

## DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2015). Partial Least Square (PLS) - Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis. Yogyakarta: Penerbit ANDI.
- Andrianto, A. (2020). Faktor yang Mempengaruhi Behavior Intention untuk Pengguna Aplikasi Dompot Digital Menggunakan Model UTAUT2. *Jurnal Ilmiah Ekonomi dan Bisnis*, 111-122.
- Bachdar, S. (2018, Agustus 11). Menanti Pertumbuhan Belanja Pangan Online di Indonesia. Retrieved from Marketeers.com: <https://www.marketeers.com/menanti-pertumbuhan-belanja-pangan-online-di-indonesia/>
- Bakar, A. A., Razak, F. Z. A., & Abdullah, W. S. W. (2013). Assessing the Effects of UTAUT and Self-Determination Predictor on Students Continuance Intention to Use Student Portal. *World Applied Sciences Journal*, 21(10), 1484–1489. <https://doi.org/10.5829/idosi.wasj.2013.21.10.2920>
- Bhattacharjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model. *MIS Quartely*, 25(3), 351–370.
- Brown, S. A., & Venkatesh, V. (2005). Model of Adoption of Technology in Household: A BASeline Model Test and Extension Incorporating Household Life Cycle. *MIS Quarterly*, 399-426.
- Chang, C. C. (2013). Library mobile applications in university libraries. *Library Hi Tech*, 31(3), 478–492. <https://doi.org/10.1108/LHT-03-2013-0024>
- Chen, S. C., Yen, D. C., & Hwang, M. I. (2012). Factors influencing the continuance intention to the usage of Web 2.0: An empirical study. *Computers in Human Behavior*, 28(3), 933–941. <https://doi.org/10.1016/j.chb.2011.12.014>
- Chien, A.-W., Kurnia, S., & Westarp, F. von. (2003). The Acceptance of Online Grocery Shopping. *BLED 2003 Proceedings*, 219–233.
- Chopdar, P. K., & Sivakumar, V. J. (2019). Understanding continuance usage of mobile shopping applications in India: the role of espoused cultural values and perceived risk. *Behaviour and Information Technology*, 38(1), 42–64. <https://doi.org/10.1080/0144929X.2018.1513563>
- Ciftci, S. K., Gok, R., & Karadag, E. (2023). Acceptance and use of the distance education systems of Turkish medical educators during COVID-19 pandemic: an analysis of contextual factors with the UTAUT2. *BMC Medical Education*, 23-36.

- Coupey, K. P. (2009). Determinants of a Retailer's Choice of International Expansion Mode: Conceptual Model and Empirical Validation. *Recherche et Applications En Marketing*, 24, 23–54.
- Dai, H., Hu, T., & Zhang, X. (2014). Continued use of Mobile Technology Mediated Services: A value perspective. *Journal of Computer Information Systems*, 54(2), 99–108. <https://doi.org/10.1080/08874417.2014.11645690>
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly: Management Information Systems*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- Dodds, W. B., Monroe, K. B., & Grewal, D. (1991). Effects of Price, Brand, and Store Information on Buyers' Product Evaluations. *Journal of Marketing Research*, 28(3), 307–319.
- Droogenbroeck, E. Van, & Van Hove, L. (2021). Adoption and usage of E-grocery shopping: A context-specific UTAUT2 model. *Sustainability (Switzerland)*, 13(8). <https://doi.org/10.3390/su13084144>
- Duarte, P., & Pinho, J. C. (2019). A mixed methods UTAUT2-based approach to assess mobile health adoption. *Journal of Business Research*, 140–150.
- Eka, R. (2020, Maret 27). Daily Social. Retrieved from Menakar Masa Depan Startup “Online Grocery” di Indonesia: <https://dailysocial.id/post/online-grocery-startup-indonesia>
- Fauzi, A., Widodo, T., & Djatmiko, T. (2018). Pengaruh Behavioral Intention terhadap Use Behavior pada Penggunaan Aplikasi Transportasi Online (Studi kasus pada pengguna Go-jek dan Grab di Kalangan Mahasiswa Telkom University). *E-Proceeding of Management*, 5(2), 1790–1796.
- Franque, F. B., Oliveira, T., & Tam, C. (2021). Understanding the factors of mobile payment continuance intention: empirical test in an African context. *Heliyon*, 7(8). <https://doi.org/10.1016/j.heliyon.2021.e07807>
- Gan, C., & Li, H. (2018). Understanding the Effects of Gratifications on the Continuance Intention to Use WeChat in China: A Perspective on Uses and Gratifications. *Computers in Human Behavior*, 78, 306–315. <https://doi.org/10.1016/j.chb.2017.10.003>
- Ghozali, I. (2021). *Structural Equation Modeling dengan Metode Alternatif Partial Least Squares (PLS)*. Semarang: Badan Penerbit Universitas Diponegoro.
- Google, & Temasek. (2020). *E-Conomy SEA 2020. At full velocity: Resilient and racing ahead.* Bain & Company. <https://www.temasek.com.sg/content/dam/temasek-corporate/news-and-views/resources/reports/e-conomy-sea-2020-report.pdf>

- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). MULTIVARIATE DATA ANALYSIS EIGHTH EDITION. [www.cengage.com/highered](http://www.cengage.com/highered).
- Hair, J. F. Jr., hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) Second Edition (Second). SAGE.
- Hair, J. F., Matthews, L. M., Matthews, R. L., & Sarstedt, M. (2017). PLS-SEM or CB-SEM: updated guidelines on which method to use “PLS-SEM or CB-SEM: updated guidelines on which method to use.” In *Organizational Research Methods, MIS Quarterly, and International Journal* (Vol. 1, Issue 2).
- Hamidi, M., Adrianto, F., & Ginting, B. T. (2022). Determining factor of continuous intention mobile payment: Using extending the unified theory of acceptance and use of technology (UTAUT2) model. <https://doi.org/10.24036/jkmb.12062600>
- Hansen, T., Jensen, J. M., & Solgaard, H. S. (2004). Predicting online grocery buying intention: a comparison of the theory of reasoned action and the theory of planned behavior. *International Journal of Information Management*, 539-550.
- Heijden, H. van der. (2004). User Acceptance of Hedonic Information Systems. *MIS Quarterly*, 28(4), 695–704.
- Hendricks, S., & Mwapwele, S. D. (2024). A systematic literature review on the factors influencing e-commerce adoption in developing countries. *Data and Information Management*, 8(1). <https://doi.org/10.1016/j.dim.2023.100045>
- Herrero, Á., San Martín, H., & Garcia-De los Salmones, M. del M. (2017). Explaining the adoption of social networks sites for sharing user-generated content: A revision of the UTAUT2. *Computers in Human Behavior*, 71, 209–217. <https://doi.org/10.1016/j.chb.2017.02.007>
- Hidayat, M. T., Aini, Q., & Fetrina, E. (2020). Penerimaan Pengguna E-Wallet Menggunakan UTAUT 2 (Studi Kasus). *Jurnal Nasional Teknik Elektro Dan Teknologi Informasi*, 9(3), 239–247. <https://doi.org/10.22146/v9i3.227>
- Holbrook, M. B., & Hirschman, E. C. (1982). The Experiential Aspects of Consumption: Consumer Fantasies, Feelings, and Fun. *Journal of Consumer Research*, 9(2), 132–140.
- Hsiao, C. H., Chang, J. J., & Tang, K. Y. (2016). Exploring the influential factors in continuance usage of mobile social Apps: Satisfaction, habit, and

customer value perspectives. *Telematics and Informatics*, 33(2), 342–355.  
<https://doi.org/10.1016/j.tele.2015.08.014>

Indrawati, & Shaina, N. A. (2021). Analysis of Factors That Determine Continuance Intention in Using Shopee Application During The Pandemic Covid-19. *Journal Ilmiah Manajemen Dan Bisnis*, 7(3), 294–311.

