, H. (2009) "Credibility of electronic word-of-mouth: Informational and normative determinants of on-line consumer recommendations," *International Journal of Electronic Commerce*, 13(4), pp. 29–38. doi: 10.2753/JEC1086-4415130402.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Chiles, T. dan Mcmackin, J. (1996) "Integrating variable risk preferences, trust, and transaction cost economics," *Academy of Management Review*, 21(1), pp. 73–99. doi: 10.5465/AMR.1996.9602161566.

Chiu, T.S., Chih, W.-H., Ortiz, J., dan Wang, C.-Y. (2018) "The contradiction of trust and uncertainty from the viewpoint of swift guanxi," *Internet Research*, 28(3), pp. 716–745. doi: 10.1108/IntR-06-2017-0233.

Chiu, C.-M., Chang, C.-C., Cheng, H.-L., dan Fang, Y.-H. (2009). "Determinants of customer repurchase intention in online shopping." *Online Information Review*, 33(4), 761–784. doi: 10.1108/14684520910985710.

Choi, J. dan Kim, S. (2016) "Is the smartwatch an IT product or a fashion product? A study on factors affecting the intention to use smartwatches," *Computers in Human Behavior*, 63(2016), pp. 777–786. doi: 10.1016/j.chb.2016.06.007.

Chopdar, P.-Kr. dan Balakrishnan, J. (2020) "Consumers response towards mobile commerce applications: S-O-R approach," *International Journal of Information Management*, 53(2020), 102106. doi: 10.1016/j.ijinfomgt.2020.102106.

Churchill, G.A. (1979) "A Paradigm for Developing Better Measures of Marketing Constructs," *Journal of Marketing Research*, 16(1), pp. 64–73.

CNN Indonesia (2021) *Belanja Online dan Streaming Naik Saat Libur Natal-Tahun Baru.*, *CNN Indonesia*. Available at: https://www.cnnindonesia.com/teknologi/20210105103558-185-589562/belanja-online-dan-streaming-naik-saat-libur-natal-tahun-baru (Accessed: February 19, 2021).

Coco (2017) *Best and Worst of Innisfree-Korean Skincare Review, Go Shopping*. Available at: https://www.goshopping.pro/best-and-worst-of-innisfree-korean-review/ (Accessed: August 14, 2021).

Conchar, M.P., Zinkhan, G.M., Peters, C.O., dan Olavarrieta, S. (2004) "An integrated framework for the conceptualization of consumers' perceived-risk processing," *Journal of the Academy of Marketing Science*, 32(4), pp. 418–436. doi: 10.1177/0092070304267551.

Cooper, D.R. dan Schindler, P.S. (2014) *Business Research Methods*. 12th edn. Edited by P.S. Schindler. McGraw-Hill Education.

Corbitt, B.J., Thanasankit, T., dan Yi, H. (2003) "Trust and e-commerce: A study of consumer perceptions," *Electronic Commerce Research and Applications*, 2(3), pp. 203–215. doi: 10.1016/S1567-4223(03)00024-3.

Cui, G., Lui, H.K., dan Guo, X. (2012) "The effect of online consumer reviews on new product sales," *International Journal of Electronic Commerce*, 17(1), pp. 39–58. doi: 10.2753/JEC1086-4415170102.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Cunningham, S. (1967) "The Major Dimensions of Perceived Risk," *Risk Taking and Information Handling in Consumer Behavior*, pp. 82–108.

Cyr, D., Head, M. dan Ivanov, A. (2006), "Design aesthetics leading to m-loyalty in mobile commerce", *Information and Management*, 43(8), pp. 950-963.

Dachyar, M. dan Banjarnahor, L. (2017) "Factors influencing purchase intention towards consumer-to-consumer e-commerce," *Intangible Capital*, 13(5), pp. 946–966. doi: 10.3926/ic.1119.

Dakduk, S., Santalla-Banderali, Z., dan Siqueira, J.R. (2020) "Acceptance of mobile commerce in low-income consumers: evidence from an emerging economy," *Heliyon*, 6(11), p. e05451. doi: 10.1016/j.heliyon.2020.e05451.

Dancer, H., Filieri, R., dan Grundy, D. (2014) "eWOM in online customer support communities: Key variables in information quality and source credibility," *Journal of Direct, Data and Digital Marketing Practice*, 15(4), pp. 290–305. doi: 10.1057/dddmp.2014.21.

Danniswara, R., Sandhyaduhita, P., dan Munajat, Q. (2017) "The impact of EWOM referral, celebrity endorsement, and information quality on purchase decision: A case of Instagram," *Information Resources Management Journal*, 30(2), pp. 23–43. doi: 10.4018/IRMJ.2017040102.

Daowd, A., Hasan, R., Eldabi, T., Rafi-Ul-Shan, P.M., Cao, D., dan Kasemsarn, N. (2021) "Factors Affecting eWOM Credibility, Information Adoption, and Purchase Intention on Generation Y: A Case from Thailand," *Journal of Enterprise Information Management*, 34(3), pp. 838–859. doi: 10.1108/JEIM-04-2019-0118.

Das, K., Tamhane, T., Vatterott, B., Wibowo, P., dan Wintels, S. (2018) *The Digital Archipelago: How Online Commerce is Driving Indonesia's Economic Development, McKinsey Insights*.

Streiner, D.L. (2003) "Starting at the beginning: An introduction to coefficient alpha and internal consistency," *Journal of Personality Assessment*, 80(1), pp. 99–103.

Davis, F.D., Bagozzi, R.P., dan Warshaw, P.R. (1992) "Extrinsic and Intrinsic Motivation to Use Computers in the Workplace," *Journal of Applied Social Psychology*, 22(14), pp. 1111–1132. doi: 10.1111/j.1559-1816.1992.tb00945.x.

Deloitte (2020) *Deloitte Consumer Insights: Dawn of the digital age in Indonesia , Deloitte SEA*.

Derm Review (2021) *Innisfree Reviews: A Review of The 10 Best Innisfree Skincare Products*, *Derm Review*.

Devanesan, J. (2020) *Indonesia's Appetite for Consumer Tech Dwarfs Global Peers , Techwire Asia*. Available at: https://techwireasia.com/2020/12/indonesias-appetite-for-consumer-tech-dwarfs-global-peers/ (Accessed: May 5, 2021).

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Diamantopoulus, A. dan Siguaw, J.A. (2000) *Introducing LISREL: A Guide for the Uninitiated*. SAGE Publications. doi: 10.4135/9781849209359.

Dickinger, A., Arami, M., dan Meyer, D. (2008) "The role of perceived enjoyment and social norm in the adoption of technology with network externalities," *European Journal of Information Systems*, 17(1), pp. 4–11. doi: 10.1057/palgrave.ejis.3000726.

Dillman, D.A., Smyth, J.D., dan Christian, L.M. (2014) *Internet, Phone, Mail, and Mixed-Mode Surveys: The Tailored Design Method, 4th Edition*. 4th edn. Hoboken, NJ: John Wiley & Sons, Inc.

Dixit, S., Jyoti Badgaiyan, A., dan Khare, A. (2019) "An integrated model for predicting consumer's intention to write online reviews," *Journal of Retailing and Consumer Services*, 46(October), pp. 112–120. doi: 10.1016/j.jretconser.2017.10.001.

Diyanto, J.O., Rochman, F., dan Suryadi, N. (2021) "The Effect of Website Quality and Perceived Risk on Repurchase Intention Mediated by Trust on Lazada Consumer," *The International Journal of Business and Management*, 9(11), pp. 259-266. doi: 10.24940/theijbm/2021/v9/i11/BM2111-027.

Dodds, W.B., Monroe, K., dan Grewal, D. (1991) "Effect of Price, Brand, and Store Information Buyers' Evaluations," *Journal of Marketing Research*, 28(3), pp. 307–319.

Donovan, R.J. dan Rossiter, J.R. (1982) "An environmental psychology approach," *Journal of Retailing*, pp. 34–57.

Donthu, N., Kumar, S., Mukherjee, D., Pandey, N., dan Lim, W.M. (2021) "How to conduct a bibliometric analysis: An overview and guidelines," *Journal of Business Research*, 133, pp. 285–296. doi: 10.1016/j.jbusres.2021.04.070

Dowling, G.R. dan Staelin, R. (1994) "A Model of Perceived Risk and Intended Risk-Handling Activity," *Journal of Consumer Research*, 21(1), pp. 119-134. doi: 10.1086/209386.

Du, Y., Dong, G., Jia, H., Chen, W., dan Li, W. (2019) "Online reviews matter: How can platforms benefit from online reviews?," *Sustainability (Switzerland)*, 11(22). doi: 10.3390/su11226289.

Dwidienawati, D., Gandasari, D., Tjahjana, D., Abdinagoro, S.B., dan Zainal, M. (2020) "Customer review or influencer endorsement: which one influences purchase intention more?," *Heliyon*, 6(11). doi: 10.1016/j.heliyon.2020.e05543.

Dwivedi, A. (2015) "A higher-order model of consumer brand engagement and its impact on loyalty intentions," *Journal of Retailing and Consumer Services*, 24(2015), pp. 100–109. doi: 10.1016/j.jretconser.2015.02.007.

Edwards, K.D. (1996) "Prospect theory: A literature review," *International Review of Financial Analysis*, 5(1), pp. 19–38. doi: 10.1016/S1057-5219(96)90004-6.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Elwalda, A. dan Erkan, I. (2018) "Your comments are important to me! The impacts of online customer reviews in shopping websites," *International Journal of Internet Marketing and Advertising*, 12(1), p. 1. doi: 10.1504/ijima.2018.10009950.

Elwalda, A., Lü, K., dan Ali, M. (2016) "Perceived derived attributes of online customer reviews," *Computers in Human Behavior*, 56(2016), pp. 306–319. doi: 10.1016/j.chb.2015.11.051.

EMarketer (2014) *Digital Ad Spending Benchmarks By Industry: the Complete Emarketer Series Executive Summary*.

Emis (2021) *NATURE REPUBLIC CO.LTD. (SEOUL) (SOUTH KOREA)*, *Emis*. Available at: https://www.emis.com/php/company-profile/KR/Nature_Republic_CoLtd__Seoul__en_3563178.html (Accessed: August 17, 2021).

Erkan, I. dan Evans, C. (2016) "The influence of eWOM in social media on consumers' purchase intentions: An extended approach to information adoption," *Computers in Human Behavior*, 61(2016), pp. 47–55. doi: 10.1016/j.chb.2016.03.003.

Eroglu, S.A., Machleit, K.A., dan Davis, L.M. (2001) "Atmospheric qualities of online retailing," *Journal of Business Research*, 54(2), pp. 177–184. doi: 10.1016/s0148-2963(99)00087-9.

Eroglu, S.A., Machleit, K.A., dan Davis, L.M. (2003) "Empirical Testing of a Model of online Store Atmospherics and Shopper Responses," *Psychology and Marketing*, 20(2), pp. 139–150. doi: 10.1002/mar.10064.

Esho, E. dan Verhoef, G. (2021) 'What Influences Online Shopping In Nigeria: Trust or Website Quality?,' *African Journal of Business and Economic Research* , 16(3), pp. 155–175. doi: 10.31920/1750-4562/2021/v16n3a8.

Fajriana, M. (2019) *Skincare Asal Korea Ini Ternyata Muslim Friendly*, *Fimela Indonesia*.

Fan, X., Thompson, B., dan Wang, L. (1999) "Effects of sample size, estimation methods, and model specification on structural equation modeling," *Structural Equation Modeling: A Multidisciplinary Journal*, 6(1), pp. 56–83. doi: 10.1080/10705519909540119.

