



## DAFTAR PUSTAKA

- Achjari, D. (2000). Potensi Manfaat dan Problem di E-Commerce. *Jurnal Ekonomi Dan Bisnis Indonesia*, 15(3), 388–395.
- Achjari, D. (2004). Partial Least Squares: Another Method of Structural Equation Modeling Analysis. *Jurnal Ekonomi Dan Bisnis Indonesia*, 19(3), 238–248.
- Ahmad, N., Omar, A., & Ramayah, T. (2010). Consumer lifestyles and online shopping continuance intention. *Business Strategy Series*, 11(4), 227–243. <https://doi.org/10.1108/17515631011063767>
- Al-hattami, H. M. (2021). Determinants of intention to continue usage of online shopping under a pandemic : COVID-19. *Cogent Business & Management*, 8(1). <https://doi.org/10.1080/23311975.2021.1936368>
- Ali, B. J., Saleh, P. F., Akoi, S., Abdulrahman, A. A., Muhamed, A. S., Noori, H. N., & Anwar, G. (2021). Impact of Service Quality on the Customer Satisfaction: Case study at Online Meeting Platforms. *International Journal of Engineering, Business and Management*, 5(2), 65–77. <https://doi.org/10.22161/ijebm.5.2.6>
- Almaghrabi, T., Marketing, S. B., Dennis, C., & Halliday, S. V. (2011). *Determinants of Customer Continuance Intention of Online Shopping*. May 2014.
- Alraimi, K. M., Zo, H., & Ciganek, A. P. (2015). Understanding the MOOCs continuance: The role of openness and reputation. *Computers and Education*, 80, 28–38. <https://doi.org/10.1016/j.compedu.2014.08.006>
- Alvara Strategic Research. (2019). Behaviors and Preferences of Indonesian Millennial Consumers on E-Commerce Applications in 2019. *Alvara Strategic Research*, July 9, 1–57. <https://alvara-strategic.com/wp-content/uploads/2019/07/PRESS-CON-ENGLISH-E-COMMERCE-REPORT.pdf>
- Amin, M., Rezaei, S., & Abolghasemi, M. (2014). User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust. *Nankai Business Review International*, 5(3), 258–274. <http://dx.doi.org/10.1108/NBRI-01-2015-0001>
- Andreev, P., Salomon, I., & Pliskin, N. (2010). Review: State of teleactivities. *Transportation Research Part C: Emerging Technologies*, 18(1), 3–20. <https://doi.org/10.1016/j.trc.2009.04.017>
- Aref, M. M., & Okasha, A. E. (2020). Evaluating the online shopping behavior among Egyptian college-educated community. *Review of Economics and Political Science*, 5(1), 21–37. <https://doi.org/10.1108/REPS-10-2018-0013>
- Barkah, B., & Febriasari, P. (2022). Millennials' Intention To Buy Fashion Products At Shopee During the Pandemic of Covid-19. *Jurnal Ekonomi Bisnis Dan Kewirausahaan*, 11(3), 311. <https://doi.org/10.26418/jebik.v11i3.51142>
- Basuki, A. T., & Prawoto, N. (2016). *Analisis Regresi dalam Penelitian Ekonomi dan Bisnis: Dilengkapi Aplikasi SPSS dan Eviews*. Rajawali Pers.
- Basuki, R. (2021). *Generasi “Milenial” Dan Generasi “Kolonial.”* KPKNL Pontianak. <https://www.djkn.kemenkeu.go.id/kpknl-pontianak/baca->



- artikel/14262/Generasi-Milenial-Dan-Generasi-Kolonial.html#:~:text=Sedangkan Milenial yaitu generasi yang,(lahir 1946-1964).