Ifada, A. B., & Abidin, Z. (2022). Factor Analysis of Continuance Intention to Use QR Code Mobile Payment Services: An Extended Expectation-Confirmation Model (ECM). *Journal of Advances in Information Systems and Technology*, 4(2). <https://journal.unnes.ac.id/sju/index.php/jaist>

Jaya, I. (2021, Desember 23). Penguatan Sistem Kesehatan dalam Pengendalian COVID-19. Retrieved from [p2p.kemkes.go.id: http://p2p.kemkes.go.id/penguatan-sistem-kesehatan-dalam-pengendalian-covid-19/](http://p2p.kemkes.go.id/penguatan-sistem-kesehatan-dalam-pengendalian-covid-19/)

Kaczmarek, L. D. (2017). Hedonic Motivation. In *Encyclopedia of Personality and Individual Differences* (pp. 1–3). Springer International Publishing.  
[https://doi.org/10.1007/978-3-319-28099-8\\_524-1](https://doi.org/10.1007/978-3-319-28099-8_524-1)

Kamble, A., Bairagdar, M., Jadhav, V., & Bhosale, D. A. (2022). Online Grocery Shop. *International Journal for Research in Applied Science and Engineering Technology*, 10(5), 695–698.  
<https://doi.org/10.22214/ijraset.2022.41919>

Kim, K. H., Kim, K. J., Lee, D. H., & Kim, M. G. (2019). Identification of critical quality dimensions for continuance intention in mHealth services: Case study of onecare service. *International Journal of Information Management*, 46, 187–197. <https://doi.org/10.1016/j.ijinfomgt.2018.12.008>

Kumar, A., Sikdar, P., Gupta, M., Singh, P., & Sinha, N. (2023). Drivers of satisfaction and usage continuance in e-grocery retailing: a collaborative design supported perspective. *Journal of Research in Interactive Marketing*, 17(2), 176–194. <https://doi.org/10.1108/JRIM-02-2020-0035>

Kuppusamy, J., Angusamy, A., & Raman, K. (2022). What Drives E-grocery Purchase Retention in a Post Pandemic Era? *Journal of System and Management Sciences*, 12(6), 264–281.  
<https://doi.org/10.33168/JSMS.2022.0617>

Kvalsvik, F. (2022). Understanding the role of situational factors on online grocery shopping among older adults. *Journal of Retailing and Consumer Services*, 68. <https://doi.org/10.1016/j.jretconser.2022.103009>

- Lai, I. K. W., & Shi, G. (2015). The impact of privacy concerns on the intention for continued use of an integrated mobile instant messaging and social network platform. *International Journal of Market Research*, 13(6), 641–669.
- Li, J., & Ohlsson, H. (2017). Online grocery shopping: the key factors influencing consumers' purchase intention-A study based on consumers in Sweden.
- Liébana-Cabanillas, F., Singh, N., Kalinic, Z., & Carvajal-Trujillo, E. (2021). Examining The Determinants of Continuance Intention to Use and The Moderating Effect of The Gender and Age of Users of NFC Mobile Payments: A Multi-analytical Approach. *Information Technology and Management*, 22(2), 133–161. <https://doi.org/10.1007/s10799-021-00328-6>
- Limayem, M., & Hirt, S. G. (2003). Force of Habit and Information Systems Usage: Theory and Initial Validation. *Journal of the Association for Information Systems*, 4(1), 65–97.
- Loong Chong, A. Y. (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>
- Lu, J., Wei, J., Yu, C. S., & Liu, C. (2017). How do post-usage factors and espoused cultural values impact mobile payment continuation? *Behaviour and Information Technology*, 36(2), 140–164. <https://doi.org/10.1080/0144929X.2016.1208773>
- Lwoga, E. T., & Komba, M. (2015). Antecedents of continued usage intentions of web-based learning management system in Tanzania. *Education and Training*, 57(7), 738–756. <https://doi.org/10.1108/ET-02-2014-0014>
- Maduku, D. K., & Thusi, P. (2022). Understanding Consumers' Mobile Shopping Continuance Intention: New Perspectives from South Africa. *Journal of Retailing and Consumer Services*, 70, 103185. <https://doi.org/10.1016/j.jretconser.2022.103185>
- Mayanti, R. (2020). Faktor-faktor yang Mempengaruhi Penerimaan User terhadap Penerapan Quick Response Indonesia Standard sebagai Teknologi Pembayaran pada Dompot Digital. *Jurnal Ilmiah Ekonomi Bisnis*, 123-135.
- Media, M. (2021, Juni). September 2021 Shopper Sentiments. Retrieved from Mood Media: <https://us.moodmedia.com/wp-content/uploads/2021/06/2021-Shopper-Sentiments.pdf>
- Merhi, M., Hone, K., & Tarhini, A. (2019). A cross-cultural study of the intention to use mobile banking between T Lebanese and British consumers:

Extending UTAUT2 with security, privacy and trust. *Technology in Society*, 59.

Moore, G. C., & Benbasat, I. (1991). Development of an Instrument to Measure the Perceptions of Adopting an Information Technology Innovation. *Information Systems Research*, 173-191.

Nurhayati, H. (2023, Juni 6). Sales value of the e-grocery market in Indonesia from 2017 to 2021. Retrieved from Statista: <https://www.statista.com/statistics/1341717/indonesia-e-grocery-market-sales/>

Oliveira, T., Thomas, M., Baptista, G., & Campos, F. (2016). Mobile payment: Understanding the determinants of customer adoption and intention to recommend the technology. *Computers in Human Behavior*, 61, 404–414. <https://doi.org/10.1016/j.chb.2016.03.030>

Olsson, J., Osman, M. C., Hellström, D., & Vakulenko, Y. (2021). Customer expectations of unattended grocery delivery services: mapping forms and determinants. *International Journal of Retail and Distribution Management*, 50(13), 1–16. <https://doi.org/10.1108/IJRDM-07-2020-0273>

Pancawati, D. (2023, Januari 9). Kebiasaan Belanja "Online" Berlanjut meski Pandemi Melandai. Retrieved from Kompas: <https://www.kompas.id/baca/riset/2023/01/09/kebiasaan-belanja-online-berlanjut-meski-pandemi-melandai>

Piarna, R., Fathurohman, F., & Purnawan, N. N. (2020). Understanding Online Shopping Adoption: the Unified Theory of Acceptance and the Use of Technology with Perceived Risk in Millennial Consumers Context. *Jurnal Ilmiah Bidang Akuntansi dan Manajemen*, 52-66.

Redman, R. (2021, April 27). U.S. grocery shoppers head back to stores as COVID-19 vaccinations rise. Retrieved from Supermarket News: <https://www.supermarketnews.com/consumer-trends/us-grocery-shoppers-head-back-stores-covid-19-vaccinations-rise>

Saedi, K. A., Emran, M. A., Ramayah, T., & Abusham, E. (2020). Developing a general extended UTAUT model for M-payment adoption. *Technology in Society*, 1-10.

Schindler, P. S. (2019). *Bussines Research Methods, Thirteen Edition* (13th ed., Vol. 13). McGraw-Hill.

Schröder, H., & Zaharia, S. (2008). Linking multi-channel customer behavior with shopping motives: An empirical investigation of a German retailer. *Journal*



of Retailing and Consumer Services, 15(6), 452–468.  
<https://doi.org/10.1016/j.jretconser.2008.01.001>

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business*. New York: Wiley

Sheikh, A. A., Ishak, A. K., & Shahzad, A. (2017). The Growth of E-Marketing in Business-to-Business Industry and its effect on the Performance of Businesses in Pakistan: Marketing Success. *International and Multidisciplinary Journal of Social Sciences*, 178-214.

