

DAFTAR PUSTAKA

- Akturka, M., Ketzenberg, M., dan Heimc, G. (2018). Assessing Impacts of Introducing Ship-to-Store Service on Sales and Returns in Omnichannel Retailing: A Data Analytics Study. *Journal of Operations Management*, 61 (4)15-45. <https://doi.org/doi:10.1016/j.jom.2018.06.004>.
- Alexander, B., dan Alvarado, D. (2017). *Convergence of physical and virtual retail spaces, Advanced Fashion Technology and Operations Management*. IGI Global, 191-219.
- Arora, S., & Sahney, S. (2018). Consumer's webrooming conduct: an explanation using the theory of planned behavior. *Asia Pacific Journal of Marketing and Logistics*, 30(4), 1040–1063. <https://doi.org/doi:10.1108/apjml-08-2017-0185>.
- Atkins, K., dan Hyun, S. (2016). Smart Shoppers Purchasing Experiences: Functions of Product type, Gender, and Generation. *International Journal of Marketing Studies*, 8(2), 1–12. <https://doi.org/doi:10.5539/ijms.v8n2p1>.
- Atkins, K.G., dan Kim, Y.K., (2012). Smart shopping: conceptualization and measurement. *International Journal of Retail Distribution Management*, 40 (5) 60–375. <https://doi.org/10.1108/09590551211222349>.
- Avery, J., Steenburgh, T. J., Deighton, J., dan Caravella, M. (2012). Adding Bricks to Clicks: Predicting the Patterns of Cross-Channel Elasticities Over Time. *Journal of Marketing*, 76(3), 96–111. <https://doi.org/10.2307/41714491>.
- Baard, P., Deci, E., dan Ryan, R. (2004). Intrinsic Need Satisfaction: A Motivational Basis of Performance and Well-Being in Two Work Settings. *Journal of Applied Social Psychology*, 34(10), 2045–2068. <https://doi.org/10.1111/j.1559-1816.2004.tb02690.x>.
- Babin, B., Darden, W., dan Griffin, M. (1994). Work and/or Fun: Measuring Hedonic and Utilitarian Shopping Value. *Journal of Consumer Research*, 20 (4), 644–656. <https://doi.org/10.1086/209376>.
- Balasubramanian, S., Raghunathan, R., dan Mahajan, V. (2005). Consumers in a Multichannel Environment: Product Utility, Process Utility, and Channel Choice. *Journal Interactive Marketing*, 19 (2), 12–30. <https://doi.org/10.1002/dir.20032>.
- Blom, A., Lange, F., dan Hess, R. (2017). Omnichannel-Based Promotions' Effects on Purchase Behavior and Brand Image. *Journal of Retailing Consumer and Service*, 39 (6) 286–295. <https://doi.org/10.1016/j.jretconser.2017.08.008>.
- Brynjolfsson, E., and Michael D. S. (2000). Frictionless Commerce? A Comparison of Internet and Conventional Retailers. *Management Science*, 46 (4) 563–585. <https://doi.org/10.1287/mnsc.46.4.563.12061>.
- Burns, D.J Gupta, P.B., Hutchins, J. (2019) Showrooming: the effect of gender. *Journal of Global Scholars of Marketing Science*, 29(1), 99-113. <https://doi.org/10.1080/21639159.2018.1551725>.
- Cao, L., dan Li, L. (2015). The Impact Cross-Channel Integration on Retailers' Sales Growth. *Journal of Retailing*, 91(2), 198–216. <https://doi.org/10.1016/j.jretai.2014.12.005>

- Chandon, P., Wansink, B., dan Laurent, G. (2000). A Benefit Congruency Framework of Sales Promotion Effectiveness. *Journal of Marketing*, 64(4), 65-81. DOI:10.1509/jmkg.64.4.65.18071.
- Chang, Y. (2017). The influence of media multitasking on the impulse to buy: A moderated mediation model. *Computers in Human Behavior*, 70 (5), 60-66. <https://doi.org/10.1016/j.chb.2016.12.071>.
- Chen, B., Assche, J., Vansteenkiste, M., Soenens, B., dan Beyers, W. (2015). Does Psychological Need Satisfaction Matter When Environmental or Financial Safety are at Risk?. *Journal of Happiness Studies*, 16(3), 745-766. <https://doi.org/10.1007/s10902-014-9532-5>.
- Chen, K.C., dan Jang, S.J. (2010). Motivation in online learning: Testing a model of self-determination theory. *Computers in Human Behavior*, 26(4), 741-752. <https://doi.org/10.1016/j.chb.2010.01.011>.
