



References

McKinsey. (2022). "Consumer Sentiment in Indonesia during the Coronavirus Crisis | McKinsey." October 17, 2022.

<https://www.mckinsey.com/capabilities/growth-marketing-and-sales/our-insights/survey-indonesian-consumer-sentiment-during-the-coronavirus-crisis>.

Jung, A-Reum, Guiohk Lee, and Eunjeong Jeong. (2022). "COVID-19 Impact on Hygiene Practices for Food Safety in South Korea." Public Health in Practice 3 (June): 100241. <https://doi.org/10.1016/j.puhip.2022.100241>.

Park, J., Kim, J., Lee, D.C., Kim, S.S., Voyer, B.G., Kim, C., Sung, B., Gonzalez-Jimenez, H., Fastoso, F., Choi, Y.K. and Yoon, S. (2022), "The impact of COVID-19 on consumer evaluation of authentic advertising messages", Psychology & Marketing, Vol. 39 No. 1, pp. 76-89.

Chen, H., Lim, A. (2023). Were Consumers Less Price Sensitive to Life Necessities During the COVID-19 Pandemic? An Empirical Study on Dutch Consumers. In: Arai, K. (eds) Intelligent Systems and Applications. IntelliSys 2022. Lecture Notes in Networks and Systems, vol 544. Springer, Cham. https://doi.org/10.1007/978-3-031-16075-2_6



Rahmani, Vahid, and Elika Kordrostami. (2023). "Price Sensitivity and Online Shopping Behavior during the COVID-19 Pandemic." *Journal of Consumer Marketing* 40 (4): 481–92. <https://doi.org/10.1108/JCM-07-2021-4777>.

Nardi, V. A. M., Teixeira, R., Ladeira, W. J., & de Oliveira Santini, F. (2020). A metaanalytic review of food safety risk perception. *Food Control*, 112, 107089.

Hong, Chanmi, Hayeon (Hailey) Choi, Eun-Kyong (Cindy) Choi, and Hyun-Woo (David) Joung. (2021). "Factors Affecting Customer Intention to Use Online Food Delivery Services before and during the COVID-19 Pandemic." *Journal of Hospitality and Tourism Management* 48 (September): 509–18. <https://doi.org/10.1016/j.jhtm.2021.08.012>.

Prasetya, Tofan Agung Eka, Abdullah Al Mamun, Eka Rosanti, Aisy Rahmania, Monsur Ahmad, Siti Ma'rifah, Dian Afif Arifah, and Khodadad Maruf. (2022). "The Effects of Covid-19 Pandemic on Food Safety between Indonesia and Bangladesh: A Comparative Study." *Heliyon* 8 (10): e10843. <https://doi.org/10.1016/j.heliyon.2022.e10843>.

Sussman, Stephanie Watts, and Wendy Schneier Siegal. (2003). "Informational Influence in Organizations: An Integrated Approach to Knowledge

Adoption." Information Systems Research 14 (1): 47–65.

<https://doi.org/10.1287/isre.14.1.47.14767>.

Erkan, Ismail, and Chris Evans. (2016a). "The Influence of EWOM in Social Media on Consumers' Purchase Intentions: An Extended Approach to Information Adoption." Computers in Human Behavior 61 (August): 47–55.

<https://doi.org/10.1016/j.chb.2016.03.003>.

Verma, Deepak, Prem Prakash Dewani, Abhishek Behl, and Yogesh K. Dwivedi. (2023). "Understanding the Impact of EWOM Communication through the Lens of Information Adoption Model: A Meta-Analytic Structural Equation Modeling Perspective." Computers in Human Behavior 143 (June): 107710.

<https://doi.org/10.1016/j.chb.2023.107710>.

Nelson, Phillip. (1970). "Information and Consumer Behavior," Journal of Political Economy, 78 (2), 311-329.

Weathers, Danny, Scott D. Swain, and Varun Grover. (2015). "Can Online Product Reviews Be More Helpful? Examining Characteristics of Information Content by Product Type." Decision Support Systems 79 (November): 12–23.

<https://doi.org/10.1016/j.dss.2015.07.009>.



Soon, Jan Mei, Iwan Vanany, Ikarastika Rahayu Abdul Wahab, Ruhil Hayati Hamdan, and Mohd Hafiz Jamaludin. (2021). "Food Safety and Evaluation of Intention to Practice Safe Eating out Measures during COVID-19: Cross Sectional Study in Indonesia and Malaysia." *Food Control* 125 (July): 107920. <https://doi.org/10.1016/j.foodcont.2021.107920>.

Djekic, Ilija, Aleksandra Nikolić, Mirza Uzunović, Aluwé Marijke, Aijun Liu, Jiqin Han, Mladen Brnčić, et al. (2021). "Covid-19 Pandemic Effects on Food Safety - Multi-Country Survey Study." *Food Control* 122 (April): 107800. <https://doi.org/10.1016/j.foodcont.2020.107800>.