- Beunoyer, E., Dupéré, S., & Guitton, M. J. (2020). COVID-19 and digital inequalities: Reciprocal impacts and mitigation strategies. *Computers in Human Behavior, 111*(May). <https://doi.org/10.1016/j.chb.2020.106424>
- Bem, D. J. (1972). *Self-Perceptions Theory*. Academic Press. [https://doi.org/10.1007/978-94-007-0753-5\\_103738](https://doi.org/10.1007/978-94-007-0753-5_103738)
- Bhattacharjee, A. (2001a). An empirical analysis of the antecedents of electronic commerce service continuance. *Decision Support Systems, 32*(2), 201–214. [https://doi.org/10.1016/S0167-9236\(01\)00111-7](https://doi.org/10.1016/S0167-9236(01)00111-7)
- Bhattacharjee, A. (2001b). Understanding Information System Continuance: An Expectation Confirmation Model. *Information Systems Management, 25*(3), 351–370.
- Bhattacharjee, A., Perols, J., & Sanford, C. (2008). *Information Technology Continuance: A Theoretic Extension and Empirical Test information technology continuance: a theoretic extension and empirical test University of South Florida. 49*(1), 17–26. <https://doi.org/10.1080/08874417.2008.11645302>
- Bhattacharjee, A., & Premkumar, G. (2004). Theoretical Model and Longitudinal Test Article in Belief and Changes Understanding Information Attitude Toward Tech nology A Theoretical Usage: Model and Longitudinal. *Management Information Systems, 28*(2), 229–254.
- Bitter, A. (2020). *Consumers cut spending, but open to digital offerings during COVID-19 – survey*. <https://www.spglobal.com/marketintelligence/en/news-insights/latest-news-headlines/consumers-cut-spending-but-open-to-digital-offerings-during-covid-19-8211-survey-58188515>
- Bolen, M. C., & Ozen, U. (2020). Understanding the factors affecting consumers ' continuance intention in mobile shopping : the case of private shopping clubs. *International Journal Mobile Communications, 18*(1).
- BPS. (2021). *Statistik E-Commerce*. BPS. <https://doi.org/8101004>
- Bucko, J., Kakalejčik, L., & Ferencová, M. (2018). Online shopping: Factors that affect consumer purchasing behaviour. *Cogent Business and Management, 5*(1), 1–15. <https://doi.org/10.1080/23311975.2018.1535751>
- Chang, Y. P., & Zhu, D. H. (2012). The role of perceived social capital and flow experience in building users' continuance intention to social networking sites in China. *Computers in Human Behavior, 28*(3), 995–1001. <https://doi.org/10.1016/j.chb.2012.01.001>
- Chen, Lei da, Gillenson, M. L., & Sherrell, D. L. (2002). Enticing online consumers: An extended technology acceptance perspective. *Information and Management, 39*(8), 705–719. [https://doi.org/10.1016/S0378-7206\(01\)00127-6](https://doi.org/10.1016/S0378-7206(01)00127-6)
- Chen, Lijun, & Aklikokou, A. K. (2020). Determinants of E-government Adoption: Testing the Mediating Effects of Perceived Usefulness and Perceived Ease of Use. *International Journal of Public Administration, 43*(10), 850–865. <https://doi.org/10.1080/01900692.2019.1660989>



- Chen, S., Lu, C., & Chen, S. (2016). *Exploring the Relationships of Green Perceived Value , the Diffusion of Innovations , and the Technology Acceptance Model of Green Transportation*. 55(1), 51–77.