Fang, Y., Qureshi, I., Sun, H., McCole, P., Ramsey, E., dan Lim, K.H. 2014 "Trust, Satisfaction, and Online Repurchase Intention: The Moderating Role of Perceived Effectiveness of E-Commerce Institutional Mechanisms," *MIS Quarterly*, 38(2), pp. 407-427. doi: 10.25300/MISQ/2014/38.2.04.

Fauzan, R. dan Ute, D. (2021) "Analysis the Effect of Web Quality and Fullfillment on Satisfaction and It's Impact on Repurchase Intention," *Performance*, 28(1), pp.82-92.

Female Daily (2021a) *Innisfree Product Reviews*, *Female Daily*. Available at: https://reviews.femaledaily.com/brands/innisfree?tab=products&page=1%0A (Accessed: August 14, 2021).

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Female Daily (2021b) *Laneige Product Reviews*, *Female Daily*. Available at: https://reviews.femaledaily.com/brands/laneige?tab=products&page=1 (Accessed: August 17, 2021).

Female Daily (2021c) *Nature Republic Product Reviews*, *Female Daily*. Available at: https://reviews.femaledaily.com/brands/nature-republic?tab=products&page=1%0A (Accessed: August 17, 2021).

Ferdinand, A. (2000) *Structural Equation Modelling dalam Penelitian Manajemen. Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis S2 dan Disertasi S3* . Semarang: Badan Penerbit Universitas Diponegoro.

Fiegenbaum, A. (1990) "Prospect theory and the risk -return association. An empirical examination in 85 industries," *Journal of Economic Behavior and Organization*, 14(2), pp. 187–203. doi: 10.1016/0167-2681(90)90074-N.

Filieri, R. (2015) "What makes online reviews helpful? A diagnosticity-adoption framework to explain informational and normative influences in e-WOM," *Journal of Business Research*, 68(6), pp. 1261–1270. doi: 10.1016/j.jbusres.2014.11.006.

Fisher, J.D., Bell, P.A., dan Baum, A. (1984) *Environmental Psychology*. 2nd edn. Michigan: Holt, Rinehart, and Winston, 1984.

Fisher, R.A. (1925) "Theory of Statistical Estimation," *Mathematical Proceedings of the Cambridge Philosophical Society*, 22(5), pp. 700–725. doi: 10.1017/S0305004100009580.

Flavián, C. dan Guinalíu, M. (2006) "Consumer trust, perceived security and privacy policy: Three basic elements of loyalty to a web site," *Industrial Management & Data Systems*, 106(5), pp. 601–620. doi: 10.1108/02635570610666403.

Forbes (2021) '14 User Interface Improvements To Maximize E-Commerce Sales', *Forbes Communications Council*, 14 April. Available at: https://www.forbes.com/sites/forbescommunicationscouncil/2021/04/14/14 -user-interface-improvements-to-maximize-e-commerce-sales/?sh=630dc66124cd (Accessed: 5 October 2022).

Forsythe, S.M. dan Shi, B. (2003) "Consumer patronage and risk perceptions in Internet shopping," *Journal of Business Research*, 56(11), pp. 867–875. doi: 10.1016/S0148-2963(01)00273-9.

Frey, B.B. (2018) *The SAGE Encyclopedia of Educational Research, Measurement, and Evaluation*. Edited by B.B. Frey. SAGE Publications.

Gefen, D., Karahanna, E., dan Straub, D. (2003) "TRUST AND TAM IN ONLINE SHOPPING: AN INTEGRATED MODEL1 By:," *MIS Quarterly*, 27(1), pp. 51–90.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Gefen, D. dan Straub, D.W. (2004) "Consumer trust in B2C e-Commerce and the importance of social presence: Experiments in e-Products and e-Services," *Omega*, 32(6), pp. 407–424. doi: 10.1016/j.omega.2004.01.006.

Ghozali, I. (2008) *Model Persamaan Struktural, Konsep dan Aplikasi dengan Program AMOS*. Semarang: Badan Penerbit Universitas Diponegoro.

Giao, H.N.K., Vuong, B.N., dan Quan, T.N. (2020) "The influence of website quality on consumer's e-loyalty through the mediating role of e-trust and e-satisfaction: An evidence from online shopping in Vietnam," *Uncertain Supply Chain Management*, 8(2), pp. 351–370. doi: 10.5267/j.uscm.2019.11.004.

Gobinath, J. dan Gupta, D. (2016) "Online reviews: Determining the perceived quality of information," *2016 International Conference on Advances in Computing, Communications, and Informatics, ICACCI 2016*, pp. 412–416. doi: 10.1109/ICACCI.2016.7732080.

Grabner-Kräuter, S. dan Bitter, S. (2014) "Trust in online social networks: A multifaceted perspective," *Forum for Social Economics*, 44(1), pp. 48–68. doi: 10.1080/07360932.2013.781517.

Gummerus, J., Liljander, V., Pura, M., dan van-Riel, A. (2004) "Customer loyalty to content-based Web sites: The case of an online health-care service," *Journal of Services Marketing*, 18(3), pp. 175–186. doi: 10.1108/08876040410536486.

Guo, J. dan Li, L. (2022) "Exploring the Relationship Between Social Commerce Features and Consumers' Repurchase Intentions: The Mediating Role of Perceived Value," *Frontiers in Psychology*, 12(775056). doi: 10.3389/fpsyg.2021.775056.

Guo, X., Ling, K.C., dan Liu, M. (2012) "Evaluating factors influencing consumer satisfaction towards online shopping in China," *Asian Social Science*, 8(13), pp. 40–49. doi: 10.5539/ass.v8n13p40.

Ha, S. and Stoel, L. (2009), "Consumer e-shopping acceptance: antecedents in a technology acceptance model", *Journal of Business Research*, 62(2009), pp. 565-571.

Hair, J.F., Black. W.C., Babin, B.J., dan Anderson R.E. *dkk.*,. (2010) *Multivariate Data Analysis.* Harlow, Essex: Pearson Education Limited.

Hajli, N. (2015) "Social commerce constructs and consumer's intention to buy," *International Journal of Information Management*, 35(2), pp. 183–191. doi: 10.1016/j.ijinfomgt.2014.12.005.

Hanafizadeh, P., Behboudi, M., Koshksaray, A.A., dan Tabar, M.J.S. (2014) "Mobile-banking adoption by Iranian bank clients," *Telematics and Informatics*, 31(1), pp. 62–78. doi: 10.1016/j.tele.2012.11.001.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Handayani, P.W., Ariantana, I.M.E., dan Pinem, A.A. (2019) "How To Increase Customer Repurchase Intention in An online Retailing Store? An Extended Expectation Confirmatory Model," *International Journal of Electronic Commerce Studies*, 10(1), pp. 1–21. doi: 10.7903/ijecs.XXXX.

Hardiyanto, N. dan Firdaus, A. (2021) "Website Quality and The Role of Customer Satisfaction Toward Repurchase Intention: A Study of Indonesian E-Commerce," *Journal of Marketing Innovation*, 1(1), pp. 62-77.

Harrison McKnight, D., Choudhury, V., dan Kacmar, C. (2002) "The impact of initial consumer trust on intentions to transact with a web site: A trust building model," *Journal of Strategic Information Systems*, 11(4), pp. 297–323. doi: 10.1016/S0963-8687(02)00020-3.

Hartono, J. (2016) Menyambut Ekonomi Digital, FEB UGM. Available at: https://feb.ugm.ac.id/en/research/lecturer-s-article/2211-menyambut-ekonomi-digital (Accessed: Maret, 2 2023).

Hasanov, J. dan Khalid, H. (2015) "The Impact of Website Quality on Online Purchase Intention of Organic Food in Malaysia: A WebQual Model Approach," *Procedia Computer Science*, 72(2015), pp. 382–389. doi: 10.1016/j.procs.2015.12.153.

Hasibuan, L. (2018) *Saat Kosmetik Korea Mengincar Pria Indonesia*, *CNBC Indonesia*. Available at: https://www.cnbcindonesia.com/lifestyle/20180812163810 -33-28176/saat-kosmetik-korea-mengincar-pria-indonesia (Accessed: August 8, 2021).

Hassanein, K. dan Head, M. (2007) "Manipulating perceived social presence through the web interface and its impact on attitude towards online shopping," *International Journal of Human Computer Studies*, 65(8), pp. 689–708. doi: 10.1016/j.ijhcs.2006.11.018.

Hayu, R.S., Surachman, S., Rofiq, A., dan Rahayu, M. (2020) "The effect of website quality and government regulations on online impulse buying behavior," *Management Science Letters*, 10(5), pp. 961–968. doi: 10.5267/j.msl.2019.11.015.

Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003) "Customer repurchase intention: A general structural equation model," *European Journal of Marketing*, 37(12), pp. 1762–1800.

von Helversen, B., Abramczuk, K., Kopeć, W., dan Nielek, R. (2018) "Influence of consumer reviews on online purchasing decisions in older and younger adults," *Decision Support Systems*, 113(June), pp. 1–10. doi: 10.1016/j.dss.2018.05.006.

Hennig-Thurau, T., Gwinner, K.P., Walsh, G., dan Gremler, D.D. (2004) "Electronic word-of-mouth via consumer-opinion platforms: What motivates consumers to articulate themselves on the Internet?," *Journal of Interactive Marketing*, 18(1), pp. 38–52. doi: 10.1002/dir.10073.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Holmes, R.M., Bromiley, P., Devers, C.E., Holcomb, T.R., dan McGuire, J.B. (2011) "Management theory applications of prospect theory: Accomplishments, challenges, and opportunities," *Journal of Management*, 37(4), pp. 1069–1107. doi: 10.1177/0149206310394863.

Hong, I. (2015) "Understanding the consumer's online merchant selection process: The roles of product involvement, perceived risk, and trust expectation," *International Journal of Information Management*, 35(3), pp. 322–336. doi: 10.1016/j.ijinfomgt.2015.01.003.

Hong, I.B. dan Cha, H.S. (2013) "The mediating role of consumer trust in an online merchant in predicting purchase intention," *International Journal of Information Management*, 33(6), pp. 927–939. doi: 10.1016/j.ijinfomgt.2013.08.007.

Hong, L.M., Nawi, N.C., wan Zulkiffli, W.F., Mukhtar, D., dan Ramlee, S.I.F. (2019) "Perceived risk on online store image towards purchase intention," *Research in World Economy*, 10(Special Issue), pp. 48–52. doi: 10.5430/rwe.v10n2p48.

Hong, T. dan Kim, E. (2012) "Segmenting customers in online stores based on factors that affect the customer's intention to purchase," *Expert Systems with Applications*, 39(2), pp. 2127–2131. doi: 10.1016/j.eswa.2011.07.114.

Hong, Z. dan Yi, L. (2012) "Research on the Influence of Perceived Risk in Consumer On-line Purchasing Decision," *Physics Procedia*, 24(2012), pp. 1304–1310. doi: 10.1016/j.phpro.2012.02.195.

Hooper, D., Coughlan, J., dan Mullen, M.R. (2008) "Structural equation modelling: Guidelines for determining model fit," *Electronic Journal of Business Research Methods*, 6(1), pp. 53–60. doi: 10.21427/D79B73.

Ho, S. (2018) *What Consumers Think of Indonesia's Top 6 E-Commerce Sites, Tech in Asia*. Available at: https://www.techinasia.com/talk/consumers-think-ecommerce-players-indonesia%0A (Accessed: February 22, 2021).

Hsiao, C.H. dan Tang, K.Y. (2021) "Who captures whom – Pokémon or tourists? A perspective of the Stimulus-Organism-Response model," *International Journal of Information Management*. doi: 10.1016/j.ijinfomgt.2021.102312.

Hsu, C., Lin, J., dan Chiang, H. (2013) "The effects of blogger recommendations on customers' online shopping intentions," *Internet Research*, 23(1), pp. 69–88. doi: 10.1108/10662241311295782.