Sihombing, Jimmi, Retna Siwi Padmawati, and Susi Ari Kristina. (2018). "Knowledge, attitude, and practices regarding food safety among food employees in Ambon City, Indonesia." *Mal J Nutr* 24(2): 293-299.

Abughoush, Mahmoud, Amin N. Olaimat, Murad A. Al-Holy, Maher Al-Dabbas, Sajid Alavi, Sofyan Maghaydah, Imranul Choudhury, Mohammad Nour, and Laith Abu - Ghoush. (2023). "Evaluation of Food Quality and Safety Parameters and Food Safety Knowledge and Practices of Food Handlers at Fast Foods Restaurants at Universities in Jordan during COVID-19." *Heliyon* 9 (8): e18936. <https://doi.org/10.1016/j.heliyon.2023.e18936>.



Thomas, Merlyn S., and Yaohua Feng. (2021). "Consumer Risk Perception and Trusted Sources of Food Safety Information during the COVID-19 Pandemic."

Food Control 130 (December): 108279.

<https://doi.org/10.1016/j.foodcont.2021.108279>.

Albayrak, M. and Ceylan, C. (2021), "Effect of eWom on purchase intention: meta-analysis", Data Technologies and Applications, Vol. 55 No. 5, pp. 810-840.

<https://doi.org/10.1108/DTA-03-2020-0068>

Ha, Thanh Mai, Shamim Shakur, and Kim Hang Pham Do. (2020). "Linkages among Food Safety Risk Perception, Trust and Information: Evidence from Hanoi Consumers." Food Control 110 (April): 106965.

<https://doi.org/10.1016/j.foodcont.2019.106965>.

WHO. (2020). "Coronavirus Disease (COVID-19): Food Safety for Consumers." August 14, 2020.

<https://www.who.int/news-room/questions-and-answers/item/coronavirus-disease-covid-19-food-safety-for-consumers>.

Barclay, D., Higgins, C., & Thompson, R. (1995). The Partial Least Squares (PLS) Approach to Causal Modeling: Personal Computer Use as an Illustration.

Li, Charlene, Miranda Mirosa, and Phil Bremer. (2020). "Review of Online Food Delivery Platforms and their Impacts on Sustainability." *Sustainability* 12, no. 14: 5528. <https://doi.org/10.3390/su12145528>

Ahuja, Kabir, Vishwa Chandra, Victoria Lord, and Curtis Peens. (2021). "Ordering in: The Rapid Evolution of Food Delivery | McKinsey." September 22, 2021.

Ismagilova, E., Dwivedi, Y., Slade, E., & Williams, M. (2017). Electronic word-of-mouth in the marketing context: A state of the art analysis and future directions. Springer.

Indrawati, Prily Calista Putri Yones, and Saravanan Muthaiyah. (2023). "EWOM via the TikTok Application and Its Influence on the Purchase Intention of Somethinc Products." *Asia Pacific Management Review* 28 (2): 174–84. <https://doi.org/10.1016/j.apmrv.2022.07.007>.

Ismagilova, E., Slade, E. L., Rana, N. P., & Dwivedi, Y. K. (2019). The effect of electronic word of mouth communications on intention to buy: A meta-analysis. *Information Systems Frontiers*. <https://doi.org/10.1007/s10796-019-09924-y>



Rani, Anshu, and H. N. Shivaprasad. (2021). "Revisiting the Antecedent of Electronic Word-of-Mouth (EWOM) during COVID-19 Pandemic." DECISION 48 (4): 419–32. <https://doi.org/10.1007/s40622-021-00298-2>.

Tsai, Pei-Hsuan, Chih-Jou Chen, Wei-Hung Hsiao, and Chin-Tsai Lin. (2023). "Factors Influencing the Consumers' Behavioural Intention to Use Online Food Delivery Service: Empirical Evidence from Taiwan." Journal of Retailing and Consumer Services 73 (July): 103329. <https://doi.org/10.1016/j.jretconser.2023.103329>.

Davis, F.D., Bagozzi, R. and Warshaw, P. (1989), "User acceptance of computer technology: a comparison of two theoretical models." Management Science, Vol. 35 No. 8, pp. 982-1002.

Kurniawan, Adjie Chandra, Nur Layli Rachmawati, Miftach Muthia Ayu, Ardvin Kester S. Ong, and Anak Agung Ngurah Perwira Redi. (2024). "Determinants of Satisfaction and Continuance Intention towards Online Food Delivery Service Users in Indonesia Post the COVID-19 Pandemic." Heliyon 10 (1): e23298. <https://doi.org/10.1016/j.heliyon.2023.e23298>.