- Chen, Y. T., & Chou, T. Y. (2012). Exploring the continuance intentions of consumers for B2C online shopping: Perspectives of fairness and trust. *Online Information Review*, 36(1), 104–125. <https://doi.org/10.1108/14684521211209572>
- Chen, Y. Y. (2012). Why Do Consumers Go Internet Shopping Again? Understanding the Antecedents of Repurchase Intention. *Journal of Organizational Computing and Electronic Commerce*, 22(1), 38–63. <https://doi.org/10.1080/10919392.2012.642234>
- Cheng, Y. M. (2020). Understanding cloud ERP continuance intention and individual performance: a TTF-driven perspective. *Benchmarking*, 27(4), 1591–1614. <https://doi.org/10.1108/BIJ-05-2019-0208>
- Chin W, M. G. (1998). The Partial Least Squares Approach to Structural Formula Modeling. *Advances in Hospitality and Leisure*, 8 (2) (January 1998), 5. <https://books.google.com/books?hl=en&lr=&id=EDZ5AgAAQBAJ&oi=fnd&pg=PA295&dq=The+partial+least+squares+approach+to+structural+equation+modeling&ots=49uH6qt2lk&sig=Fwg2GGFWp3LUMMjxMu9h4jbOXnA>
- Chiu, C. M., Lin, H. Y., Sun, S. Y., & Hsu, M. H. (2009). Understanding customers' loyalty intentions towards online shopping: An integration of technology acceptance model and fairness theory. *Behaviour and Information Technology*, 28(4), 347–360. <https://doi.org/10.1080/01449290801892492>
- Chong, A. Y.-L. (2013). Understanding mobile commerce continuance intentions: An empirical analysis of chinese consumers. *Journal of Computer Information Systems*, 53(4), 22–30. <https://doi.org/10.1080/08874417.2013.11645647>
- Chung, D. (2016). Empirical Study on Determinants for the Continued Use of Mobile Shopping Apps. *Issues In Information Systems*, 17(II), 34–43. [https://doi.org/10.48009/2\\_iis\\_2016\\_34-43](https://doi.org/10.48009/2_iis_2016_34-43)
- Dani, N. J. (2017). A Study on Consumers ' Attitude Towards Online Shopping. *International Journal of Research in Management & Business Studies*, 4(3), 42–46.
- Davis, F. D. (1989). Percieved Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *Management Information Systems*, 13(3), 319–340. <https://doi.org/10.5962/bhl.title.33621>
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). *User Acceptance of Computer Technology : A Comparison of Two Theoretical Models*. 35(8), 982–1003.
- de Hauw, S., & de Vos, A. (2010). Millennials' career perspective and psychological contract expectations: Does the recession lead to lowered expectations? *Journal of Business and Psychology*, 25(2), 293–302. <https://doi.org/10.1007/s10869-010-9162-9>
- Deng, L., Turner, D. E., Gehling, R., & Prince, B. (2010). User experience, satisfaction, and continual usage intention of IT. *European Journal of Information Systems*, 19(1), 60–75. <https://doi.org/10.1057/ejis.2009.50>



- Dennis, C., Morgan, A., Wright, L. T., & Jayawardhena, C. (2010). The influences of social e-shopping in enhancing young women's online shopping behaviour. *Journal of Customer Behaviour*, 9(2), 151–174. <https://doi.org/10.1362/147539210x511353>
- Dey, B. L., Al-karaghoul, W., & Muhammad, S. S. (2020). Adoption, Adaptation, Use and Impact of Information Systems during Pandemic Time and Beyond: Research and Managerial Implications. *Information Systems Management*, 00(00), 1–5. <https://doi.org/10.1080/10580530.2020.1820632>
- Fornell, C., & Larcker F., D. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error. *Journal of Marketing Research*, XVIII(February), 39–50.