Hsu, C.L., Yu, L.C., dan Chang, K.C. (2017) "Exploring the effects of online customer reviews, regulatory focus, and product type on purchase intention: Perceived justice as a moderator," *Computers in Human Behavior*, 69(2017), pp. 335–346. doi: 10.1016/j.chb.2016.12.056.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Hsu, M.-H., Chang, C.M., Chu, K.K., dan Lee, Y.J. (2014) "Determinants of repurchase intention in online group-buying: The perspectives of DeLone & McLean IS success model and trust," *Computers in Human Behavior*, 36(2014), pp. 234–245. doi: 10.1016/j.chb.2014.03.065.

Hu, L., Filieri, R., Acikgoz, F., Zollo, L., dan Rialti, R. (2022) "The effect of utilitarian and hedonic motivations on mobile shopping outcomes. A cross-cultural analysis," *International Journal of Consumer Studies*, 47(2022), pp. 751-766. doi: 10.1111/ijcs.12868.

Huang, E. (2012) "Online experiences and virtual goods purchase intention," *Internet Research*, 22(3), pp. 252–274. doi: 10.1108/10662241211235644.

Huang, T.K. (2015) "Exploring the antecedents of screenshot-based interactions in the context of advanced computer software learning," *Computers and Education*, 80(2015), pp. 95–107. doi: 10.1016/j.compedu.2014.08.011.

Hubbard, R. (2004) "Alphabet Soup: Blurring the Distinctions Between p's and a's in Psychological Research," *Theory & Psychology*, 14(3), pp. 295–327. doi: 10.1177/0959354304043638.

Hubert, M., Blut, M., Brock, C., Backhaus, C., dan Eberhardt, T. (2017) "Acceptance of Smartphone-Based Mobile Shopping: Mobile Benefits, Customer Characteristics, Perceived Risks, and the Impact of Application Context," *Psychology and Marketing*, 34(2), pp. 175–194. doi: 10.1002/mar.20982.

Hulland, J., Baumgartner, H., dan Smith, K.M. (2018) "Marketing survey research best practices: evidence and recommendations from a review of JAMS articles," *Journal of the Academy of Marketing Science*, 46(1), pp. 92–108. doi: 10.1007/s11747-017-0532-y.

Hu, L.T. dan Bentler, P.M. (1999) "Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives," *Structural Equation Modeling*, 6(1), pp. 1–55. doi: 10.1080/10705519909540118.

Hussain, S., Ahmed, W., Jafar, R.M.S., Rabnawaz, A., dan Jianzhou, Y. (2017) "eWOM source credibility, perceived risk and food product customer's information adoption," *Computers in Human Behavior*, 66(2017), pp. 96–102. doi: 10.1016/j.chb.2016.09.034.

Hu, Y. dan Li, Y. (2019) "The Influence of Framing Effects on Consumer Decision-Making on online Platforms," *Business and Management Research*, 8(1). doi: 10.5430/bmr.v8n1p30.

Hwang, Y. dan Kim, D.J. (2007) "Customer self-service systems: The effects of perceived Web quality with service contents on enjoyment, anxiety, and e-trust," *Decision Support Systems*, 43(3), pp. 746–760. doi: 10.1016/j.dss.2006.12.008.

Hyunjoo, H. dan Young, Y. (2011) "The effect of perceptual fluency and enduring involvement on situational involvement in an online apparel shopping context," *Journal of Fashion*

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Marketing and Management: An International Journal, 15(3), pp. 345–362. doi: 10.1108/13612021111151932.

Innisfree (2021) *About Innisfree*, *Innisfree Indonesia*. Available at: https://www.innisfree.com/id/en/BrandPage.do?pageName=brand_concept (Accessed: August 14, 2021).

Intan, K. (2019) *Pasar Produk Perawatan Kulit Punya Potensi Berkembang , KONTAN Indonesia*. Available at: https://industri.kontan.co.id/news/pasar-produk-perawatan-kulit-punya-potensi-berkembang%0A (Accessed: August 6, 2021).

Jacoby, J. (2002) "Stimulus-organism-response reconsidered: An evolutionary step in modeling (consumer) behavior," *Journal of Consumer Psychology*, 12(1), pp. 51–57. doi: 10.1207/153276602753338081.

Jai, T.M., Burns, L.D., dan King, N.J. (2013) "The effect of behavioral tracking practices on consumers' shopping evaluations and repurchase intention toward trusted online retailers," *Computers in Human Behavior*, 29(2013). doi: 10.1016/j.chb.2012.12.021

Jain, N.K., Gajjar, H., dan Shah, B.J. (2020) "Electronic logistics service quality and repurchase intention in e-tailing: Catalytic role of shopping satisfaction, payment options, gender and returning experience," *Journal of Retailing and Consumer Services*. doi: 10.1016/j.jretconser.2020.102360.

Jalilvand, M.R. dan Samiei, N. (2012) "The effect of electronic word of mouth on brand image and purchase intention: An empirical study in the automobile industry in Iran," *Marketing Intelligence and Planning*, 30(4), pp. 460–476. doi: 10.1108/02634501211231946.

James, L., Mulaik, S., dan Brett, J. (1982) *Causal Analysis: Assumptions, Models, and Data*. Beverly Hills: SAGE Publications.

Jarvenpaa, S.L., Tractinsky, N., dan Vitale, M.R. (1999) "Consumer trust in an internet store: A cross-cultural validation," *Journal of Computer-Mediated Communication*, 5(2), pp. 45–71. doi: 10.1111/j.1083-6101.1999.tb00337.x.

Javed, M.K. dan Wu, M. (2019) "Effects of online retailer after delivery services on repurchase intention: An empirical analysis of customers' past experience and future confidence with the retailer," *Journal of Retailing and Consumer Services*. doi: 10.1016/j.jretconser.2019.101942.

Jiang, G., Liu, F., Liu, W., Liu, S., Chen, Y., dan Xu, D. (2021) "Effects of information quality on information adoption on social media review platforms: moderating role of perceived risk," *Data Science and Management*, 1(1), pp. 13–22. doi: 10.1016/j.dsm.2021.02.004.

Jimenez, N. (2018) *Shopee is Now The Biggest E-Commerce Website in Southeast Asia!*, *GizGuide*. Available at: https://www.gizguide.com/2018/12/shopee-is-the-top-e-commerce-website-in-sea.html (Accessed: August 13, 2021).

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Johnson, D. dan Grayson, K. (2005) "Cognitive and affective trust in service relationships," *Journal of Business Research*, 58(4), pp. 500–507. doi: 10.1016/S0148-2963(03)00140-1.

Johnson, R.B. dan Christensen, L. (2014) *Educational Research: Quantitative, Qualitative and Mixed Approaches*. 5th edn. Thousand Oaks, California: SAGE Publisher.

Johnstone, D.J. (1987) "Tests of significance following R. A. Fisher," *British Journal for the Philosophy of Science*, 38(4), pp. 481–499. doi: 10.1093/bjps/38.4.481.

J.P. Morgan (2021) *2020 E-commerce Payments Trends Report: Indonesia*, *J.P.Morgan International*. Available at: https://www.jpmorgan.com/merchant-services/insights/reports/indonesia-2020%0A (Accessed: July 14, 2021).

Kabadayi, E.T., Alan, A.K., Bakış, S., Ildokuz, S.I. (2017) "The role of individual factors on online shopping behavior," *Pressacademia,* 6(3), pp. 200–215. doi: 10.17261/pressacademia.2017.680.

Kaemingk, D. (2020) *Online Reviews Statistics to Know in 2021*, *Qualtrics*.

Kahneman, D. dan Tversky, A. (1979) "An Analysis of Decision Under Risk," *Journal of The Econometric Society*, 47(2), pp. 263–291.

Kamalul Ariffin, S., Mohan, T., dan Goh, Y.N. (2018) "Influence of consumers' perceived risk on consumers' online purchase intention," *Journal of Research in Interactive Marketing*, 12(3), pp. 309–327. doi: 10.1108/JRIM-11-2017-0100.

Kamath, A. (2021) *Industry Study: eCommerce in Indonesia and How Tokopedia Boosts First Time Conversions by 20%*, *Moengage Company*. Available at: https://www.moengage.com/blog/industry-study-ecommerce-in-indonesia-and-how-tokopedia-boosts-first-time-conversions/%0A (Accessed: June 3, 2021).

KataData (2020) *Produk Skincare Korea Selatan Jadi Pilihan Warga Asia*, *Kata Data*. Available at: https://databoks.katadata.co.id/datapublish/2020/07/02/produk-skincare-korea-selatan-jadi-pilihan-warga-asia%0A (Accessed: August 8, 2021).

Kata Data Insight Center (2018) *Jawa Masih Mendominasi Penetrasi e-Commerce Indonesia, Kata Data*. Available at: https://databoks.katadata.co.id/datapublish/2018/09/18/jawa-masih-mendominasi-penetrasi-e-commerce-indonesia%0A (Accessed: August 8, 2021).

Khalifa, M. and Liu, V. (2007), "Online consumer retention: contingent effects of online shopping habit and online shopping experience," *European Journal of Information Systems*, 16(6), pp. 780-792, doi: 10.1057/palgrave.ejis.3000711.

Khammash, M. dan Griffiths, G.H. (2011) "'Arrivederci CIAO.com, Buongiorno Bing.com' - Electronic word-of-mouth (eWOM), antecedences and consequences," *International Journal of Information Management*, 31(1), pp. 82–87. doi: 10.1016/j.ijinfomgt.2010.10.005.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

al-Khasawneh, M.H. dan Haddad, N. (2020) "Analysis of the effects of ease of use, enjoyment, perceived risk on perceived value and subsequent satisfaction created in the context of C2C online exchanges," *International Journal of Electronic Marketing and Retailing* , 11(3), pp. 217–238. doi: 10.1504/IJEMR.2020.108125.

Khedhaouria, A. dan Beldi, A. (2014) "Perceived enjoyment and the effect of gender on continuance intention for mobile internet services," *International Journal of Technology and Human Interaction*, 10(2), pp. 1–20. doi: 10.4018/ijthi.2014040101.

Khoi, N., Tuu, H., dan Olsen, S. (2018) "The role of perceived values in explaining Vietnamese consumers' attitude and intention to adopt mobile commerce," *Asia Pacific Journal of Marketing and Logistics*, 30(4), pp. 1112–1134. doi: 10.1108/APJML-11-2017-0301.

Khwaja, M.G., Mahmood, S., dan Zaman, U. (2020) "Examining the effects of ewom, trust inclination, and information adoption on purchase intentions in an accelerated digital marketing context," *Information (Switzerland)*, 11(10), pp. 1–12. doi: 10.3390/info11100478.

Ki, E.J. dan Hon, L.C. (2012) "Causal linkages among relationship quality perception, attitude, and behavior intention in a membership organization.". *Corporate Community*, 17(2), pp. 187–208. doi: 10.1108/13563281211220274.

Kim, C., Galliers, R.D., Shin, N., Ryoo, J.H., dan Kim, J. (2012) " Factors influencing Internet shopping value and customer repurchase intention," *Electronic Commerce Research and Applications*, 11(4), 374–387. doi: 10.1016/j.elerap.2012.04.002.

Kim, D. (2012) "An investigation of the effect of online consumer trust on expectation, satisfaction, and post-expectation," *Information Systems and e-Business Management*, 10(2), pp. 219–240. doi: 10.1007/s10257-010-0136-2.

Kim, D. J., Ferrin, D. L., dan Rao, H. R. (2008) "A trust-based consumer decision-making model in electronic commerce: The role of trust, perceived risk, and their antecedents," *Decision Support Systems*, 44(2), 544–564. doi: 10.1016/j.dss.2007.07.001.