- Chu, J., Arce-Urriza, M., Cebollada-Calvo, J., dan Chintagunta, P.K. (2010). An Empirical Analysis of Shopping Behavior Across Online and Offline Channels for Grocery Products: The Moderating Effects of Household and Product Characteristics. *Journal of Interactive Marketing*, 24(4), 251-268. <https://doi.org/10.1016/j.intmar.2010.07.004>.
- Cortinasa, M., Cabezab, R., dan Chocarro, R. (2019). Attention to Online Channels a Cross the Path to Purchase: An eye-tracking study. *Electronic Commerce Research and Applications*, 30(4), 1-19. <https://doi.org/10.1016/j.elerap.2019.100864>.
- D'Avanzo, E., dan Pilato, G. (2015). Mining Social Network Users Opinions' to Aid Buyers' Shopping Decisions. *Computers in Human Behavior*, 51 (11), 0747-5632. <https://doi.org/10.1016/j.chb.2014.11.081>.
- Daunt, K. L., dan Harrisb, L. C. (2017). Consumer showrooming: Value co-destruction. *Journal of Retailing and Consumer Services*, 38(5), 166-176. <https://doi.org/10.1016/j.jretconser.2017.05.013>.
- Davis, L., dan Hodges, N. (2012). Consumer Shopping Value: an Investigation of Shopping Trip Value, in-Store Shopping Value, and Retail Format. *Journal of Retailing Consumer Service*, 19(2), 229-239. <https://doi.org/10.1016/j.jretconser.2012.01.004>.
- Deci, E., dan Ryan, R. (1985). The General Causality Orientations Scale: Self-Determination in Personality. *Journal of Research in Personality*, 9(2), 109-134. [https://doi.org/10.1016/0092-6566\(85\)90023-6](https://doi.org/10.1016/0092-6566(85)90023-6).
- Deci, E., dan Ryan, R. (2000). The "What" and "Why" of Goal Pursuits: Human Needs and the Self-Determination of Behavior. *Psychological Inquiry*, 11(4), 227-268. https://doi.org/10.1207/S15327965PLI1104_01.
- Deci, E., dan Ryan, R. (2014). *Autonomy and Need Satisfaction in Close Relationships: Relationships Motivation Theory*. *Human Motivation and Interpersonal Relationships*, 53-73. https://doi.org/10.1007/978-94-017-8542-6_3.
- Degeratu, A. M., Rangaswamy, A., dan Wu, J. (2000). Consumer Choice Behavior in Online and Traditional Supermarkets: The Effects of Brand Name, Price, and Other Search Attributes. *International Journal of Research in*

- Marketing*, 17(1), 55–78. [https://doi.org/10.1016/S0167-8116\(00\)00005-7](https://doi.org/10.1016/S0167-8116(00)00005-7).
- Engel, J., Kollat, D., dan Blackwell, R. (1968). *A model of consumer motivation and behavior. Research in Consumer Behavior A model of consumer motivation and behavior*. New York: 3-20.
- Engström, J., dan Elg, M. (2015). A Self-Determination Theory Perspective on Customer Participation in Service Development. *Journal of Services Marketing*, 29(6), 511-521. <https://doi.org/10.1108/JSM-01-2015-0053>.
- Fernández, N., Pérez, M., dan Vázquez-Casielles, R. (2018). Webroomers versus showroomers: Are they the same?. *Journal of Business Research*, 92(11), 300–320. <https://doi.org/10.1016/j.jbusres.2018.08.004>
- Flavián, C., Gurrea, R., dan Orús, C. (2016). Choice Confidence in the Webrooming Purchase Process: The Impact of Online Positive Reviews and The Motivation to Touch. *Journal of Consumer Behaviour*, 15(5), 459-476. <https://doi.org/10.1002/cb.1585>
- Flavián, C., Gurrea, R., dan Orús, C. (2019). Combining Channels to Make Smart Purchases: The Role of Webrooming and Showrooming. *Journal of Retailing and Consumer Services*, 52(3), 969-989. <https://doi.org/10.1016/j.jretconser.2019.101923>
- Flavián, C., Gurrea, R., dan Orús, C. (2019). Feeling Confident and Smart with Webrooming: Understanding the Consumer's Path to Satisfaction. *Journal of Interactive Marketing*, 47(3), 1-15. <https://doi.org/10.1016/j.intmar.2019.02.002>
- Flavián, C., Sbañez-Sánchez, S., dan Orús, C. (2019). The Impact of Virtual, Augmented and Mixed Reality Technologies on the Customer Experience. *Journal of Business Research*, 100(7), 547–560. <https://doi.org/10.1016/j.jbusres.2018.10.050>
- Gensler, S., Neslin, S. A., dan Verhoef, P. C. (2017). The Showrooming Phenomenon: It's More than Just About Price. *Journal of Interactive Marketing*, 38(2), 29–43. <https://doi.org/10.1016/j.intmar.2017.01.003>
- Gensler, S., Verhoef, P.C., dan Böhm, M. (2012). Understanding consumers' multichannel choices across the different stages of the buying process. *Marketing Letters*, 23(4), 987–1003. <https://doi.org/10.1007/s11002-012-9199-9>
- Ghozali, I., Latan, H. (2015). *Partial Least Square: Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*. Edisi 2. Universitas Diponegoro Semarang.