Matute, J., Polo-Redondo, Y. and Utrillas, A. (2016). "The influence of EWOM characteristics on online repurchase intention: Mediating roles of trust and perceived usefulness", *Online Information Review*, Vol. 40 No. 7, pp. 1090-1110.
<https://doi-org.ezproxy.ugm.ac.id/10.1108/OIR-11-2015-0373>

Hamid, Adnan Abd., Fahmi Zaidi Abdul Razak, Azlina Abu Bakar, and Wan Salihin Wong Abdullah. (2016). "The Effects of Perceived Usefulness and Perceived Ease of Use on Continuance Intention to Use E-Government." *Procedia Economics and Finance* 35: 644–49. [https://doi.org/10.1016/S2212-5671\(16\)00079-4](https://doi.org/10.1016/S2212-5671(16)00079-4).

Babić Rosario, A., Sotgiu, F., De Valck, K., & Bijmolt, T. H. A. (2016). The Effect of Electronic Word of Mouth on Sales: A Meta-Analytic Review of Platform, Product, and Metric Factors. *Journal of Marketing Research*, 53(3), 297-318. <https://doi-org.ezproxy.ugm.ac.id/10.1509/jmr.14.0380>

Filieri, Raffaele. (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): 1261–70.
<https://doi.org/10.1016/j.jbusres.2014.11.006>.



Chong, A.Y.L., Khong, K.W., Ma, T., McCabe, S. and Wang, Y. (2018), "Analyzing key influences of tourists' acceptance of online reviews in travel decisions", Internet Research, Vol. 28 No. 3, pp. 564-586.

<https://doi-org.ezproxy.ugm.ac.id/10.1108/IntR-05-2017-0212>

Chung, N., Han, H., & Koo, C. (2015). Adoption of travel information in user-generated content on social media: the moderating effect of social presence. Behaviour & Information Technology, 34(9), 902–919.

<https://doi-org.ezproxy.ugm.ac.id/10.1080/0144929X.2015.1039060>

Ngo, Thi Thuy An, Binh Long Vuong, My Dien Le, Thanh Trung Nguyen, My My Tran, and Quoc Khanh Nguyen. (2024a). "The Impact of eWOM Information in Social Media on the Online Purchase Intention of Generation Z." Cogent Business & Management 11 (1): 2316933. <https://doi.org/10.1080/23311975.2024.2316933>.

Yeap, J. A., Ignatius, J., & Ramayah, T. (2014). Determining consumers' most preferred eWOM platform for movie reviews: A fuzzy analytic hierarchy process approach. Computers in Human Behavior, 31, 250-258.

<https://doi.org/10.1016/j.chb.2013.10.034>



Park, D. H., Lee, J., & 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), 125–148.
<https://doi-org.ezproxy.ugm.ac.id/10.2753/JEC1086-4415110405>

Zhang, Kem Z.K., Sesia J. Zhao, Christy M.K. Cheung, and Matthew K.O. Lee. (2014). “Examining the Influence of Online Reviews on Consumers’ Decision-Making: A Heuristic–Systematic Model.” Decision Support Systems 67 (November): 78–89. <https://doi.org/10.1016/j.dss.2014.08.005>.

Kim, K., Yoon, S., & Choi, Y. K. (2019). The effects of eWOM volume and valence on product sales – an empirical examination of the movie industry. International Journal of Advertising, 38(3), 471–488.
<https://doi-org.ezproxy.ugm.ac.id/10.1080/02650487.2018.1535225>

Alalwan, Ali Abdallah. (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 (February): 28–44.
<https://doi.org/10.1016/j.ijinfomgt.2019.04.008>.



Cheung, M. Y., Luo, C., Sia, C. L., & 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), 9–38. <https://doi-org.ezproxy.ugm.ac.id/10.2753/JEC1086-4415130402>

Chakraborty, U., & Bhat, S. (2018). The Effects of Credible Online Reviews on Brand Equity Dimensions and Its Consequence on Consumer Behavior. *Journal of Promotion Management*, 24(1), 57–82. <https://doi-org.ezproxy.ugm.ac.id/10.1080/10496491.2017.1346541>

Zhang, Kem Z.K., Sesia J. Zhao, Christy M.K. Cheung, and Matthew K.O. Lee. (2014). “Examining the Influence of Online Reviews on Consumers’ Decision-Making: A Heuristic–Systematic Model.” *Decision Support Systems* 67 (November): 78–89. <https://doi.org/10.1016/j.dss.2014.08.005>.

Lai, Y.-H & Huang, H.-C & Lu, R.-S & Chang, Chia-Ming. (2013). The effects of website trust, perceived ease of use, and perceived usefulness on consumers' online booking intention: Evidence from Taiwan B&B sector. *Life Science Journal*. 10. 1516-1523.