- Foroughi, B., Iranmanesh, M., & Hyun, S. S. (2019). *Understanding the determinants of mobile banking continuance usage intention*. 32(6), 1015–1033. <https://doi.org/10.1108/JEIM-10-2018-0237>
- Goldsmith, R. E. (2002). Explaining and Predicting Consumer Intention to Purchase Over the Internet: An Exploratory Study. *Journal of Marketing Theory and Practice*, 10(2), 22–28. <https://doi.org/10.1080/10696679.2002.11501913>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sage, M. S. (2014). *A Primer on Partial Least Squares Structural Equation Modeling* (T. Oaks (ed.); Vol. 46). Sage Publications. <https://doi.org/10.1016/j.lrp.2013.01.002>
- Hamid, A. A., Razak, F. Z. A., Bakar, A. A., & Abdullah, W. S. W. (2016). The Effects of Perceived Usefulness and Perceived Ease of Use on Continuance Intention to Use E-Government. *Procedia Economics and Finance*, 35(October 2015), 644–649. [https://doi.org/10.1016/s2212-5671\(16\)00079-4](https://doi.org/10.1016/s2212-5671(16)00079-4)
- 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(11–12), 1762–1800. <https://doi.org/10.1108/03090560310495456>
- Helmi, A., Komaladewi, R., & Sarasi, V. (2023). *Characterizing Young Consumer Online Shopping Style: Indonesian Evidence sustainability Characterizing Young Consumer Online Shopping Style: Indonesian Evidence*. February. <https://doi.org/10.3390/su15053988>
- Helmi, A., Sarasi, V., Kaltum, U., & Suherman, Y. (2021). Discovering the values of generation X and millennial consumers in Indonesia. *Innovative Marketing*, 17(2), 1–8. [https://doi.org/10.21511/im.17\(2\).2021.01](https://doi.org/10.21511/im.17(2).2021.01)
- Herath, T., & Herath, H. S. B. (2020). Coping with the New Normal Imposed by the COVID-19 Pandemic: Lessons for Technology Management and Governance. *Information Systems Management*, 37(4), 277–283. <https://doi.org/10.1080/10580530.2020.1818902>
- Holdorf, S., & Haasis, P. H. (2014). SKIMA 2014 - 8th International Conference on Software, Knowledge, Information Management and Applications. *SKIMA 2014 - 8th International Conference on Software, Knowledge, Information Management and Applications, 2013*.
- Hong, Se-joon, Tam, K. Y., & Hong, S. (2006). *Understanding the Adoption of Multipurpose Information Appliances: The Case of Mobile Data Services*



- Understanding the Adoption of Multipurpose Information Appliances: The Case of Mobile Data Services.* 17(2), 162–179.  
<https://doi.org/10.1287/isre.1060.0088>
- Hong, Soongeun, & Lee, H. (2005). Antecedents of use continuance for information systems. *KMIS International Conference*, 410–415.
- Hostler, E. R., Yoon, V. Y., & Guimaraes, T. (2012). Recommendation agent impact on consumer online shopping: The Movie Magic case study. *Expert Systems with Applications*, 39(3), 2989–2999.  
<https://doi.org/10.1016/j.eswa.2011.08.160>
- Hsu, C. L., & Lin, J. C. C. (2015). What drives purchase intention for paid mobile apps?—An expectation confirmation model with perceived value. *Electronic Commerce Research and Applications*, 14(1), 46–57.  
<https://doi.org/10.1016/j.elerap.2014.11.003>
- Huang, Y. M. (2019). Examining students' continued use of desktop services: Perspectives from expectation-confirmation and social influence. *Computers in Human Behavior*, 96(June 2018), 23–31.  
<https://doi.org/10.1016/j.chb.2019.02.010>
- Hui Chong, M., Chow, W. Y., Chow, X. Q., & Lim, C. C. H. (2023). Consumer Satisfaction in E-shopping: Shopee Malaysia Case. *Asia Pacific Journal of Management and Education*, 6(1), 94–107.  
<https://doi.org/10.32535/apjme.v6i1.2231>
- International Trade, A. (2022). *Assessment of Current Buyer Behavior in Market*. International Trade Administration. <https://www.trade.gov/country-commercial-guides/indonesia-ecommerce>
- iprice. (2023). *Peta E-Commerce Indonesia*. Telusuri Persaingan Toko Online di Indonesia
- Jumaan, I. A., Hazarina, N., & Al-ghazali, B. M. (2020). The role of cognitive absorption in predicting mobile internet users' continuance intention: An extension of the expectation-confirmation model. *Technology in Society*, 63(October 2019), 101355. <https://doi.org/10.1016/j.techsoc.2020.101355>
- Kariuki, F., & Rohula, E. (2020). *Motivation and hygiene factors in a multigenerational workforce A study on millennials and Generation Z in Finland. School of Business Degree Programme in International Business Motivation and hygiene factors in a multigenerational workforce A study on mi* (Issue June). JAMK University of Applied Sciences.