- Gilal, F., Jian, Z., Paul, J., dan Gilal, N. (2018). The Role of Self-Determination Theory in Marketing Science: An Integrative Review and Agenda for Marketing Research. *European Management Journal*, 37(1), 0263-2373. <https://doi.org/10.1016/j.emj.2018.10.004>
- Goroya, M. A. S., Zhu, J., Akra m, M. S., Shareef, M. A., Malik, A., Bhatti, A., (2020). The impact of channel integration on consumers' channel preferences: Do showrooming and webrooming behaviors matter?. *Journal of Retailing and Consumer Services*, 0969-6989. <https://doi.org/10.1016/j.jretconser.2020.102130>.

- Greenleaf, E., dan Lehmann, D. (1995). Reasons for Substantial Delay in Consumer Decision Making. *Journal of Consumer Research*, 22(2), 186–199. <https://doi.org/10.1086/209444>.
- Hagger, M., dan Chatzisarantis, N. (2009). Integrating the Theory of Planned Behaviour and Self-Determination Theory in Health Behaviour: A Meta-Analysis. *British Journal of Health Psychology*, 14(2), 275-302. <https://doi.org/10.1348/135910708X373959>.
- Hair, J., Black, W., Babin, B., dan Anderson, R. (2014). *Multivariate Data Analysis*. Edisi ketujuh. United States of America: Pearson Education Limited.
- Hair, J., Black, W., Babin, B., dan Anderson, R (2019). *Multivariate Data Analysis*. Cengage Learning EMEA.
- Hair, J., Hult, G., Ringle, C., dan Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. California: SAGE Publications Inc.
- Haryono, S. 2016. *Metode SEM Untuk Penelitian Manajemen dengan AMOS LISREL PLS*. Jakarta: PT. Intermedia Personalia Utama.
- Heitz-Spahn, S. (2013). Cross-Channel Free-Riding Consumer Behavior in a Multichannel Environment: An Investigation of Shopping Motives Socialdemographics and Product Categories. *Journal of Retailing and Consumer Service*, 20(6), 570-578. <https://doi.org/10.1016/j.jretconser.2013.07.006>
- Herhausen, D., Kleinlercher, K., Verhoef, C., Emrich, O., dan Rudolph, T. (2019). Loyalty Formation for Different Customer Journey Segmen. *Journal of Retailing*, 95(3), 9-29. <https://doi.org/10.1016/j.jretai.2019.05.001>
- Huang, L., Tan, C.-H., Ke, W., dan Wei, K.K. (2014). Do we order product review information display? How?. *Information & Management*, 51(7), 883–894. <https://doi.org/10.1016/j.im.2014.05.002>
- Jiménez, F. R., Mendoza, N. A. (2013). Too Popular to Ignore: The Influence of Online Reviews on Purchase Intentions of Search and Experience Products. *Journal of Interactive Marketing*, 27(3), 226–235. <https://doi.org/10.1016/j.intmar.2013.04.004>.
- Kang, J. (2019). What Drives Omnichannel Shopping Behaviors?: Fashion Lifestyle of Social local-Fashion Lifestyle of Social-Local-Mobile Consumers. *Journal of Fashion Marketing and Management*, 23(2), 224-238. <https://doi.org/10.1108/JFMM-07-2018-0088>.
- Kim, Y.-K. dan Kang, J. (2001). The effects of ethnicity and product on purchase decision making. *Journal of Advertising Research*, 41(2), 39-48, <https://doi.org/10.2501/JAR-41-2-39-48>.
- Kock, N. (2014). Advanced Mediating Effects Tests, Multi-Group Analyses, and Measurement Model Assessments in PLS-Based SEM. *International Journal of e-Collaboration*, 10(1), 1–13. <https://doi.org/10.4018/ijec.2014010101>
- Kock, N. 2019. *WarpPLS User Manual: Version 6.0*. Texas: ScriptWarp Systems.