Kim, D.J., Ferrin, D.L., dan Raghav, H.R. (2009) "Trust and satisfaction, two stepping-stones for successful e-commerce relationships: A longitudinal exploration," *Information Systems Research*, 20(2), pp. 237–257. doi: 10.1287/isre.1080.0188.

Kim, H. dan Song, J. (2010) "The quality of word-of-mouth in the online shopping mall," *Journal of Research in Interactive Marketing* , 4(4), pp. 376–390. doi: 10.1108/17505931011092844.

Kim, H.W., Chan, H.C., dan Gupta, S. (2007) "Value-based Adoption of Mobile Internet: An empirical investigation," *Decision Support Systems*, 43(1), pp. 111–126. doi: 10.1016/j.dss.2005.05.009.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Kim, M. dan Kim, J. (2020) "The Influence of Authenticity of Online Reviews on Trust Formation among Travelers," *Journal of Travel Research*, 59(5), pp. 763–776. doi: 10.1177/0047287519868307.

Kim, R.Y. (2020) "When does online review matter to consumers? The effect of product quality information cues," *Electronic Commerce Research* [Preprint], (0123456789). doi: 10.1007/s10660-020-09398-0.

Kim, S.J., Wang, R.J.H., dan Malthouse, E.C. (2015) "The Effects of Adopting and Using a Brand's Mobile Application on Customers' Subsequent Purchase Behavior," *Journal of Interactive Marketing*, 31(2015), pp. 28–41. doi: 10.1016/j.intmar.2015.05.004.

Kline, R.B. (2016) *Principles and practices of structural equation modelling*. 4th edn, *Methodology in the social sciences*. 4th edn. New York, NY: The Guilford Press.

Knight, F. (1921) *Risk, Uncertainty, and Profit, Houghton Mifflin Company*. Illinois: University of Illinois at Urbana-Champaign's Academy for Entrepreneurial Leadership Historical Research Reference in Entrepreneurship.

Ko, D.R., Martin, W., dan Mirella, K. (2001) "Customer adoption of e-service: An experimental study," *International Journal of Service Industry Management*, 12(2), pp.184-207. doi: 10.1108/09564230110387542.

Kotler, P. dan Keller, K.L. (2012) *Marketing Management*. 14th Edition. Pearson.

Koufaris, M. dan Hampton-Sosa, W. (2002) "Customer Trust Online: Examinin the Role of the Web Site," *Cis*, 5, pp. 1–20.

Kouser, R., Niazi, G.S.K., dan Bakari, H. (2018) "How does website quality and trust towards website influence online purchase intention?," *Pakistan Journal of Commerce and Social Science*, 12(3), pp. 909–934.

Kousheshi, M.R., Aali, S., Bafandeh Zendeh, A.R., dan Iranzadeh, S. (2020) "The antecedents and consequences of online relationship quality in internet purchases," *Journal of Islamic Marketing*, 11(1), pp. 161–178. doi: 10.1108/JIMA-01-2019-0002.

Kredivo- Kata Data Insight Center (2020) *PERILAKU KONSUMEN E-COMMERCE INDONESIA*.

Kuah, W. dan Wang, P. (2016) "Fast-Expanding "Online" Markets in South Korea and China: Are They Worth Pursuing?," *Thunderbird International Business Review*, 59(1). doi: 10.1002/tie.21779.

Kumar, A. dan Kashyap, A.K. (2022) "Understanding the Factors Influencing Repurchase Intention in Online Shopping: A Meta-analytic Review," *Vision*, pp. 1-10. doi: 10.1177/09722629221107957

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Kumar, A. dan Kim, Y.K. (2014) "The store-as-a-brand strategy: The effect of store environment on customer responses," *Journal of Retailing and Consumer Services*, 21(5), pp. 685– 695. doi: 10.1016/j.jretconser.2014.04.008.

Kumar, D.S., Purani, K., dan Viswanathan, S.A. (2018) "Influences of 'appscape' on mobile app adoption and m-loyalty," *Journal of Retailing and Consumer Services*, 45(August), pp. 132–141. doi: 10.1016/j.jretconser.2018.08.012.

Kumar, V. dan Ayodeji, O.G. (2021) "E-retail factors for customer activation and retention: An empirical study from Indian e-commerce customers," *Journal of Retailing and Consumer Services*, 59(November). doi: 10.1016/j.jretconser.2020.102399.

Kuo, Y.-F., Wu, C.-M., dan Deng, W.-J. (2009) "The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services," *Computers in Human Behavior*, 25(4), pp. 887-896.

Kusumasondjaja, S., Shanka, T., dan Marchegiani, C. (2012) "Credibility of online reviews and initial trust: The roles of reviewer's identity and review valence," *Journal of Vacation Marketing*, 18(3), pp. 185–195. doi: 10.1177/1356766712449365.

Kwangyong, S., Shen, Z., Shin, H., Zhang, S., Chen, K., dan Li, L. (2021) "The Mechanism of How Integrated Marketing Communications Influence on the Chinese Online Customer's Repurchase Intention," *Science Journal of Business and Management*, 9(1). doi: 10.11648/j.sjbm.20210901.13.

Lackermair, G., Kailer, D., dan Kanmaz, K. (2013) "Importance of Online Product Reviews from a Consumer's Perspective," *Advances in Economics and Business*, 1(1), pp. 1–5. doi: 10.13189/aeb.2013.010101.

LANEIGE (2021) *Kisah Laneige*, *LANEIGE Indonesia*. Available at: https://www.laneige.com/id/id/laneige-story/story/story.html (Accessed: August 17, 2021).

Laucereno, S.F. (2021) *Dear Tukang Belanja Online, Wajib Tahu Nih Sejarah E-Commerce di RI*, *Detik Finance*. Available at: https://finance.detik.com/berita-ekonomi-bisnis/d-5483973/dear-tukang-belanja-online-wajib-tahu-nih-sejarah-e-commerce-di-ri (Accessed: March 13, 2021).

Law, R., Qi, S., dan Buhalis, D. (2010) "Progress in tourism management: A review of website evaluation in tourism research," *Tourism Management*, 31(3), pp. 297–313. doi: 10.1016/j.tourman.2009.11.007.

Lăzăroiu, G., Popescu, G.H., dan Nica, E. (2020) "The role of electronic word-of-mouth in influencing consumer repurchase intention in social commerce," *SHS Web of Conferences*, 74(2020). doi: 10.1051/shsconf/20207403003.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Lee, C.H. dan Chen, C.W. (2021) "Impulse buying behaviors in live streaming commerce based on the stimulus-organism-response framework," *Information (Switzerland)*, 12(6), pp. 1–17. doi: 10.3390/info12060241.

Lee, H.H., Kim, J. dan Fiore, A.M. (2010) "Affective and cognitive online shopping experience: Effects of image interactivity technology and experimenting with appearance," *Clothing and Textiles Research Journal*, 28(2), pp. 140–154. doi: 10.1177/0887302X09341586.

Lee., L. dan Charles, V. (2021) "The impact of consumers' perceptions regarding the ethics of online retailers and promotional strategy on their repurchase intention *," International Journal of Information Management*, 57(April 2021). doi: 10.1016/j.ijinfomgt.2020.102264.

Lee, T.S., Ariff, M.S.M., Zakuan, N., Sulaiman, Z., dan Saman, M.Z.M. (2016) "Online Sellers' Website Quality Influencing Online Buyers' Purchase Intention," in *IOP Conference Series: Materials Science and Engineering*. doi: 10.1088/1757-899X/131/1/012014.

Lee, Y. (2018) "Impacts of sociability on perceived information quality of customer reviews for online shopping sites," *International Journal of Contents*, 14(2), pp. 16–23.

Lee, Y.J., Yang, S., dan Johnson, Z. (2017) "Need for touch and two-way communication in e-commerce," *Journal of Resear*, 11(4), pp. 341–360.

Li, C.Y. (2019) "How social commerce constructs influence customers' social shopping intention? An empirical study of a social commerce website," *Technological Forecasting and Social Change*, 144(129), pp. 282–294. doi: 10.1016/j.techfore.2017.11.026.

Li, X. dan Ling, W. (2015) "How Framing Effect Impact on Decision Making on Internet Shopping," *Open Journal of Business and Management*, 03(01), pp. 96–108. doi: 10.4236/ojbm.2015.31010.

Li, Y. (2016) "Empirical Study of Influential Factors of Online Customers' Repurchase Intention," *iBusiness*, 8, 48-60. doi: 10.4236/ib.2016.83006.

Liang, L.J., Choi, H.C., dan Joppe, M. (2018) "Exploring the relationship between satisfaction, trust and switching intention, repurchase intention in the context of Airbnb," *International Journal of Hospitality Management*, 69(2018), pp. 41–48. doi: 10.1016/j.ijhm.2017.10.015.

Lichtman, M. (2006) *Qualitative Research in Education — A User's Guide*. 1st edn. Thousand Oaks, California: SAGE Publisher.

Lim, X.-J., Cheah, J.-H., Waller, D.S., Ting, H. dan Ng, S.I. (2020), "What s-commerce implies? Repurchase intention and its antecedents", *Marketing Intelligence & Planning*, 38(6), pp. 760-776. doi: 10.1108/MIP-03-2019-0145.

Limbu, Y.B., Wolf, M., dan Lunsford, D. (2012) "Perceived ethics of online retailers and consumer behavioral intentions: The mediating roles of trust and attitude," *Journal of Research in Interactive Marketing*, 6(2), pp. 133–154. doi: 10.1108/17505931211265435.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Lin, C.S., Wu, S., dan Tsai, R.J. (2005) "Integrating perceived playfulness into expectation-confirmation model for web portal context," *Information and Management*, 42(5), pp. 683–693. doi: 10.1016/j.im.2004.04.003.

Lin, C.Y., Yeh, J.Y., dan Yu, Y.T. (2016) "The Influence of Privacy Calculus, User Interface Quality and Perceived Value on Mobile Shopping," *Journal of Economics, Business and Management*, 4(10), pp. 567–572. doi: 10.18178/joebm.2016.4.10.453.

Lin, J., Yan, Y., Chen, S., dan Luo, X. (2017) "Understanding the impact of social commerce website technical features on repurchase intention: A Chinese guanxi perspective ," *Journal of Electronic Commerce Research*, 18(3), 225–244.

Lin, X., Featherman, M., Brooks, S.L., dan Hajli, N. (2019) "Exploring Gender Differences in Online Consumer Purchase Decision Making: An Online Product Presentation Perspective," *Information Systems Frontiers*, 21(5), pp. 1187–1201. doi: 10.1007/s10796-018-9831-1.

Lissitsa, S. dan Kol, O. (2016) "Generation X vs. Generation Y – A decade of online shopping," *Journal of Retailing and Consumer Services*, 31(July 2016), pp.304-312. doi: 10.1016/j.jretconser.2016.04.015.

Liu, B., Song, M., Yang, G., Cheng, S., dan Li, M. (2020) "Stimulus organism response model-based analysis on consumers' online impulse buying behavior," *International Journal of Electrical Engineering Education* [Preprint]. doi: 10.1177/0020720920940585.

Liu, C., Bao, Z., dan Zheng, C. (2019) "Exploring consumers' purchase intention in social commerce: An empirical study based on trust, argument quality, and social presence," *Asia Pacific Journal of Marketing and Logistics*, 31(2), pp. 378–397. doi: 10.1108/APJML-05-2018-0170.

Liu, H., Chu, H., Huang., Q., dan Chen, X. (2016) "Enhancing the flow experience of consumers in China through interpersonal interaction in social commerce," *Computers in Human Behavior*, 58(2016), pp. 306–314. doi: 10.1016/j.chb.2016.01.012.