Ngarmwongnoi, C., Oliveira, J.S., AbedRabbo, M. and Mousavi, S. (2020), "The implications of eWOM adoption on the customer journey", Journal of Consumer Marketing, Vol. 37 No. 7, pp. 749-759.

<https://doi-org.ezproxy.ugm.ac.id/10.1108/JCM-10-2019-3450>

Bang, Dohyung, and SooCheong (Shawn) Jang. (2024). "Decoding the Information Quantity-Quality Paradox: How eWOM Volume Influences Consumption Value Uncertainties." International Journal of Hospitality Management 120 (July): 103769. <https://doi.org/10.1016/j.ijhm.2024.103769>.

Azhar, M., Ali, R., Hamid, S. et al. (2022). Demystifying the effect of social media eWOM on revisit intention post-COVID-19: an extension of theory of planned behavior. *Futur Bus J* 8, 49. <https://doi.org/10.1186/s43093-022-00161-5>

Nilashi, Mehrbakhsh, Rabab Ali Abumaloh, Mesfer Alrizq, Abdullah Alghamdi, Sarminah Samad, Ahmed Almulihi, Maha M. Althobaiti, Muhammed Yousoof Ismail, and Saidatulakmal Mohd. (2022). "What Is the Impact of eWOM in Social Network Sites on Travel Decision-Making during the COVID-19 Outbreak? A Two-Stage Methodology." *Telematics and Informatics* 69 (April): 101795. <https://doi.org/10.1016/j.tele.2022.101795>.



Luo, H., Huang, W., Chen, C., Xie, K., & Fan, Y. (2018). An empirical study on the impact of negative online word-of-mouth on consumer's purchase intention. 15th International Conference on Service Systems and Service Management (ICSSSM) (pp. 1-6). IEEE

Emad, Ali. (2023). "The Impact of Electronic Word-of-Mouth on Consumer Purchase Intention and Brand Trust in the Egyptian Market." MSA-Management Sciences Journal 2 (4): 76–93. <https://doi.org/10.21608/msamsj.2023.239186.1031>.

Aprilia, Hensa Putri, and Anas Hidayat. (2024). "The Impact of eWOM on Trust Inclination and Information Adoption in the Sociolla Platform." Asian Journal of Economics, Business and Accounting 24 (3): 1–18. <https://doi.org/10.9734/ajeba/2024/v24i31235>.

Nulhusna, R., Sandhyaduhita, P.I., Hidayanto, A.N. and Phusavat, K. (2017), "The relation of e-government quality on public trust and its impact on public participation", Transforming Government: People, Process and Policy, Vol. 11 No. 3, pp. 393-418. <https://doi-org.ezproxy.ugm.ac.id/10.1108/TG-01-2017-0004>

El Shiffa, Nisa Aura, Filda Rahmiati, Adhi Setyo Santoso, and Andi Ina Yustina. (2022). "Strategic Entrepreneurship for Achieving Customers Repurchase



UNIVERSITAS
GADJAH MADA

Examining the Influence of eWOM on the Repurchase Intention of Online Food Delivery Post-COVID-19
SAIDAH INTAN INDRIATI, Bayu Sutikno, S.E., M.S.M., Ph.D
Universitas Gadjah Mada, 2024 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Intention amidst Pandemic COVID-19 on Digital Multi-Sided Platform: A Case of Traveloka." Procedia Computer Science 197: 247–55.
<https://doi.org/10.1016/j.procs.2021.12.138>.

Shabankareh, M., Hamzavi, J., Ranjbaran, A., Jelvehgaran Esfahani, S. and Izadi, G. (2024), "The COVID-19 pandemic and repurchase intention in building brand engagement in the airline industry", Journal of Hospitality and Tourism Insights, Vol. 7 No. 1, pp. 626-650.

<https://doi-org.ezproxy.ugm.ac.id/10.1108/JHTI-08-2022-0327>

Zhu, Dong Hong, Ya Ping Chang, and Jian Jun Luo. (2016). "Understanding the Influence of C2C Communication on Purchase Decision in Online Communities from a Perspective of Information Adoption Model." Telematics and Informatics 33 (1): 8–16. <https://doi.org/10.1016/j.tele.2015.06.001>.

Sekaran, Uma, and Roger Bougie. (2016). Research Methods for Business: A Skill-Building Approach. Seventh edition. Chichester, West Sussex, United Kingdom: John Wiley & Sons.

Fink, Arlene. (2003) The Survey Kit, 2nd Edition. Thousand Oaks, CA: Sage.