- Lee, H., dan Kim, J. (2008). The Effects of Shopping Orientations on Consumers Satisfaction with Product Search and Purchases in a Multi-Channel

- Environment. *Journal of Fashion Marketing and Management*, 12(2), 193–216. <https://doi.org/10.1108/13612020810874881>.
- Legault, L. (2017). *Encyclopedia of Personality and Individual Differences*. New York: Springer International Publishing AG.
- Lemon, K., dan Verhoef, P. (2016). Understanding Customer Experience Through the Customer Journey. *Journal of Marketing*, 80(6), 69–96. <https://doi.org/10.1509/jm.15.0420>
- Machavolu, S., dan Raju, K. (2014). Showrooming: the next threat to Indian retail. *International Journal of Business Research*, 1–14.
- Markus, H. R., dan Schwartz, B. (2010). Does choice mean freedom and well-being. *Journal of Consumer Research*, 37(2), 344–354. <https://doi.org/10.1086/651242>.
- Moller, A. C., Ryan, R. M., & Deci, E. L. (2006). Self-determination theory and public policy: Improving the quality of consumer decisions without using coercion. *Journal of Public Policy & Marketing*, 25(1), 104–116. <https://doi.org/10.1509/jppm.25.1.104>.
- Mudambi, S.M., dan Schuff, D. (2010). What makes a helpful online review? A study of customer reviews on amazon.com. *MIS Quarterly*, 34(1), 185–200. <https://doi.org/10.2307/20721420>
- Nelson, P. (1970). Information and Consumer Behavior. *Journal of Political Economy*, 78(2), 311–329. <http://dx.doi.org/10.1086/259630>.
- Neslin, S. A., dan Shankar, V. (2009). Key issues in multichannel customer management: current. *Journal Interactive Marketing*, 23(1), 70–81. <https://doi.org/10.1016/j.intmar.2008.10.005>.
- Neuman, W. (2014). *Social Research Methods Qualitative and Quantitative Approaches*. Edisi Ketujuh. United State: Pearson Education Limited.
- Noble, S., Griffith, D., dan Weinberger, M. (2005). Consumer Derived Utilitarian Value and Channel Utilization in a Multi-Channel Retail Context. *Journal of Business Research*, 58(12), 1643–1651. <https://doi.org/10.1016/j.jbusres.2004.10.005>.
- Norman, D. (2005). *Emotional Design: Why We Love (or Hate) Everyday Things*. Ney York: Basic Books.
- O'Donnell, E., dan Brown, S. (2012). Brand Community Loyalty: A Self Determination Theory Perspective. *Academy of Marketing Studies Journal*, 16(2), 107–118.
- Ophuis, P.A.M.O, Trijp, H.C.M.V. (1995). Perceived quality: A market driven and consumer oriented approach. *Food Quality and Preference*, 6(3), 177–183. [https://doi.org/10.1016/0950-3293\(94\)00028-T](https://doi.org/10.1016/0950-3293(94)00028-T).
- Pantano, E., dan Viassone, M. (2015). Engaging Consumers on New Integrated Multichannel Retail Settings: Challenges for Retailers. *Journal of Retailing and Consumer Services*, 25(4), 106–114. <https://doi.org/10.1016/j.jretconser.2015.04.003>.
- Peters, D., Calvo, R., dan Ryan, R. (2018). Designing for Motivation, Engagement and Wellbeing in Digital Experience. *Frontiers in Psychology*, 9(797), 1–15. <https://doi.org/10.3389/fpsyg.2018.00797>.

- Piercy, N. (2012). Positive and Negative Cross-Channel Shopping Behavior. *Marketing Intelligence and Planning* 30(1), 83-104. <https://doi.org/10.1108/02634501211193930>.
- Puccinelli, N., Goodstein, R., Grewal, D., Price, R., Raghubir, P., dan Stewart, D. (2009). Customer experience management in retailing: Understanding the Buying Process. *Journal of Retailing*, 85(1), 15–30. <https://doi.org/10.1016/j.jretai.2008.11.003>
- Reid, L. F., Ross, H. F., dan Vignali, G. (2016). An Exploration of the Relationship Between Product Selection Criteria and Engagement with ‘Show-Rooming’ and ‘Web-Rooming’ in the Consumer’s Decision-Making Process. *International Journal Business and Globalisation*, 17(3), 364-383. <https://doi.org/10.1504/IJBG.2016.078851>.
- Rowley, J. (2000). Product Searchine-Shopping: a Review and Research Propositions. *Journal of Consumer and Marketing*, 17(1), 20–35. <https://doi.org/10.1108/07363760010309528>.