Liu, T. (2012). "Effect of E-service quality on customer online repurchase intentions*". ProQuest Dissertations & Theses Global.*

Liu, Y. dan Tang, X. (2018) "The effects of online trust-building mechanisms on trust and repurchase intentions: An empirical study on eBay", *Information Technology & People*. doi: 10.1108/ITP-10-2016-0242

Liu, Z. dan Park, S. (2015) "What makes a useful online review? Implication for travel product websites," *Tourism Management*, 47(2015), pp. 140–151. doi: 10.1016/j.tourman.2014.09.020.

Lohse, G.G. dan Spiller, P. (1999) "Internet retail store design: How the user interface influences traffic and sales," *Journal of Computer-Mediated Communication*, 5(2). doi: 10.1111/j.1083-6101.1999.tb00339.x.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Loureiro, S.M.C. (2014) "The Role of Website Quality on PAD, Attitude and Intentions to Visit and Recommend Island Destonation," *International Journal of Tourism Research* , 17(2014), pp. 545–554. doi: 10.1002/jtr.

Loureiro, S.M.C., Bilro, R.G., dan Japutra, A. (2020) "The effect of consumer-generated media stimuli on emotions and consumer brand engagement," *Journal of Product and Brand Management*, 29(3), pp. 387–408. doi: 10.1108/JPBM-11-2018-2120.

Lu, B., Fan, W., dan Zhou, M. (2016) "Social presence, trust, and social commerce purchase intention: An empirical research," *Computers in Human Behavior*, 56(2016), pp. 225–237. doi: 10.1016/j.chb.2015.11.057.

Ma, K.X., Mather, D.W., Ott, D.L., Fang, E., Bremer, P., dan Mirosa, M. (2022) "Fresh food online shopping repurchase intention: the role of post-purchase customer experience and corporate image," *International Journal of Retail & Distribution Management*, 50 (2), pp. 206-228. doi: 10.1108/IJRDM-04-2021-0184.

Ma, L. (2021) "Understanding non-adopters' intention to use internet pharmacy: Revisiting the roles of trustworthiness, perceived risk, and consumer traits," *Journal of Engineering and Technology Management*, 59(6). doi: 10.1016/j.jengtecman.2021.101613.

MacCallum, R.C., Browne, M.W., dan Sugawara, H.M. (1996) "Power analysis and determination of sample size for covariance structure modeling," *Psychological Methods*, 1(2), pp. 130–149. doi: 10.1037/1082-989X.1.2.130.

Maduretno, R.B.E.H.P. dan Junaedi, S. (2021) "The Importance of eWOM Elements on Online Repurchase Intention: Roles of Trust and Perceived Usefulness," *Indonesian Economic Journal*, 10(1), pp. 55-69. doi: 10.52813/jei.v10i1.59

al-Maghrabi, T., Dennis, C., dan Halliday, S.V. (2010). "Antecedents of continuance intentions towards e-shopping: the case of Saudi Arabia," *Journal of Enterprise Information Management,* 24 (1), pp. 85-111. doi: 10.1108/17410391111097447

Maia, C.R., Lunardi, G. L., Dolci, D., dan D'Avila, L. C. (2019) "Competitive price and trust as determinants of purchase intention in social commerce," *BAR - Brazilian Administration Review*, 16(4). doi: 10.1590/1807-7692bar2019190074.

Maiyaki, A.A. (2012) "Statistics for social Science: structural equation modeling approach," *Elixir International Journal*, 49, pp. 9930–9934.

Makhitha, K.M. dan Ngobeni, K. (2021) "The influence of demographic factors on perceived risks affecting attitude towards online shopping," *SA Journal of Information Management*, 23(1), pp. 1–9. doi: 10.4102/sajim.v23i1.1283.

Makkl, S. (2020a) *Transaksi e-Commerce Naik Nyaris Dua Kali Lipat saat Pandemi, CNN Indonesia*. Available at: https://www.cnnindonesia.com/ekonomi/20201021193353 -92-561232/transaksi-e-commerce-naik-nyaris-dua-kali-lipat-saat-pandemi (Accessed: August 9, 2021).

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Makkl, S. (2020b) *Tren dan Peluang Industri E-Commerce di Indonesia 2020, CNN Indonesia*. Available at: https://www.cnnindonesia.com/teknologi/20200205204206 -206-472064/tren-dan-peluang-industri-e-commerce-di-indonesia-2020%0A (Accessed: February 10, 2021).

Malhotra, N.K., Birks, D.F., dan Wills, P. (2012) *Marketing Research: An Applied Approach*. 3rd edn. Harlow, Essex: Prentice Hall.

Manganari, E.E., Siomkos, G.J., dan Vrechopoulos, A.P. (2009) "Store atmosphere in web retailing," *European Journal of Marketing*, 43(9), pp. 1140–1153. doi: 10.1108/03090560910976401.

Mao, Z.E., Jones, M.F., Li, M., Wei, W., dan Lyu, J. (2020) "Sleeping in a stranger's home: A trust formation model for Airbnb," *Journal of Hospitality and Tourism Management*, 42 (2020), pp.67–76. doi: 10.1016/ /j.jhtm.2019.11.012.

Marakanon, L. dan Panjakajornsak, V. (2017) "Perceived quality, perceived risk and customer trust affecting customer loyalty of environmentally friendly electronics products," *Kasetsart Journal of Social Sciences*, 38(1), pp. 24–30. doi: 10.1016/j.kjss.2016.08.012.

Marriott, H. dan Williams, M. (2018) "Exploring consumers perceived risk and trust for mobile shopping: A theoretical framework and empirical study," *Journal of Retailing and Consumer Services*, 42(December 2017), pp. 133–146. doi: 10.1016/j.jretconser.2018.01.017.

Martey, E.M., Adenutsi, K., Amegbe, M., Mante, G.D.K., dan Siaw, G.A. (2022) "Relationship Marketing and Repurchase Intentions of Customers of Fast-Food Vendors in Ghana: The Moderating Influence of Perceived Risk," *Journal of Positive School Psychology*, 6(4), pp. 1564-1581.

Martin, S.S. dan Camarero, C. (2008) "How perceived risk affects online buying," *Online Information Review*, 33(4), pp. 629-654. doi: 10.1108/14684520910985657.

Matute, J., Polo-Redondo, Y., dan Utrillas, A. (2016) "The influence of EWOM characteristics on online repurchase intention," *Online Information Review*, 40(7), pp. 1090–1110. doi: 10.1108/oir-11-2015-0373.

Mavlanova, T. dan Benbunan-Fich, R. (2010) "Counterfeit products on the internet: The role of seller-level and product-level information," *International Journal of Electronic Commerce*, 15(2), pp. 79–104. doi: 10.2753/JEC1086-4415150203.

Mayer, R.C., Davis, J.H., dan Schoorman, F.D. (1995) "An Integrative Model of Organizational Trust," *The Academy of Management Review*, 20(3), pp. 709–734. doi: 10.2307/258792.

McDonald, R.P. dan Ho, M.H.R. (2002) "Principles and practice in reporting structural equation analyses," *Psychological Methods*, 7(1), pp. 64–82. doi: 10.1037/1082-989X.7.1.64.

Mehrabian, A. dan Russel, J. (1974) *An Approach to Environmental Psychology*. Cambridge, MA: MIT Press.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Meilatinova, N. (2021) "Social commerce: Factors affecting customer repurchase and word-of-mouth intentions," *International Journal of Information Management*, 57(2021). doi: 10.1016/j.ijinfomgt.2020.102300.

Miguel, M. (2021) *Ekonomi Digital RI Kalah Dibanding Negara Lain, CNN Indonesia*. Available at: www.cnnindonesia.com/ekonomi/20210312140138 -92-616693/ekonomi-digital-ri-kalah-dibanding-negara-lain/amp (Accessed: March 15, 2021).

Millroth, P., Nilsson, H., dan Juslin, P. (2019) "The decision paradoxes motivating prospect theory: The prevalence of the paradoxes increases with numerical ability," *Judgment and Decision Making*, 14(4), pp. 513–533.

Mitchell, V. (1999) "Consumer perceived risk: conceptualisations and models," *European Journal of Marketing*, 33(2), pp. 163–195. doi: 10.1108/03090569910249229.

Mollen, A. dan Wilson, H. (2010) "Engagement, telepresence and interactivity in online consumer experience: Reconciling scholastic and managerial perspectives," *Journal of Business Research*, 63(9-10), pp. 919–925. doi: 10.1016/j.jbusres.2009.05.014.

Moon, J.W. dan Kim, Y.G. (2001) "Extending the TAM for a World-Wide-Web context," *Information and Management*, 38(4), pp. 217–230. doi: 10.1016/S0378-7206(00)00061-6.

Moorman, C., Zaltman, G., dan Deshpande, R. (1992) "Relationships between Providers and Users of Market Research: The Dynamics of Trust within and between Organizations," *Journal of Marketing Research*, 29(3), pp. 314–328.

Morosan, C. dan DeFranco, A. (2016) "Co-creating value in hotels using mobile devices: A conceptual model with empirical validation," *International Journal of Hospitality Management*, 52(2016), pp. 131–142. doi: 10.1016/j.ijhm.2015.10.004.

Mo, Z., Li, Y.-F., dan Fan, P. (2015) "Effect of Online Reviews on Consumer Purchase Behavior," *Journal of Service Science and Management*, 8(3), pp. 419–424. doi: 10.4236/jssm.2015.83043.

Mou, J., Cohen, J., Dou, Y. dan Zhang, B. (2019) "International buyers' repurchase intentions in a Chinese cross-border e-commerce platform A valence framework perspective," *Internet Research*, 30(2), pp. 403-437. doi: 10.1108/INTR-06-2018-0259

Mukherjee, D., Lim, W.M., Kumar, S., Donthu, N. (2022) "Guidelines for advancing theory and practice through bibliometric research," *Journal of Business Research*, 148, pp. 101–115. doi: 10.1016/j.jbusres.2022.04.042.

Mulaik, S.A., James, L.R., van Alstine, J., Bennett, N., Lind., S., dan Stilwell, C.D. (1989) "Evaluation of Goodness-of-Fit Indices for Structural Equation Models," *Psychological Bulletin*, 105(3), pp. 430–445. doi:10.1037/0033-2909.105.3.430.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Mutaqin, M. (2021) *Di Tengah Pandemi, Penjualan Produk Skincare Kalahkan Kosmetik* , *Gatra*. Available at: https://www.gatra.com/detail/news/518212/ekonomi/di-tengah-pandemi-penjualan-produk-skincare-kalahkan-kosmetik (Accessed: August 1, 2021).

Nature Republic. (2021) *About Us: Journey To Nature, Nature Republic Indonesia*. Available at: https://naturerepublic.id/about-us (Accessed: August 14, 2021).

Nazir, S., Khadim, S., Asadullah, M.A., dan Syed, N. (2023) "Exploring the influence of artificial intelligence technology on consumer repurchase intention: The mediation and moderation approach," *Technology in Society*, 72(February 2023). doi: 10.1016/j.techsoc.2022.102190

Neuman, W.L. (2014) *Social Research Methods: Qualitative and Quantitative Approaches*. 8th edn. Pearson Education Limited.

Neyman, J., Trans, P., dan Lond, R.S. (1937) "Outline of a Theory of Statistical Estimation Based on the Classical Theory of Probability," *Philosophical Transactions of the Royal Society of London. Series A, Mathematical and Physical Sciences*, 236(767), pp. 333–380. doi: 10.1098/rsta.1937.0005.

Nguyen, C. (2016) *8 Key Facts about South Korea Digital Marketing Landscape, Linkedin.* Available at: https://www.linkedin.com/pulse/8-key-facts-south-korea-digital-marketing-landscape-chandler-nguyen (Accessed: Maret 2,2023).

Nielsen. (2010) *Global Trends in Online Shopping A Nielsen Global Consumer Report Online Shopping Around the World, AC Nielsen.*

Novika, S. (2021) *Merunut Perkembangan e-Commerce di Indonesia, Finance Detik.* Available at: https://finance.detik.com/berita-ekonomi-bisnis/d-5484706/merunut-perkembangan-e-commerce-di-indonesia%0A (Accessed: August 13, 2021).

