

DAFTAR PUSTAKA

- Abrazhevich, D. (2002). A survey of user attitudes towards electronic payment systems. A Research Paper, IPO, Center for User-System Interaction, Technical University of Eindhoven, the Netherlands. Diunduh dari <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.18.3829&rep=rep1&type=pdf>
- Ajzen, I. (2005). *Attitudes, personality and behavior* (2nd edition). Berkshire, UK: Open University Press-McGraw Hill Education
- Ajzen, I. (2006). *Theory of planned behavior*. <http://people.umass.edu/ajzen/index.html/>.
- Andreassen, T.W., & Lindestad, B. (1998). Customer loyalty and complex services. The impact of corporate image on quality, customer satisfaction and loyalty for customers with varying degrees of service expertise. *International Journal of Service Industry Management*, 9(1): 7-23.
- Azwar, S. (2012). *Penyusunan skala psikologi edisi 2*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Sikap manusia: Teori dan pengukurannya*. Yogyakarta: Pustaka Pelajar.
- Bezhovski, Z. (2016). The future of the mobile payment as electronic payment system. *European Journal of Business and Management*, 8(8), 127-132. <https://core.ac.uk/download/pdf/35343978.pdf>
- Cheung, C., & Lee, M. K. O. (2000). *Trust in internet shopping: A proposed model and measurement instrument*. AMCIS 2000 Proceedings Paper, 681-689.
- Dharmmestha, B.S. (1998). Theory of planned behaviour: Dalam penelitian sikap, niat dan perilaku konsumen. *Kelola Gadjah Mada Bussines review No. 18 th VII*, 85-103.
- Ghafoor, M.M., Iqbal, H.K., Tariq, U., & Murtaza, F. (2012). Impact of Customer Satisfaction and Brand Image on Brand Loyalty. *Progress in Business Innovation & Technology Management*, 002, 069-077.
- Handayani, S.D. (2011). Theory of planned behaviour: Aplikasi pada konsumen rumah sakit. *Jurnal Manajemen & Bisnis*, 1(2), 146-158.
- Harrison, S. (2005). *Public relations: An introduction*. New York: Thompson Learning.

- Kim, J.S. (2015). An extended technology acceptance model in behavioural intention toward hotel tablet apps with moderating effects of gender and age. *International Journal of Contemporary Hospitality Management*, 28(8), 1535-1553.
- Kotler, P. (2003). *Marketing management. 11th Ed.* Upper Saddle River. New Jersey: Prentice Hall International
- Langelo, A.S.E. (2013). Perceived usefulness, perceived ease of use, perceived risk impact to lecturers' Internet banking adoption. *Jurnal EMBA*, 1(4), 1571-1580. Diunduh dari <https://media.neliti.com/media/publications/1912-EN-perceived-usefulness-perceived-ease-of-use-perceived-risk-impact-to-lecturers-in.pdf>
- Lin, L.Y., & Lu, C.Y. (2010). The influence of corporate image, relationship marketing, and trust on purchase intention: the moderating effects of word-of-mouth. *Tourism Review*, 65(3), 16-34. Diunduh dari <https://www.emerald.com/insight/content/doi/10.1108/16605371011083503/full/pdf?title=the-influence-of-corporate-image-relationship-marketing-and-trust-on-purchase-intention-the-moderating-effects-of-wordofmouth>
- Lu, H.P., Hsu, C.L., & Hsu, H.Y. (2005). An empirical study of the effect of perceived risk upon intention to use online applications. *Information Management & Computer Security*, 13(2), 106-120.
- Novitasari, S. & Baridwan, Z. (2014). Pengaruh kepercayaan, persepsi resiko, persepsi manfaat, dan persepsi kontrol perilaku terhadap niat penggunaan sistem e-commerce. *Jurnal Ilmiah Mahasiswa FEB Universitas Brawijaya*, 3(1). <https://jimfeb.ub.ac.id/index.php/jimfeb/article/view/1554>
- Nugroho, Y., & Samudera, I. (2018). All eyes on e-money: The race to reach 180M unbanked Indonesians. Dilansir dari <https://www.thinkwithgoogle.com/intl/en-apac/tools-resources/research-studies/all-eyes-e-money-race-reach-180m-unbanked-indonesians/>
- Pavlou, P. A. (2003). Consumer acceptance of electronic commerce: Integrating trust and risk with the technology acceptance model. *International Journal of Electronic Commerce*, 7(3), 69-103.
- Pham, T.T., & Ho, J.C. (2015). The effects of product-related, personal-related factors and attractiveness of alternatives on consumer adoption of NFC-based mobile payments. *Technology in Society*, 43, 159-172.
- Priyono, A. (2017). Analisis pengaruh trust dan risk dalam penerimaan teknologi dompet elektronik Go-Pay. *Jurnal Siasat Bisnis*, 21(1), 88-106. Diunduh dari <https://doi.org/10.20885/jsb.vol21.iss1.art6>.

- Purba, F. (2014). Peranan sikap, norma subyektif, dan kontrol perilaku terhadap niat menggunakan kartu GSM XY. Tesis (tidak diterbitkan). Program Magister Psikologi Fakultas Psikologi, Universitas Gadjah Mada.
- Rana, N., Dwivedi, Y., Percy, N., & Williams, M. (2014). Measuring intention to use and satisfaction with electronic district system: Validation of a Combined Model of IS Success. *UK Academy for Information Systems Conference Proceedings* 2014.49.
- Rana, S.M.S., Osman, A., & Othman, Y.H. (2015). Factors affecting purchase intention of customers to shop at Hypermarkets. *Mediterranean Journal of Social Sciences*,6(3), 429-434.
- Ronaldo, R. et al. (2018). Corporate image on purchase intention, mediated by trust and commitment on the loss insurance industry in Indonesia. *International Journal of Information and Decision Sciences* 20(1), 12-23.
- Schiffman, L. G., & Kanuk. L. (2007). *Consumer behavior international edition* (8th ed). New York: Pearson Prentice Hall.
- Susanta. (2014). Unplanned character. *Review of Marketing Research*,17, 52-517. <http://www.review/marketing.unplannedcharacter>
- Teng, P.K., Ling, T.J., & Seng, K.W.K. (2018). Understanding customer intention to use mobile payment services in Nanjing, China. *International Journal of Community Development & Management Studies*,2, 49-60. Diunduh dari <http://ijcdms.org/Volume02/v2p049-060Teng4446.pdf>
- Thixman, M., & Tileng, K.G. (2016). Analisis pengaruh usability, reputasi dan keamanan terhadap kepercayaan masyarakat dalam bertransaksi menggunakan E-money di Indonesia. *Jurnal Teknologi Informasi* 14(1): 59-74.
- Weber, E.U., Blais, A.R., & Betz, N.E. (2002). A domain-specific risk-attitude scale: Measuring risk perceptions and risk behaviors. *Journal of Behavioral Decision Making*,15(4), 263-290.