Singh, R. (2019). Why do online grocery shoppers switch or stay? An exploratory analysis of consumers' response to online grocery shopping experience. *International Journal of Retail and Distribution Management*, 47(12), 1300–1317. <https://doi.org/10.1108/IJRDM-10-2018-0224>

Snapcart. (2020, Mei). *Indonesians' Online Grocery Habit During PSBB*: <https://snapcart.global/wp-content/uploads/2020/06/INDONESIAN-ONLINE-GROCERY-HABIT-DURING-PSBB.pdf>

Social, W. A. (2022, Januari 26). *We Are Social*. Retrieved from Digital 2022: Another Year of Bumper Growth: <https://wearesocial.com/uk/blog/2022/01/digital-2022-another-year-of-bumper-growth-2/>

Soemanagara, D. F. (2022, September 27). *Kebiasaan Belanja Online Masyarakat Indonesia 2022 & Peta Persaingan Shopee hingga Tokopedia*. Retrieved from *Bisnis.com*: <https://ekonomi.bisnis.com/read/20220927/12/1581451/kebiasaan-belanja-online-masyarakat-indonesia-2022-peta-persaingan-shopee-hingga-tokopedia>

Somantri, B. (2021, Juni 11). *Sejarah Online Shop dari Masa ke Masa*. Retrieved from Ryusei: <https://ryusei.co.id/blogs/news/sejarah-online-shopping-dari-masa-ke-masa#:~:text=Di%20Indonesia%2C%20online%20shopping%20kali,semua%20masyarakat%20menyambut%20antusias%20keberadaannya.>

Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabet.

Tam, C., Santos, D., & Oliveira, T. (2020). Exploring the influential factors of continuance intention to use mobile Apps: Extending the expectation confirmation model. *Information Systems Frontiers*, 22(1), 243–257. <https://doi.org/10.1007/s10796-018-9864-5>

- Tavares, J., Goulão, A., & Oliveira, T. (2017). Electronic Health Record Portals adoption: Empirical model based on UTAUT2. *Informatics for Health and Social Care*, 43(2), 109–125. <https://doi.org/10.1080/17538157.2017.1363759>
- Tyrväinen, O., & Karjaluoto, H. (2022). Online Grocery Shopping Before and During the COVID-19 Pandemic: A Meta-analytical Review. *Telematics and Informatics*, 71. <https://doi.org/10.1016/j.tele.2022.101839>
- Ulfa, T. (2021). Pengaruh Behavioral Intention Penggunaan Dompot Digital ShopeePay Menggunakan UTAUT2 pada Generasi Milenial dan Generasi Z. Universitas Islam Indonesia.
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly*, 27(3), 425–478.
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36(1), 157–178.
- Wilson-Jeanselme, M., & Reynolds, J. (2006). Understanding shoppers' expectations of online grocery retailing. *International Journal of Retail and Distribution Management*, 34(7), 529–540. <https://doi.org/10.1108/09590550610673608>
- Yutika, F. (2023). Apakah Faktor-Faktor dalam Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) Mempengaruhi Penggunaan Aplikasi Pesan-Antar Makanan pada UMKM Coffee Shop? *Jurnal Manajemen Dan Organisasi*, 14(1), 46–56. <https://doi.org/10.29244/jmo.v14i1.44604>
- Zhou, M., Huang, J., Wu, K., Huang, X., Kong, N., & Campy, K. S. (2021). Characterizing Chinese Consumers' Intention to Use Live E-commerce Shopping. *Technology in Society*, 67. <https://doi.org/10.1016/j.techsoc.2021.101767>
- Zhou, T. (2011). An Empirical Examination of Users' Post-adoption Behaviour of Mobile Services. *Behaviour and Information Technology*, 30(2), 241–250. <https://doi.org/10.1080/0144929X.2010.543702>