Nugraha, A.K.N.A. dan Hieronanda, A.T. (2021) "The Influence of Social Factors, Trust, Website Quality, and Perceived Risk on Repurchase Intention in E-Commerce," *Jurnal Bisnis dan Manajemen*, 8(2), pp. 321-335.

Nugroho, S.S. (2021) *Observing the Consumer Behavior of the Indonesian Online Marketplace, FEB UGM*. Available at: https://feb.ugm.ac.id/en/news/3281 -observing-the-consumer-behavior-of-the-indonesian-online-marketplace (Accessed: July 19, 2021).

Nurcaya, I.A.H. (2020) *Penjualan IKM Kosmetik 80 Persen via Online, Bisnis*. Available at: https://ekonomi.bisnis.com/read/20201124/257/1321721/penjualan-ikm-kosmetik-80-persen-via-online (Accessed: August 7, 2021).

ObrolanBisnis Team (2021) *Sejarah Shopee, Obrolan Bisnis Indonesia*. Available at: https://obrolanbisnis.com/sejarah-shopee/ (Accessed: August 12, 2021).

Oh, J.C. dan Yoon, S.J. (2014) "Predicting the use of online information services based on a modified UTAUT model," *Behaviour and Information Technology*, 33(7), pp. 716–729. doi: 10.1080/0144929X.2013.872187.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Oxford Business Group Team (2020) *E-Commerce Opportunities in Indonesia's Retail Market*, *Oxford Business Group*. Available at: ttps://oxfordbusinessgroup.com/overview/delivered-success-market-dominated-brick-and-mortar-stores-e-commerce-proving-attractive-young-tech (Accessed: March 15, 2021).

Ozturk, A.B., Nuzair, K., Okumus, F., dan Hua, N. (2016) "The role of utilitarian and hedonic values on users' continued usage intention in a mobile hotel booking environment," *International Journal of Hospitality Management*, 57, pp. 106–115. doi: 10.1016/j.ijhm.2016.06.007.

Ozyer, Y., Kocoglu, I., dan Gozukara, E. (2014) "The Moderating Effects of Perceived Use and Perceived Risk in Online Shopping," *Journal of Global Strategic Management*, 2(8), pp. 67–67. doi: 10.20460/jgsm.2014815643.

Pambudi, T.S. (2021) *Rasa Tak Puas yang Melahirkan Kejayaan*, *SWA Indonesia*. Available at: https://swa.co.id/swa/my-article/memahami-perilaku-belanja-online (Accessed: August 4, 2021).

Pappas, I.O., Pateli, A.G., Giannakos, M.N., Chrissikopoulos, V. (2012) "Moderating effects of online shopping experience on customer satisfaction and repurchase intentions." *International Journal of Retail & Distribution Management*, 42(3), pp. 187-204. doi: 10.1108/IJRDM-03-2012-0034.

Pappas, N. (2016) "Marketing strategies, perceived risks, and consumer trust in online buying behaviour," *Journal of Retailing and Consumer Services*, 29, pp. 92–103. doi: 10.1016/j.jretconser.2015.11.007.

Parboteeah, D.V., Valacich, J.S., dan Wells, J.D. (2009) "The influence of website characteristics on a consumer's urge to buy impulsively," *Information Systems Research*, 20(1), pp. 60–78. doi: 10.1287/isre.1070.0157.

Park, D.H. dan Lee, J. (2008) "eWOM overload and its effect on consumer behavioral intention depending on consumer involvement," *Electronic Commerce Research and Applications*, 7(4), pp. 386–398. doi: 10.1016/j.elerap.2007.11.004.

Park, D.H., Lee, J., dan Han, I. (2007) "The effect of on-line consumer reviews on consumer purchasing intention: The moderating role of involvement," *International Journal of Electronic Commerce*, 11(4), pp. 125–148. doi: 10.2753/JEC1086-4415110405.

Patanasiri, A. dan Krairit, D. (2019) "A Comparative Study of Consumers' Purchase Intention on Different Internet Platforms," *Mobile Networks and Applications*, 24(1), pp. 145–159. doi:10.1007/s11036-018-1139-3.

Patel, V., Das, K., Chatterjee, R., dan Shukla, Y. (2020) "Does the interface quality of mobile shopping apps affect purchase intention? An empirical study," *Australasian Marketing Journal*, 28(4), pp. 300–309. doi: 10.1016/j.ausmj.2020.08.004.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Patel, V. dan Pandit, R. (2021) "Impact of Quality of Unfamiliar Shopping App on Initial Trust Formation: A Moderated Mediation of Risk Attitude," *Vision* [Preprint], (February). doi: 10.1177/0972262920984542.

Pavlou, L. (2007) "Understanding and Mitigating Understanding Online Exchange Relationships: Agent Perspective1 A Principal," *MIS quarterly*, 31(1), pp. 105–136.

Peña-García, N., Gil-Saura, I., Rodríguez-Orejuela, A., dan Siqueira-Junior, J.R. (2020) "Purchase intention and purchase behavior online: A cross-cultural approach," *Heliyon*, 6(6). doi: 10.1016/j.heliyon.2020.e04284.

Pentz, C.D., du Preez, R., dan Swiegers, L. (2020) "To bu(Y) or not to bu(Y): Perceived risk barriers to online shopping among South African generation Y consumers," *Cogent Business and Management*, 7(1). doi: 10.1080/23311975.2020.1827813.

Pertiwi, W.K. dan Yusuf, O. (2020) *Studi Ungkap Orang Indonesia Paling Doyan Buka Aplikasi Belanja.*, *Kompas.com*. Available at: https://tekno.kompas.com/read/2020/10/23/17440027/studi-ungkap-orang-indonesia-paling-doyan-buka-aplikasi-belanja.

Pink, B. (2020) *BPS: Penjualan di Marketplace Meningkat Pada Masa Pandemi Corona* , *KONTAN Indonesia*. Available at: https://nasional.kontan.co.id/news/bps-penjualan-di-marketplace-meningkat-pada-masa-pandemi-corona%0A (Accessed: August 9, 2021).

Pink, B. (2021) *Total Nilai Transaksi 4 Marketplace Terbesar Pada Tahun 2020 Capai Rp 276,87 Triliun*, *KONTAN Indonesia*. Available at: https://nasional.kontan.co.id/news/total-nilai-transaksi-4-marketplace-terbesar-pada-tahun-2020-capai-rp-27687-triliun%0A (Accessed: February 11, 2021).

Pipitwanichakarn, T. dan Wongtada, N. (2019) "Leveraging the technology acceptance model for mobile commerce adoption under distinct stages of adoption: A case of micro businesses," *Asia Pacific Journal of Marketing and Logistics*, 33(6), pp. 1415–1436. doi: 10.1108/APJML-10-2018-0448.

Polcharoensuk, T. dan Yousapornpaiboon, K. (2017) "Factors affecting intention to repurchase for e-commerce in Thailand," *Journal of Administrative and Business Studies*, 3(4), pp. 204-211. doi: 10.20474/jabs-3.4.5.

Popli, A. dan Mishra, S. (2015) "Factors of Perceived Risk Affecting Online Purchase Decisions of Consumers," *Pacific Business Review International*, 8(2), pp. 49–58.

PressRelease ID (2020) *Shopee Awali 2020 dengan Pencapaian Sebagai Brand e-Commerce Pilihan Masyarakat Indonesia*, *KONTAN Indonesia*. Available at: https://pressrelease.kontan.co.id/release/shopee-awali-2020-dengan-pencapaian-sebagai-brand-e-commerce-pilihan-masyarakat-indonesia?page=all%0A (Accessed: August 13, 2021).

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Priscillia, M., Budiono, H., Wiyanto, H., dan Widjaya, H. (2020) "The Effects of Website Design Quality and Service Quality on Repurchase Intention Among Shopee Customers in Jakarta, with Customer Trust as a Mediating Variable," *Proceedings of the Ninth International Conference on Entrepreneurship and Business Management*, 174, pp. 38-44.

Punyatoya, P. (2019) "Effects of cognitive and affective trust on online customer behavior," *Marketing Intelligence and Planning*, 37(1), pp. 80–96. doi: 10.1108/MIP-02-2018-0058.

Purnamasari, I. dan Suryandari, S.T. (2023) "Effect of E-Service Quality on E-Repurchase Intention in Indonesia Online Shopping: E-Satisfaction and E-Trust as Mediation Variables," *European Journal of Business & Management Research*, 8(1), pp. 155-161. doi: 10.24018/ejbmr.2023.8.1.176.

Puspitasari, I. dan Briliana, V. (2017) "Pengaruh Perceived-Ease-of-Use, Perceived Usefulness, Trust, dan Perceived Enjoyment terhadap Repurchase Intention (Studi Kasus pada Website Zalora Indonesia", *Jurnal Bisnis dan Akuntansi*, 19(2), pp. 171-182. doi: 10.34208/jba.v19i2.270.

Qalati, S.A., Vela, E.G., Li, W., Dakhan, S.A., Thuy, T.T.H., dan Merani, S.H. (2021) "Effects of perceived service quality, website quality, and reputation on purchase intentio n: The mediating and moderating roles of trust and perceived risk in online shopping," *Cogent Business and Management*, 8(1). doi: 10.1080/23311975.2020.1869363.

Qureshi, I., Fang, Y., Ramsey, E., McCole, P., Ibbotson, P., Compeau, D. (2009) "Understanding online customer repurchasing intention and the mediating role of trust- an empirical investigation in two developed countries," *European Journal of Information* System, 18(3), pp. 205–222. doi: 10.1057/ejis.2009.15.

Racherla, P., Mandviwalla, M., dan Connolly, D. (2012) "Factors affecting consumers' trust in online product reviews," *Journal of Consumer Behaviour*, 11, pp. 94–104. doi: 10.1002/cb.

Rachma, D. (2021) *Dampak Maraknya Impor Skincare Korea Selatan: Gempuran untuk Pasar dalam Negeri, Kumparan Indonesia*. Available at: https://kumparan.com/d-r-1608711994270460031/dampak-maraknya-impor-skincare-korea-selatan-gempuran-untuk-pasar-dalam-negeri-1w4MDQ7vDZ5/ful (Accessed: August 8, 2021).

Ramezani Nia, M. dan Shokouhyar, S. (2020) *Analyzing the effects of visual aesthetic of Web pages on users' responses in online retailing using the VisAWI method, Journal of Research in Interactive Marketing*. doi: 10.1108/JRIM-11-2018-0147.

Rana, N.P., Dwivedi, Y.K., Lal., B., Williams, M.D., dan Clement, M. (2017) "Citizens' adoption of an electronic government system: towards a unified view," *Information Systems Frontiers*, 19(3), pp. 549–568. doi: 10.1007/s10796-015-9613-y.

Research and Markets (2022) North Macedonia E-commerce Market Growth, Trends, COVID- 19 Impact and Forecast, Research and Markets. Available at:

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

https://www.researchandmarkets.com/reports/5601190/north-macedonia-e-commerce-market-growth (Accessed: March 2, 2023).

Riegelsberger, J., Sasse, M.A., dan McCarthy, J.D. (2003) "The researcher's dilemma: Evaluating trust in computer-mediated communication," *International Journal of Human Computer Studies*, 58(6), pp. 759–781. doi: 10.1016/S1071-5819(03)00042-9.

Rindfleisch, A., Malter, A.J., Ganesan, S., dan Moorman, C. (2008) "Cross-Sectional Versus Longitudinal Survey Research: Concepts, Findings, and Guidelines," *Journal of Marketing Research*, 45, pp. 261–279. doi: 10.1509/jmkr.45.3.261.