UNIVERSITAS
GADJAH MADA

Examining the Influence of eWOM on the Repurchase Intention of Online Food Delivery Post-COVID-19
SAIDAH INTAN INDRIATI, Bayu Sutikno, S.E., M.S.M., Ph.D
Universitas Gadjah Mada, 2024 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Lind, Douglas A., William G. Marchal, and Samuel Adam Wathen. (2018). Statistical Techniques in Business & Economics. Seventeenth Edition. New York, NY: McGraw-Hill Education.

Coghlan, David, and Mary Brydon-Miller. (2014). The SAGE Encyclopedia of Action Research. 1 Oliver's Yard, 55 City Road, London EC1Y 1SP United Kingdom: SAGE Publications Ltd. <https://doi.org/10.4135/9781446294406>.

Creswell, J. W. (1994). Research Design: Qualitative and Quantitative Approaches. Thousand Oaks, CA: Sage.

DataReportal, We Are Social, and Meltwater. "Countries with the largest digital populations in the world as of January 2023 (in millions)." Chart. January 31, 2023. Statista. Accessed June 11, 2024.
<https://www-statista-com.ezproxy.ugm.ac.id/statistics/262966/number-of-internet-users-in-selected-countries/>

APJII. (2023). "Asosiasi Penyelenggara Jasa Internet Indonesia." March 10, 2023.
<https://apjii.or.id/berita/d/survei-apjii-pengguna-internet-di-indonesia-tembus-215-juta-orang>.



UNIVERSITAS
GADJAH MADA

Examining the Influence of eWOM on the Repurchase Intention of Online Food Delivery

Post-COVID-19

SAIDAH INTAN INDRIATI, Bayu Sutikno, S.E., M.S.M., Ph.D

Universitas Gadjah Mada, 2024 | Diunduh dari <http://etd.repository.ugm.ac.id/>

APJII. (2024). "Asosiasi Penyelenggara Jasa Internet Indonesia." February 7, 2024.

<https://apjii.or.id/berita/d/apjii-jumlah-pengguna-internet-indonesia-tembus-221-juta-orang>.

Rakuten Insight. "Share of respondents who would keep using food delivery apps as often after social distancing measures were lifted due to COVID-19 outbreak in Indonesia as of April 2023, by age group." Chart. May 30, 2023. Statista. Accessed June 11, 2024.

<https://www-statista-com.ezproxy.ugm.ac.id/statistics/1143146/indonesia-food-delivery-apps-usage-post-covid-19-outbreak-by-age-group/>

Gorsuch, R. L. (1983). Factor Analysis, 2nd Ed. Hillsdale, NJ: Lawrence Erlbaum.

Hatcher, L. (1994). A step-by-step approach to using the SAS® system for factor analysis and structural equation modeling. Cary, NC: SAS Institute.

Suhr, D. D. (2006). Exploratory or Confirmatory Factor Analysis. Cary, CN: SAS Institute Inc.



Kline, R. B. (2005). *Principles and Practice of Structural Equation Modeling*: Guilford Press.

Kline, R. B. (2016). *Principles and Practice of Structural Equation Modeling*. New York: The Guilford Press.

Luo, Ch., Luo, X., Schatzberg, L. and Sia, Ch. (2013). “Impact of informational factors on online recommendation credibility: the moderating role of source credibility”, *Decision Support Systems*, Vol. 56 No. 1, pp. 92-102.

Cheung, Ch., Lee, M. and Rabjohn, N. (2008). “The impact of electronic word-of-mouth. The adoption of online opinions in online customer communities”, *Internet Research*, Vol. 18 No. 3, pp. 229-247.

Gefen, D., Karahanna, E. and Straub, D.W. (2003). “Inexperience and experience with online stores: the importance of TAM and Trust”, *IEEE Transactions on Engineering Management*, Vol. 50 No. 3, pp. 307-321.

Doney, P. and Cannon, J. (1997). “An examination of the nature of trust on the buyer-seller relationship”, *Journal of Marketing*, Vol. 61 No. 2, pp. 35-51.



Chiu, C.-M., Hsu, M.-H., Lai, H. and Chang, C.-M. (2012). "Re-examining the influence of trust on online repeat purchase intention: the moderating role of habit and antecedents", *Decision Support Systems*, Vol. 53 No. 4, pp. 835-845.

Stephan, K.E., and K.J. Friston. (2009). "Functional Connectivity." In Encyclopedia of Neuroscience, 391–97. Elsevier.
<https://doi.org/10.1016/B978-008045046-9.00308-9>.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modelling (PLS-SEM)*. Los Angeles: SAGE Publications.

Hair, Joseph F., G. Tomas M. Hult, Christian M. Ringle, Marko Sarstedt, Nicholas P. Danks, and Soumya Ray. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R: A Workbook*. Classroom Companion Business. Cham, Switzerland: Springer.

Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, 16(3), 297–334. doi:10.1007/bf02310555.