- KEMENKO, B. P. (2021). *Dukungan Pemerintah Bagi UMKM Agar Pulih di Masa Pandemi*. Ekon.Go.Id.  
<https://www.ekon.go.id/publikasi/detail/2939/dukungan-pemerintah-bagi-umkm-agar-pulih-di-masa-pandemi>
- Khin, S., & Ho, T. C. F. (2019). Digital technology, digital capability and organizational performance: A mediating role of digital innovation. *International Journal of Innovation Science*, 11(2), 177–195.  
<https://doi.org/10.1108/IJIS-08-2018-0083>
- Kim, J. (2004). Understanding Consumers' Online Shopping and Purchasing Behavior. In *Kon Kuk University* (Vol. 285). Kon Kok University.
- Kim, S., & Park, H. (2013). Effects of various characteristics of social commerce



- (s-commerce) on consumers' trust and trust performance. *International Journal of Information Management*, 33(2), 318–332. <https://doi.org/10.1016/j.ijinfomgt.2012.11.006>
- Kim, Y., & Lee, H. S. (2014). Quality, perceived usefulness, user satisfaction, and intention to use: An empirical study of ubiquitous personal robot service. *Asian Social Science*, 10(11), 1–16. <https://doi.org/10.5539/ass.v10n11p1>
- KOMINFO. (2019). *Kemkominfo: Pertumbuhan e-Commerce Indonesia Capai 78 Persen*. [https://www.kominfo.go.id/content/detail/16770/kemkominfo-pertumbuhan-e-commerce-indonesiacapai-78-persen/0/sorotan\\_media](https://www.kominfo.go.id/content/detail/16770/kemkominfo-pertumbuhan-e-commerce-indonesiacapai-78-persen/0/sorotan_media)
- Kotler, P., & Keller, K. L. (2012). Marketing Management. In *Agrekon* (Vol. 11, Issue 1). Pearson Prentice Hall. <https://doi.org/10.1080/03031853.1972.9523871>
- Koufaris, M. (2002). Applying the Technology Acceptance Model and flow theory to online Consumer Behavior. *Information Systems Research*, 13(2), 205–223. <https://doi.org/10.1287/isre.13.2.205.83>
- Kurt, K., Aktas, B., & Turan, A. (2021). Understanding Online Shopping Continuance Intention of Turkish Users: an Empirical Assessment. *Pamukkale University Journal of Social Sciences Institute*, April. <https://doi.org/10.30794/pausbed.1003073>
- Lee, M. C. (2010). Explaining and predicting users' continuance intention toward e-learning: An extension of the expectation-confirmation model. *Computers and Education*, 54(2), 506–516. <https://doi.org/10.1016/j.compedu.2009.09.002>
- Li, F., Lu, H., Hou, M., Cui, K., & Darbandi, M. (2021). Technology in Society Customer satisfaction with bank services : The role of cloud services , security , e-learning and service quality. *Technology in Society*, 64(December 2020), 101487. <https://doi.org/10.1016/j.techsoc.2020.101487>
- Liao, J. (2023). *Factors Influencing Individuals ' Online Shopping Behavior : A System Review*. 8, 1318–1323.