Rizkinawara, L. (2019) *Penggunaan Internet di Indonesia, KOMINFO Indonesia*. Available at: https://aptika.kominfo.go.id/2019/08/penggunaan-internet-di-indonesia/ (Accessed: August 8, 2021).

Roschk, H., Loureiro, S.M.C., dan Breitsohl, J. (2017) "Calibrating 30 Years of Experimental Research: A Meta-Analysis of the Atmospheric Effects of Music, Scent, and Color," *Journal of Retailing*, 93(2), pp. 228–240. doi: 10.1016/j.jretai.2016.10.001.

Rose, S., Clark, M., Samouel, P., dan Hair, N. (2012) "Online Customer Experience in e-Retailing: An empirical model of Antecedents and Outcomes," *Journal of Retailing*, 88(2), pp. 308–322. doi: 10.1016/j.jretai.2012.03.001.

Rudolph, S. (2015) *The Impact of Onlie Reviews on Customers' Buying Decisions [Infographic]*, *Business2Community*. Available at: http://www.business2community.com/%0Ainfographics/impact- online -reviews-customers-buying-decisions-infographic-01280945 (Accessed: October 30, 2021).

Sagandira, C. dan Berg, K. (2020) *User Interface design in e-commerce and it impacts on consumer trust Human computer interaction View project Business Intelligence View project*. doi: 10.13140/RG.2.2.31943.32164.

Sagnak, M., Kazancoglu, Y., Ozkan Ozen, Y.D., dan Garza-Reyes, J.A. (2020) "Decision-making for risk evaluation: integration of prospect theory with failure modes and effects analysis (FMEA)," *International Journal of Quality and Reliability Management*, 37(6–7), pp. 939–956. doi: 10.1108/IJQRM-01-2020-0013.

Santoso, S. (2021) *Analisis Structural Equation Modelling (SEM) Menggunakan AMOS 26*. 1st edn. Jakarta: Elex Media Komputindo.

Scardamalia, M. dan Bereiter, C. (2014) "Smart technology for self-organizing processes," *Smart Learning Environments*, 1(1), pp. 1–13. doi:10.1186/s40561-014-0001-8.

Schaefer, D.R. dan Dillman, D.A. (1998) "Development of A Standard E-Mail Methodology-Result of An Experiment," *Public Opinion Quarterly*, 62, pp. 378–397. doi: 10.1086/297851.

Sekaran, U. dan Bougie, R. (2013) *Research Methods for Business*. 6th edn. Chichester, UK: Wiley.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Senecal, S. dan Nantel, J. (2004) "The influence of online product recommendations on consumers' online choices," *Journal of Retailing*, 80(2), pp. 159–169. doi: 10.1016/j.jretai.2004.04.001.

Setyowati, D. (2021) *Riset KIC-Kredivo: Konsumen 36-45 Tahun Mulai Gemar Belanja Online*, *Kata Data*. Available at: https://katadata.co.id/desysetyowati/digital/60c05f6215bf6/riset-kic-kredivo-konsumen-36-45-tahun-mulai-gemar-belanja-online%0A (Accessed: July 15, 2021).

Shergill, G. dan Chen, Z. (2005) "Web-Based Shopping: Consumers' Attitudes towards Online Shopping in New Zealand," *Journal of Electronic Commerce Research*, 6(2), pp. 79-94.

Shin, J.I., Chung, K.H., Oh, J.S., dan Lee, C.W. (2013) "The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea," *International Journal of Information Management*, 33(2013), pp. 453– 463. doi: /10.1016/j.ijinfomgt.2013.02.003.

Sidik, F. (2017) *Tingkat Kepercayaan Konsumen Indonesia Rendah, E-commerce Lebih Baik dari Telko, Bisnis*. Available at: https://lifestyle.bisnis.com/read/20171108/50/707245/tingkat-kepercayaan-konsumen-indonesia-rendah-e-commerce-lebih-baik-dari-telko (Accessed: August 6, 2021).

Sina, A.S. dan Wu, J. (2019) "Effects of 3D vs 2D interfaces and product-coordination methods," *International Journal of Retail and Distribution Management*, 47(8), pp. 855–871. doi:10.1108/IJRDM-11-2018-0244.

Singh, S. dan Rana, R. (2018) "Effect of Demographic Factors on Consumers' Perception of Online Shopping," *Global Journal of Management And Business Research* , 18(6), No 6-E.

Singleton, R.A. dan Straits, B.A. (2017) *Approaches to Social Research*. 6th edn. New York: Oxford University Press.

SIRCLO (2020) *Jadi Andalan untuk Belanja Online, Berikut Sejarah Perkembangan Marketplace di Indonesia*, *SIRCLO*. Available at: https://www.sirclo.com/sejarah-perkembangan-marketplace-di-indonesia/ (Accessed: February 10, 2021).

Smith, A. dan Anderson, M. (2016) *ONLINE SHOPPING AND E-COMMERCE- Online Review*, *Pew Research Center*. Available at: https://www.pewresearch.org/internet/2016/12/19/online-reviews/ (Accessed: September 30, 2021).

Snapcart (2018) *Indonesian E-commerce Shopping Behavior*, *Snapcart*. Available at: https://snapcart.global/indonesian-e-commerce-shopping-behavior/%0A (Accessed: February 18, 2021).

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

So, K.K.F., Kim, H., Oh, H. (2020) "What makes Airbnb experiences enjoyable? The effects of environmental stimuli on perceived enjoyment and repurchase intention," *Journal of Travel Research,* forthcoming. doi:10.1177/0047287520921241.

SOCO Indonesia. (2021) *Nature Republic Reviews, SOCO Indonesia*. Available at: https://review.soco.id/brand/654/nature-republic (Accessed: August 17, 2021).

Statista Research Department (2022) *E-Commerce in Indonesia- Statistics & Facts, Statista International.* Available at: https://www.statista.com/topics/5742/e-commerce-in-indonesia/ (Accessed: March 2, 2023).

Statista Research Department (2021) *E-commerce Market in Saudi Arabia - Statistics & Facts, Statista International*. Available at: https://www.statista.com/topics/7723/e-commerce-in-saudi-arabia/#dossierSummary__chapter4%0A (Accessed: May 2, 2021).

Stone, R.N. dan Gronhaug, K. (1993) "Perceived Risk: Further Considerations for the Marketing Discipline," *European Journal of Marketing*, 27, pp. 39–50.

Straub, D.W. (1989) "Validating Instruments in MIS Research," *MIS Quarterly*, 13(2), pp. 147–169.

Sulaiman, M.R. dan Fikri, L.K. (2020) *Hati-hati, Tingkat Penipuan Belanja Online Meningkat Selama Pandemi, Suara Indonesia*. Available at: https://www.suara.com/lifestyle/2020/10/28/233500/hati-hati-tingkat-penipuan-belanja-online-meningkat-selama-pandemi?page=all%0A (Accessed: August 5, 2021).

Sullivan, Y.W. dan Kim, D.J. (2018) "Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environment," *International Journal of Information Management*, 39(2018), pp. 199–219. doi: 10.1016/j.ijinfomgt.2017.12.008.

Sulthana, N.A. dan Vasantha, S. (2021) "Mediating role of perceived quality between social media trust and purchase intention," *Materials Today: Proceedings*, (xxxx), pp. 1–5. doi: 10.1016/j.matpr.2020.11.573.

Suresh, A.M. dan Shashikala, R. (2011) "Identifying Factors of Consumer Perceived Risk toward Online Shopping in India," *3rd International Conference on Information and Financial Engineering*, 12, pp. 336–341.

SWAOnline (2016) *Memahami Perilaku Belanja Online, SWA Indonesia*. Available at: https://swa.co.id/swa/my-article/memahami-perilaku-belanja-online (Accessed: August 4, 2021).

Tabachnick, B.G. dan Fidell, L.S. (2013) *Using Multivariate Statistics*. 6th edn. Pearson.

Tam, J.L.M. (2012) "The moderating role of perceived risk in loyalty intentions: An investigation in a service context," *Marketing Intelligence and Planning*, 30(1), pp. 33–52. doi:10.1108/02634501211193903.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Tandon, U., Kiran, R., dan Sah, A.N. (2016) "Understanding online shopping adoption in India: Unified theory of acceptance and use of technology 2 (UTAUT2) with perceived risk application," *Service Science*, 8(4), pp. 420–437. doi:10.1287/serv.2016.0154.

Tasin, N.B. (2017) "Factors Influecing Customer's Trust in Online Shopping Among Executives in a Bank," *Malaysian Journal of Social Sciences and Humanities (MJSSH)*, 2(3), pp. 46–59. Available at: www.msocialsciences.com.

Teo, T.S.H., Lim, V.K.G., dan Lai, R.Y.C. (1999) "Intrinsic and extrinsic motivation in Internet Usage," *Omega International Journal of Management Science*, pp. 25–37.

Teo, T.S.H. dan Yeong, Y.D. (2003) "Assessing the consumer decision process in the digital marketplace," *Omega*, 31(5), pp. 349–363. doi:10.1016/S0305-0483(03)00055-0.

Thaichon, P., Lobo, A., Prentice, C., dan Quach, T.N. (2014) "The development of service quality dimensions for internet service providers: Retaining customers of different usage patterns," *Journal of Retailing and Consumer Services*, 21(6), pp. 1047–1058. doi: 10.1016/j.jretconser.2014.06.006.

Thakur, R. (2016) "Understanding Customer Engagement and Loyalty: A Case of Mobile Devices for Shopping," *Journal of Retailing and Consumer Services*, 32, pp. 151–163. doi: 10.1016/j.jretconser.2016.06.004.

Thakur, R. (2018) "Customer engagement and online reviews," *Journal of Retailing and Consumer Services*, 41(February 2017), pp. 48–59. doi: 10.1016/j.jretconser.2017.11.002.

Tho, N.X., Lai, M.T., dan Yan, H. (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*, 10(3), pp.8-19. doi: 10.5539/ibr.v10n3p8.

Thomas, M.J., Wirtz, B.W., dan Weyerer, J.C. (2019) "Determinants of online review credibility and its impact on consumers' purchase intention," *Journal of Electronic Commerce Research*, 20(1), pp. 1–20.

Tighe, D. (2021) *Online Shopping Behavior in the United Kingdom (UK) - Statistics & Facts, Statista International*. Available at: https://www.statista.com/topics/7887/online-shopping-behavior-in-the-uk/ (Accessed: June 3, 2021).

To, P., Liao, C., dan Lin, T. (2007) "Shopping motivations on Internet: a study based on utilitarian and hedonic value," *Technovation*, 27(12), pp. 774–784.

Trivedi, S.K. dan Yadav, M. (2018) "Predicting online repurchase intentions with e-Satisfaction as mediator: a study on Gen Y", *VINE Journal of Information and Knowledge Management Systems*. doi: 10.1108/VJIKMS-10-2017-0066

Tsai, H. T., & Huang, H. C. (2007) "Determinants of e-repurchase intentions: An integrative model of quadruple retention drivers," *Information & Management*, 44(3), 231–239.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Tsao, W.-C., Hsieh, M.-T., dan Lin, T.M.Y. (2016), "Intensifying online loyalty! The power of website quality and the perceived value of consumer/seller relationship ," *Industrial Management & Data Systems*, 116(9), pp. 1987-2010. doi: 10.1108/IMDS-07-2015-0293.

Torkzadeh, G. dan Dhillon, G. (2002) "Measuring factors that influence the success of Internet commerce," *Information Systems Research*, 13(2), pp. 187–204. doi:10.1287/isre.13.2.187.87.

Tran, L.T.T. (2020) "Online reviews and purchase intention: A cosmopolitanism perspective," *Tourism Management Perspectives*, 35(October 2019), p. 100722. doi: 10.1016/j.tmp.2020.100722.