Ab Hamid, M R, W Sami, and M H Mohmad Sidek. (2017). "Discriminant Validity Assessment: Use of Fornell & Larcker Criterion versus HTMT Criterion."



Journal of Physics: Conference Series 890 (September):012163.

<https://doi.org/10.1088/1742-6596/890/1/012163>.

Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135.

Hair, J., Ringle, C. and Sarstedt, M. (2011) PLS-SEM: Indeed a Silver Bullet. *Journal of Marketing Theory and Practice*, 19, 139-151.
<https://doi.org/10.2753/MTP1069-6679190202>

Cohen J. E. (1988). Statistical Power Analysis for the Behavioral Sciences. Hillsdale, NJ: Lawrence Erlbaum Associates, Inc.

Bhandari, Pritha. (2020). “What Is Effect Size and Why Does It Matter? (Examples).” Scribbr. December 22, 2020.
<https://www.scribbr.com/statistics/effect-size/>.

Hair, J. F., Hult, G. T. M., Ringle, C. M., and Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) (2 ed.). Sage: Thousand Oaks.



Efron, B., and Tibshirani, R. J. (1993). An Introduction to the Bootstrap, Chapman Hall: New York.

Davison, A. C., and Hinkley, D. V. (1997). Bootstrap Methods and Their Application, Cambridge University Press: Cambridge.

Hair, J.F., Risher, J.J., Sarstedt, M. and Ringle, C.M. (2019), "When to use and how to report the results of PLS-SEM", European Business Review, Vol. 31 No. 1, pp. 2-24. <https://doi-org.ezproxy.ugm.ac.id/10.1108/EBR-11-2018-0203>

Wooldridge, Jeffrey M. (2016). Introductory Econometrics: A Modern Approach. Sixth edition, Student edition. Boston, MA: Cengage Learning.

Ngo, Thi Thuy An, Chi Thanh Bui, Huynh Khanh Long Chau, and Nguyen Phuc Nguyen Tran. (2024b). “Electronic Word-of-Mouth (eWOM) on Social Networking Sites (SNS): Roles of Information Credibility in Shaping Online Purchase Intention.” *Heliyon* 10 (11): e32168. <https://doi.org/10.1016/j.heliyon.2024.e32168>.

Erkan, Ismail, and Chris Evans. (2016b). “Social Media or Shopping Websites? The Influence of eWOM on Consumers’ Online Purchase Intentions.”



Journal of Marketing Communications 24 (6): 617–32.

doi:10.1080/13527266.2016.1184706.

Aghakhani, Navid, Onook Oh, Dawn Gregg, and Hemant Jain. (2023). "How Review Quality and Source Credibility Interacts to Affect Review Usefulness: An Expansion of the Elaboration Likelihood Model." *Information Systems Frontiers* 25 (4): 1513–31. <https://doi.org/10.1007/s10796-022-10299-w>.

Meena, Purushottam, and Gopal Kumar. (2022). "Online Food Delivery Companies' Performance and Consumers Expectations during Covid-19: An Investigation Using Machine Learning Approach." *Journal of Retailing and Consumer Services* 68 (September):103052. <https://doi.org/10.1016/j.jretconser.2022.103052>.

Lilien, G.L., P. Kotler, and K.S. Moorthy. (1992). *Marketing models*. Englewood Cliffs, NJ: Prentice-Hall.

Mahajan, V., E. Muller, and R.A. Kerin. (1984). Introduction strategy for new products with positive and negative word-of-mouth. *Management Science* 30, no. 12: 1389–1404.

Zeithaml, V.A., A. Parasuraman, and L.L. Berry. (1985). Problems and strategies in services marketing. *Journal of Marketing* 49, no. 2: 33–46.

Roy, Gobinda, Biplab Datta, and Srabanti Mukherjee. (2018). “Role of Electronic Word-of-Mouth Content and Valence in Influencing Online Purchase Behavior.” *Journal of Marketing Communications* 25 (6): 661–84.
doi:10.1080/13527266.2018.1497681.

Celso Augusto, D. M., and C. A. Vargas Rossi. (2008). “Word-Of-Mouth Communications in Marketing: A Meta-Analytic Review of the Antecedents and Moderators.” *Journal of the Academy of Marketing Science* 36 (4): 578–596.
doi:10.1007/s11747-008-0121-1.

Cheung, C. M. K., and D. R. Thadani. (2012). “The Impact of Electronic Word-Of-Mouth Communication: A Literature Analysis and Integrative Model.” *Decision Support Systems* 54 (1): 461–470. doi:10.1016/j.dss.2012.06.008.

Tapanainen, Tommi, Trung Kien Dao, and Thi Thanh Hai Nguyen. (2021). “Impacts of Online Word-of-Mouth and Personalities on Intention to Choose a Destination.” *Computers in Human Behavior* 116 (March):106656.
<https://doi.org/10.1016/j.chb.2020.106656>.