- Limayem, M., Hirt, S. G., & Cheung, C. M. K. (2007). How habit limits the predictive power of intention: The case of information systems continuance. *MIS Quarterly: Management Information Systems*, 31(4), 705–737. <https://doi.org/10.2307/25148817>
- Lin, C. S., Wu, S., & Tsai, R. J. (2005). Integrating perceived playfulness into expectation-confirmation model for web portal context. *Information and Management*, 42(5), 683–693. <https://doi.org/10.1016/j.im.2004.04.003>
- Makkad, P. S. A. K. (2015). Online banking adoption: a factor validation and satisfaction causation study in the context of Indian banking customers. In *International Journal of Bank Marketing* (Vol. 33, Issue 6). <https://doi.org/10.1108/02652323199400002>
- Mason, A. N., Narcum, J., & Mason, K. (2021). Social media marketing gains importance after Covid-19. *Cogent Business and Management*, 8(1). <https://doi.org/10.1080/23311975.2020.1870797>
- Mehta, S., Saxena, T., & Purohit, N. (2020). The New Consumer Behaviour Paradigm amid COVID-19: Permanent or Transient? *Journal of Health Management*, 22(2), 291–301. <https://doi.org/10.1177/0972063420940834>



- Mohamed, N., Hussein, R., Zamzuri, N. H. A., & Haghshenas, H. (2014). Insights into individual's online shopping continuance intention. *Industrial Management & Data Systems*, 114(9), 1453–1476.
- Mou, J., Shin, D. H., & Cohen, J. (2017). Understanding trust and perceived usefulness in the consumer acceptance of an e-service: a longitudinal investigation. *Behaviour and Information Technology*, 36(2), 125–139. <https://doi.org/10.1080/0144929X.2016.1203024>
- Nabavi, A., Fard, M. T. T., Hanafizadeh, P., & Taghva, M. R. (2016). Information Technology Continuance Intention: A Systematic Literature Review. *International Journal of E-Business Research*, 12(1), 58–95. <https://doi.org/10.4018/IJEER.2016010104>
- Nunnally, B. (1994). *Psychometric Theory* (3rd ed.). McGraw Hill International Edition.
- Oliver, R. L. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17(4)(November), 460–469.
- Pilik, M., Juříčková, E., & Kwarteng, M. A. (2017). On-line shopping behaviour in the Czech Republic under the digital transformation of economy. *Economic Annals-XXI*, 165(5–6), 119–123. <https://doi.org/10.21003/ea.V165-24>
- Prebreza, A., & Shala, B. (2021). The Trust in Online Shopping during COVID-19: Case Study from Kosovo. *OALib*, 08(04), 1–15. <https://doi.org/10.4236/oalib.1107288>
- Rahman, M. A., Islam, M. A., Esha, B. H., Sultana, N., & Chakravorty, S. (2018). Consumer buying behavior towards online shopping: An empirical study on Dhaka city, Bangladesh. *Cogent Business and Management*, 5(1), 1–22. <https://doi.org/10.1080/23311975.2018.1514940>
- Ramli, N. A., Latan, H., & Nartea, G. V. (2018). Why should PLS-SEM be used rather than regression? evidence from the capital structure perspective. In *International Series in Operations Research and Management Science* (Vol. 267). [https://doi.org/10.1007/978-3-319-71691-6\\_6](https://doi.org/10.1007/978-3-319-71691-6_6)
- Rao, Y., Saleem, A., Saeed, W., & Ul Haq, J. (2021). Online Consumer Satisfaction During COVID-19: Perspective of a Developing Country. *Frontiers in Psychology*, 12(October), 1–12. <https://doi.org/10.3389/fpsyg.2021.751854>
- Rossolov, A., Rossolova, H., & Holguín-Veras, J. (2021). Online and in-store purchase behavior: shopping channel choice in a developing economy. In *Transportation* (Vol. 48, Issue 6). Springer US. <https://doi.org/10.1007/s11116-020-10163-3>
- Shang, D., & Wu, W. (2017). Understanding mobile shopping consumers' continuance intention. *Industrial Management & Data Systems*, 117(1), 213–227. <https://doi.org/10.1108/IMDS-02-2016-0052>
- Simanjuntak, M., & Musyifah, I. (2016). Online shopping behavior on generation Y in Indonesia. *Global Business and Finance Review*, 21(1), 33–45. <https://doi.org/10.17549/gbfr.2016.21.1.33>
- Sirclo. (2020). *The State of Indonesia E-Commerce within COVID-19 & Rise of Social Commerce: An Overview*. <https://insights.sirclo.com/blog/2020/08/indonesias-e-commerce-landscape->



- within-covid-19-pandemic--rise-of-social-commerce
- Smola, K. W., & Sutton, C. D. (2002). Generational differences: Revisiting generational work values for the new millennium. *Journal of Organizational Behavior*, 23(SPEC. ISS.), 363–382. <https://doi.org/10.1002/job.147>
- Spreng, R. A., Mackenzie, S. B., Olshavsky, R. W., Spreng, R. A., Mackenzie, S. B., & Olshavsky, R. W. (1996). A Reexamination of the Determinants of Consumer Satisfaction. *American Marketing Association*, 60(3), 15–32.