Ulya, F.N. (2021) *Studi: Saat Pandemi, Masyarakat Lebih Senang Belanja Produk Lokal dan Online*, *Kompas*. Available at: https://money.kompas.com/read/2021/02/05/154800726/studi-saat-pandemi-masyarakat-lebih-senang-belanja-produk-lokal-dan-online (Accessed: August 5, 2021).

Unpapar, A.A. (2021) "The Moderating Role of Electronic Word of Mouth (eWOM) in the Influence of Perceived Value on Repurchase Intention," *International Journal of Business Analytics*, 1(1), pp. 71-90.

Vanniarajan, T. dan Gurunathan, P. (2009) "Evaluation of Linkage between Service Quality, Customer Satisfaction and Repurchase Intentions: An Application of SEM," *Asia-Pacific Business Review*, 5(4), pp. 108-118.

Venkatesh, V. dan Davis, F.D. (2000) "A Theoretical Extension of the Technology Acceptance Model: Four Longitudinal Field Studies," *Management Science*, 46(2), pp. 186–204.

Verkijika, S.F. (2018) "Factors influencing the adoption of mobile commerce applications in Cameroon," *Telematics and Informatics*, 35(6), pp. 1665–1674. doi: 10.1016/j.tele.2018.04.012.

Vijay, T.S., Prashar, S., dan Parsad, C. (2017) "Role of Shopping Values and Web Atmospherics in E-Satisfaction and Repurchase Intention," *Journal of Internet Commerce*, 16 (1), pp. 32-52. doi: 10.1080/15332861.2016.1261544.

Viswanath, V., Cheri, S., dan Michael, G.M. (2002) "User acceptance enablers in individual decision making about technology: Toward an integrated model," *Decision Sciences*, 33(2), p. 297.

Vranceanu, D.M. (2017) "The Impact of Online Consumer Reviews' Quantity and Rating on Buying Decisions: A Perspective from Romanian Market," in *PROCEEDINGS OF THE 11th INTERNATIONAL MANAGEMENT CONFERENCE "The Role of Management in the Economic Paradigm of the XXIst Century."* Bucharest, pp. 188–195.

Wang, E.S.-T. (2016) "The Moderating role of consumer characteristics in the relationship between website quality ad perceived usefulness," *International Journal of Retail & Distribution Management*, 44(6), pp. 627–639.

UNIVERSITAS
GADJAH MADA

Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Wang, J.J., Wang, L.Y., dan Wang, M.M. (2018) "Understanding the effects of eWOM social ties on purchase intentions: A moderated mediation investigation," *Electronic Commerce Research and Applications*, 28, pp. 54–62. doi: 10.1016/j.elerap.2018.01.011.

Wang, R.Y., Storey, V.C., dan Firth, C.P. (1995) "A Framework for Analysis of Data Quality Research," *IEEE Transactions on Knowledge and Data Engineering*, 7(4), pp. 623–640. doi:10.1109/69.404034.

Wardani, A.S. (2021) *Belanja Online Jadi Pilihan untuk Penuhi Kebutuhan Ramadhan dan Idul Fitri*, *Liputan6*. Available at: https://www.liputan6.com/tekno/read/4557118/belanja-online-jadi-pilihan-untuk-penuhi-kebutuhan-ramadhan-dan-idul-fitri (Accessed: July 17, 2021).

Wasli, A. (2020) *Sejarah Awal berdirinya Marketplace Tokopedia, Shopee, Bukalapak, Lazada, Blibli dan JDID, Teknologi ID*. Available at: https://teknologi.id/os/sejarah-awal-berdirinya-marketplace-tokopedia-shopee-bukalapak-lazada-blibli-dan-jdid (Accessed: February 10, 2021).

Wei, H. dan Leng, F.-C. (2017) "Research on Influence of Electronic Word of Mouth on Consumers' Purchase Intentions," in *017 2017 4th International Conference on Economics and Management*, pp. 145–150.

Weisberg, J., Te'eni, D., dan Arman, L. (2011) "Past purchase and intention to purchase in e-commerce: The mediation of social presence and trust," *Internet Research*, 21(1), pp. 82–96. doi:10.1108/10662241111104893.

Wen, C., Prybutok, V.R., dan Xu, C. (2011) "An integrated model for customer online repurchase intention." *The Journal of Computer Information Systems*, pp.14–23. doi: 10.1080/08874417.2011.11645518.

Weng, J.T., Ting H., de Run, E.C., Tan, S. (2016) "Disposition and Repurchase Intention: A Preliminary Study of How and Why," *Procedia - Social and Behavioral Sciences*, 224(2016), pp. 332 – 338.

Wheaton, B., Muthén, B., dan Alwin, D.F. (1977) *Assessing Reliability and Stability in Panel Models, Summers Source: Sociological Methodology*.

Wijanto, S.H. (2008) *Structural equation modeling dengan Lisrel 8.8*. Yogyakarta: Graha Ilmu.

Willemsen, L.M., Neijens, P.C., Bronner, F., de Ridder, J.A. (2011) "'Highly recommended!' The content characteristics and perceived usefulness of online consumer reviews," *Journal of Computer-Mediated Communication*, 17(1), pp. 19–38. doi: 10.1111/j.1083-6101.2011.01551.x.

Wilson, N., Keni, K., dan Tan, P.H.P. (2019) "The Effect of Website Design Quality and Service Qualityon Repurchase Intention in the E-commerce Industry: A Cross-Continental Analysis," *Gadjah Mada International Journal of Business*, 21 (2), pp. 187-222.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Wolfinbarger, M. dan Gilly, M.C. (2001) *Shopping Online for Freedom, Control, and Fun, California Management Review*.

Wu, I.L., Chiu, M.L., dan Chen, K.W. (2020) "Defining the determinants of online impulse buying through a shopping process of integrating perceived risk, expectation-confirmation model, and flow theory issues," *International Journal of Information Management*, 52(May 2019), p. 102099. doi: 10.1016/j.ijinfomgt.2020.102099.

De Wulf, K., Odekerken-Schröder, G., dan Iacobucci, D. (2001) "Investments in consumer relationships: A cross-country and cross-industry exploration," *Journal of Marketing*, 65(4), pp. 33–50. doi:10.1509/jmkg.65.4.33.18386.

Wu, P.C.S., Yeh, G.Y.Y., dan Hsiao, C.R. (2011) "The effect of store image and service quality on brand image and purchase intention for private label brands," *Australasian Marketing Journal*, 19(1), pp. 30–39. doi: 10.1016/j.ausmj.2010.11.001.

Xendit (2021) *Inilah Sejarah Perkembangan E-commerce di Indonesia*, *Xendit*. Available at: https://www.xendit.co/id/blog/inilah-sejarah-perkembangan-e-commerce-di-indonesia/ (Accessed: February 10, 2021).

Xue, J.M. (2018) *Kisah Sukses Innisfree*, *KONTAN Indonesia*. Available at: https://kolom.kontan.co.id/news/921/kisah-sukses-innisfree (Accessed: August 14, 2021).

Yang, K., Li, X., Kim, H., Kim (2015) "Social shopping website quality attributes increasing consumer participation, positive eWOM, and co-shopping: The reciprocating role of participation," *Journal of Retailing and Consumer Services*, 24(C), pp. 1–9. doi: 10.1016/j.jretconser.2015.01.008.

Yang, Z., Ngo, Q.V., Chen, Y., Nguyen, C.X.-T., dan Hoang, H.T. (2019) "Does Ethics Perception Foster Consumer Repurchase Intention? Role of Trust, Perceived Uncertainty, and Shopping Habit," *Sage Open*, April-June 2019, pp. 1-13. doi: 10.1177/2158244019848844.

Yi, Y., Jeon, H., dan Choi, B. (2013) "Segregation vs aggregation in the loyalty program: The role of perceived uncertainty," *European Journal of Marketing*, 47(8), pp. 1238–1255. doi:10.1108/03090561311324309.

Yuniarti, F., Arief, H.R., Meydia, H., dan Yevis, M.O. (2022) "Online retailers' ethics and its effect on repurchase intention: The mediating role of perceived risk," *Cogent Business & Management*, 9(1). doi: 10.1080/23311975.2022.2051691.

Zeqiri, J., Ramadani, V., dan Aloulou, W.J. (2023) "The effect of perceived convenience and perceived value on intention to repurchase in online shopping: the mediating effect of e-WOM and trust," *Economic Research-Ekonomska Istraživanja*. doi: 10.1080/1331677X.2022.2153721.

UNIVERSITAS
GADJAH MADA
Pengaruh Kualitas Antar Muka dan Kualitas Informasi Ulasan Daring Pada Niat Pembelian Ulang
VANESA HANA B, Dr. Sahid Susilo Nugroho, M.Sc.
Universitas Gadjah Mada, 2023 | Diunduh dari http://etd.repository.ugm.ac.id/

Zhang, H., Lu, Y., Gupta, S., dan Zhao, L. (2014) "What motivates customers to participate insocial commerce? the impact of technological environments and virtual customer experiences," *Information and Management*, 51(8), pp. 1017–1030. doi: 10.1016/j.im.2014.07.005.

Zhang, L., Yan, Q., dan Zhang, L. (2018) "A computational framework for understanding antecedents of guests' perceived trust towards hosts on Airbnb," *Decision Support Systems*, 115(May), pp. 105–116. doi: 10.1016/j.dss.2018.10.002.

Zhang, Y., Fang, Y., Wei, K.-K., Ramsey, E., McCole, P., dan Chen, H. (2011) "Repurchaseintention in B2C e-commerce—A relationship quality perspective," *Information & Management*, 48(6), pp. 192–200. doi: 10.1016/j.im.2011.05.003.

Zhang, Z. dan Nuangjamnong, C. (2022) "The Impact Factors toward Online Repurchase Intention: A case study of Taobao e-Commerce platform in China," *International Research E-Journal on Business and Economics*, 7(2), pp. 35-56.

Zhao, K., Stylianou, A.C., dan Zheng, Y. (2018) "Sources and impacts of social influence fromonline anonymous user reviews," *Information and Management*, 55(1), pp. 16–30. doi:10.1016/j.im.2017.03.006.

Zhao, Y., Lin, W., Tang, H., dan Zhang, Y. (2020) "Electronic word-of-mouth and consumerpurchase intentions in social e-commerce," *Electronic Commerce Research and Applications*, 41(May 2019), p. 100980. doi: 10.1016/j.elerap.2020.100980.

Zheng, X., Cheung, C.M.K., Lee, M.K.O., dan Liang, L. (2015) "Building Brand Loyalty through User Engagement in Online Brand," *Information Technology & People*, 28(1),pp. 280–299. doi: 10.1108/ITP-08-2013-0144.

Zhu, B., Kowatthanakul, S., dan Satanasavapak, P. (2019) "Generation Y consumer online repurchase intention in Bangkok: Based on Stimulus-Organism-Response (SOR) model,"*International Journal of Retail & Distribution Management*, 48(1), pp. 53-69. doi: 10.1108/IJRDM-04-2018-0071.

Zhu, F. dan Zhang, X. (2010) "Impact of online consumer reviews on Sales: The moderating roleof product and consumer characteristics," *Journal of Marketing*, 74(2), pp. 133–148. doi:10.1509/jmkg.74.2.133.

Zhu, L., Li, H., Wang, F.-K., He, W., Tian, Z. (2020) "How online reviews affect purchase intention: a new model based on the stimulus-organism-response (S-O-R) framework,"*Aslib Journal of Information Management*, 72(4), pp. 463–488. doi:10.1108/AJIM-11-2019-0308.

Zhu, Y.Q. dan Chen, H.G. (2012) "Service fairness and customer satisfaction in internet banking: Exploring the mediating effects of trust and customer value," *Internet Research*,22(4), pp. 482–498. doi:10.1108/10662241211251006.