Chen, Chia-Chen, and Ya-Ching Chang. (2018). "What Drives Purchase Intention on Airbnb? Perspectives of Consumer Reviews, Information Quality, and Media Richness." *Telematics and Informatics* 35 (5): 1512–23. <https://doi.org/10.1016/j.tele.2018.03.019>.

Xie, Karen L., Kevin Kam Fung So, and Wei Wang. (2017). "Joint Effects of Management Responses and Online Reviews on Hotel Financial Performance: A Data-Analytics Approach." *International Journal of Hospitality Management* 62 (April):101–10. <https://doi.org/10.1016/j.ijhm.2016.12.004>.

Park, C. H., & Kim, Y. G. (2006). The effect of information satisfaction and relational benefit on consumers' online shopping site commitments. *Journal of Electronic Commerce in Organizations (JECO)*, 4(1), 70-90.

Gefen, D., 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), 407–424.

Wang, Bin, Fengyuan Xie, Jay Kandampully, and Jin Wang. (2022). "Increase Hedonic Products Purchase Intention through Livestreaming: The Mediating Effects



of Mental Imagery Quality and Customer Trust.” Journal of Retailing and Consumer Services 69 (November):103109. <https://doi.org/10.1016/j.jretconser.2022.103109>.

Zhao, J. Di, Huang, J.S., Su, S., (2019). The effects of trust on consumers' continuous purchase intentions in C2C social commerce: a trust transfer perspective. J. Retailing Consum. Serv. 50 (April), 42–49.

Javed, M.K., Wu, M., (2020). Effects of online retailer after delivery services on repurchase intention: an empirical analysis of customers' past experience and future confidence with the retailer. J. Retailing Consum. Serv. 54 (September), 101942.

Morgan, R.M., Hunt, S.D., (1994). The commitment trust theory of marketing relationships. J. Mark. 58, 20–38.

Zhao, S., Wu, F., Jia, T., Shu, L., (2018). The impact of product returns on price and delivery time competition in online retailing. Comput. Ind. Eng. 125, 658–667.

Boersma, M., Buckley, P., Ghauri, P., (2003). Towards a model of trust in international joint venture relationships. J. Bus. Res. 56 (2), 1031–1042.



Khalifa, M., Liu, M., (2007). Online consumer retention: contingent effects of online shopping habit and online shopping experience. *Eur. J. Inf. Syst.* 16 (6), 780–792.

Spreng, R.A., Harrell, G.D., Mackoy, R.D., (1995). Service recovery: impact on satisfaction and intentions. *J. Serv. Mark.* 9, 15–23.

I. Ajzen, M. Fishbein, S. Lohmann, D. Albarracín, (2018). The influence of attitudes on behavior, *The handbook of attitudes, Basic principles*.1, 197–255.

T. Zhou. (2011). An empirical examination of users' post-adoption behaviour of mobile services, *Behav. Inform. Technol.* 30 (2) (2011) 241–250.

S. Ramadania, Z. Braridwan, (2019). The influence of perceived usefulness, ease of use, attitude, self-efficacy, and subjective norms toward intention to use online shopping, *Int. Bus. Account. Res. J.* 3 (1), 1–14.

Feng, Yanying, Mengfan Zhai, and Yaolin Du. (2024). "The Effects of Mini-Detail Short Videos on Consumer Purchase Intention on Taobao: A TAM2-Based Approach." *Entertainment Computing* 51 (September):100745.
<https://doi.org/10.1016/j.entcom.2024.100745>.



Moses, P., Wong, S.L., Bakar, K.A. et al. (2013). Perceived Usefulness and Perceived Ease of Use: Antecedents of Attitude Towards Laptop Use Among Science and Mathematics Teachers in Malaysia. *Asia-Pacific Edu Res* 22, 293–299.
<https://doi.org/10.1007/s40299-012-0054-9>

Teo, T., Lee, C. B., & Chai, C. S. (2008). Understanding pre-service teachers' computer attitudes: applying and extending the technology acceptance model. *Journal of Computer Assisted Learning*, 24(2), 128–143.

Amoako-Gyampah, Kwasi. (2007). "Perceived Usefulness, User Involvement and Behavioral Intention: An Empirical Study of ERP Implementation." *Computers in Human Behavior* 23 (3): 1232–48. <https://doi.org/10.1016/j.chb.2004.12.002>.

Mainspring and Bain & Company (2000), "Profits depend on customer loyalty", available at:
www.nua.ie/surveys/index.cgi?f=VS&art_id=905355695&rel=true.