- Statista. (2021). *Number of e-commerce users in Indonesia from 2017 to 2025(in millions)*. <https://www.statista.com/forecasts/251635/e-commerce-users-in-indonesia>
- Subramanian, G. H. (1994). A Replication of Perceived Usefulness and Perceived Ease of Use Measurement. *Decision Sciences*, 25(5).
- Sugiyono. (2016). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sullivan, Y. W., & Kim, D. J. (2018). Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39(December 2017), 199–219. <https://doi.org/10.1016/j.ijinfomgt.2017.12.008>
- Sung, T. K. (2006). E-commerce critical success factors: East vs. West. *Technological Forecasting and Social Change*, 73(9), 1161–1177. <https://doi.org/10.1016/j.techfore.2004.09.002>
- Tarhini, A., Alalwan, A. A., Al-Qirim, N., Algharabat, R., & Masa'deh, R. (2018). An Analysis of the Factors Influencing the Adoption of Online Shopping. *International Journal of Technology Diffusion*, 9(3), 68–87. <https://doi.org/10.4018/ijtd.2018070105>
- Tawafak, R. M., Romli, A. B., & Arshah, R. B. A. (2018). Continued Intention to Use UCOM: Four Factors for Integrating with a Technology Acceptance Model to Moderate the Satisfaction of Learning. *IEEE Access*, 6(c), 66481–66498. <https://doi.org/10.1109/ACCESS.2018.2877760>
- Thong, J., Hong, S. J., & Tam, K. Y. (2006). The effects of post-adoption beliefs on the expectation-confirmation model for information technology continuance. *International Journal of Human Computer Studies*, 64(9), 799–810. <https://doi.org/10.1016/j.ijhcs.2006.05.001>
- Thong, J. Y., Hong, W., & Tam, K. Y. (2002). Understanding user acceptance of digital libraries: what are the roles of interface characteristics, organizational context, and individual differences? *International Journal Human Computer Studies*, 57, 215–242. <https://doi.org/10.1006/ijhc.1024>
- United Nations Conference on Trade and Development (UNCTAD). (2020). *COVID-19 has changed online shopping forever, survey shows*. <https://unctad.org/news/covid-19-has-changed-online-shopping-forever-survey-shows>
- Venkatesh, V., & Davis, F. D. (1996). A model of the antecedents of perceived ease of use : Development and test. *Decision Sciences*, 27(3), 451.
- Wang, M. C.-H. (2012). Determinants and consequences of consumer satisfaction with self-service technology in a retail setting. *Managing Service Quality*,



22(2), 128–144.

- Yang, X. (2021). Determinants of consumers ' continuance intention to use social recommender systems : A self-regulation perspective. *Technology in Society*, 64(February 2020), 101464. <https://doi.org/10.1016/j.techsoc.2020.101464>
- Yuan, S., Liu, Y., Yao, R., & Liu, J. (2014). *Information Development*. <https://doi.org/10.1177/0266666914522140>
- Zeqiri, J., Ramadani, V., & 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*, 0(0), 1–21. <https://doi.org/10.1080/1331677x.2022.2153721>
- Zhao, Y., & Bacao, F. (2020). What factors determining customer continuingly using food delivery apps during 2019 novel coronavirus pandemic period? *International Journal of Hospitality Management*, 91(March), 102683. <https://doi.org/10.1016/j.ijhm.2020.102683>