Laparojkit, S. and Suttipun, M. (2022). "The causal factors influencing repurchase intentions of local tourists in Thailand during COVID-19 crisis", *Journal of Tourism Futures*, Vol. ahead-of-print No. ahead-of-print.
<https://doi-org.ezproxy.ugm.ac.id/10.1108/JTF-05-2021-0122>



Razak, N.S.A., Marimuthu, M., Omar, A. and Mamat, M. (2014). "Trust and repurchase intention on online tourism services among Malaysian consumers", Procedia- Social and Behavioural Sciences, Vol. 13 No. 2, pp. 577-582.

Hellier, P.K., Geursen, G.M., Carr, R.A. and Rickard, J.A. (2003). "Customer repurchase intention: a general structural equation model", European Journal of Marketing, Vol. 37 No. 11, pp. 1762-1800.

Oliver, R.L. (1999). "Whence consumer loyalty", Journal of Marketing, Vol. 63 No. 4, pp. 33-44.

Chang, Y.Y., Lin, S., Yen, D.C. and Hung, J. (2020). "The trust model of enterprise purchasing for B2B e-marketplaces", Computer Standards and Interfaces, Vol. 70 No. 1, pp. 1-11.

Kim J. H. (2019). Multicollinearity and misleading statistical results. Korean journal of anesthesiology, 72(6), 558–569. <https://doi.org/10.4097/kja.19087>

Falk, R. F., & Miller, N. B. (1992). A primer for soft modeling. Akron, Ohio: University of Akron Press.



Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing theory and Practice*, 19(2), 139-152.

Hair, J. F., Ringle, C. M., & Sarstedt, M. (2013). Partial least squares structural equation modeling: Rigorous applications, better results and higher acceptance. *Long range planning*, 46(1-2), 1-12.

Abdul Hadi, M., Eri Besra, & Verinita. (2022). The Effect of Perceived Risk and Perceived Usefulness on Purchase Intention with Customer Attitude as a Mediation Variable (Survey of Tokopedia Consumers in Padang City). *Enrichment : Journal of Management*, 12(4), 2918-2930.
<https://doi.org/10.35335/enrichment.v12i4.754>

Hidayat, Danny. (2023). "PENGARUH PERCEIVED USEFULNESS TERHADAP PURCHASE INTENTION PADA SHOPEE DENGAN CUSTOMER ATTITUDE SEBAGAI VARIABEL MEDIASI." *Jurnal Manajemen Dan Bisnis Performa* 20 (1): 97–109. <https://doi.org/10.29313/performa.v20i1.11506>.

Purba, Parlin, and Ari Setiyaningrum. (2022). "What Drives Consumer Purchase Intention on Products Offered by E- Commerce During the Covid-19



Pandemic? An Empirical Study at Tokopedia.” Jurnal Manajemen Indonesia 22 (2): 154. <https://doi.org/10.25124/jmi.v22i2.3730>.

Utami, R., Yani Amril, D., Jundrio, H., Pemasaran Internasional, M., & Tempo, P. (2022). Pengaruh Perceived Usefulness, Perceived Ease of Use, Dan Time Saving Terhadap Continuous Usage Intention Dengan Attitude Towards Mobile Apps Sebagai Variabel Mediasi Pada Aplikasi Simpool Di Masa Pandemi Covid 19. 0(0), 13–29.

Lubis, M. Faisal Ridho, Endang Sulistyaa Rini, and Fadli. (2022). “The Effect of Promotion, Perceived Ease of Use, and Perceived Usefulness on Purchase Decisions of Bni Tapcash E-Toll Cards and the Intention to Purchase as an Intervening Variable (Case Study on MKTT Toll Road Users).” International Journal of Research and Review 9 (8): 258–74. <https://doi.org/10.52403/ijrr.20220823>.

Letchumanan, Malathi, and Balakrishnan Muniandy. (2013). "Migrating to e-book: a study on perceived usefulness and ease of use". Library Hi Tech News, Vol. 30, Iss 7 pp. 10 - 16.

Carrión, Gabriel Cepeda, Christian Nitzl, and José L. Roldán. (2017). “Mediation Analyses in Partial Least Squares Structural Equation Modeling:



Guidelines and Empirical Examples.” In Partial Least Squares Path Modeling, edited by Hengky Latan and Richard Noonan, 173–95. Cham: Springer International Publishing. https://doi.org/10.1007/978-3-319-64069-3_8.

Meira, Ana Paula Gasques, Bruno Fuschini Favaro, Amanda Sylvestre De Oliveira, Lais Mariano Zanin, and Diogo Thimoteo Da Cunha. (2024). “The Role of Risk Perception as a Competitive Mediator of Trust and Purchase Intention for Vegetables Produced with Pesticides.” Food Control 160 (June):110351. <https://doi.org/10.1016/j.foodcont.2024.110351>.