- Ryan, R., dan La Guardia, J. (2000). *What is Being Optimized? Self-Determination Theory and Basic Psychological Needs*. Washington: In S. H. Qualls & N. Abeles (Eds.).
- Ryan, R., Deci, E., dan Grolnick, W. (1995). *Autonomy Relatedness, and the Self: Their Relation to Development and Psychopathology*. New York: In D. Cicchetti & D.J. Cohen (Eds.).
- Ryan, R., dan Deci, E. (2002). *Overview of Self-Determination Theory: An Organismic Dialectical Perspective*. *Handbook of Self-determination Research*, 3-33. University of Rochester Press
- Ryan, R., Sheldon, K., Kasser, T., dan Deci, E. (1996). *All Goals are Not Created Equal: An Organismic Perspective on the Nature of Goals and Their Regulation*. New York: In P. M. Gollwitzer & J. A. Bargh (Eds.).
- Santos, S., dan Gonçalves, H. (2018). Multichannel Consumer Behaviors in the Mobile Environment: Using sQCA and Discriminant Analysis to Understand Webrooming Motivations. *Journal of Business Research*, 101(4), 0148-2963. <https://doi.org/10.1016/j.jbusres.2018.12.069>
- Sapmaz, F., Dogan, T., Sapmaz, S., Tamizel, S., dan Tel, F.D. (2012). Examining Predictive Role of Psychological Need Satisfaction on Happiness in terms of Self-Determination Theory. *Social and Behavioral Sciences*, 55(25), 861 – 868. <https://doi.org/10.1016/j.sbspro.2012.09.573>.
- Savastano, M., Bellini, F., D’Ascenzo, F., dan Marco, M. D. (2019). Technology adoption for the integration of online–offline purchasing. *International Journal of Retail & Distribution Management*, 47(5), 474-492. <https://doi.org/10.1108/IJRDM-12-2018-0270>.
- Schröder, H., dan Zaharia, S. (2008). Linking Multi-Channel Consumers Behavior with Shopping Motivate an Empirical Study Investigation in a German Retailer. *Journal of Retailing and Consumers Service*, 15(6), 452-68. <https://doi.org/10.1016/j.jretconser.2008.01.001>
- Schul, Y., dan Rath, M. (2003). Searching for Certainly in an Uncertain World: The Difficulty of Giving Up the Experience for the Rational Mode of Thinking.

- Journal of Behavior Decision Making*, 16(2), 93-106.
<https://doi.org/10.1002/bdm.434>.
- Sekaran, U., dan Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach*. Edisi ketujuh. West Sussex.: John Wiley & Sons Ltd.
- Shen, W., Huang, J., dan Li, D. (2016). The Research of Motivation for Word-of-Mouth: Based on the SelfDetermination Theory. *Journal of Business and Retail Management Research*, 10(2), 75-84.
<https://doi.org/10.24052/JBRMR/217>
- Sholihin, M., dan Ratmono, D. (2021). *Analisis SEM-PLS dengan WarpPLS 3.0*. Edisi kedua. Yogyakarta. Penerbit Andi.
- Singh, J. P., Irani, S., Rana, N. P., Dwivedi, Y. K., Saumya, S., & Kumar Roy, P. (2017). Predicting the “helpfulness” of online consumer reviews. *Journal of Business Research*, 70(1), 346–355.
<https://doi.org/10.1016/j.jbusres.2016.08.008>.
- Sopadjeiva, E., Dholakia, U.M. dan Benjamin, B. (2017). “A study of 46,000 shoppers shows that omnichannel retailing works”. Harvard Business Review. hbr.org/2017/01/a-studyof-46000-shoppers-shows-that-omnichannel-retailing-works (diakses pada 28 Mei 2020).
- Sørenbø, Ø., Halvari, H., Gulli, V., dan Kristiansen, R. (2009). The Role of Self-Determination Theory in Explaining Teachers’ Motivation to Continue to Use E-Learning Technology. *Computers & Education*, 53(4), 1177–1187.
<https://doi.org/10.1016/j.compedu.2009.06.001>.
- Sun, X., Han, M., dan Feng, J. (2019). Helpfulness of online reviews: Examining review informativeness and classification thresholds by search products and experience products. *Decision Support Systems*, 124(9), 0167-9236.
<https://doi.org/10.1016/j.dss.2019.113099>.
- Sweeney, J. C., Webb, D., Mazzarol, T., & Soutar, G. N. (2014). Self-Determination Theory and Word of Mouth about Energy-Saving Behaviors: An Online Experiment. *Psychology and Marketing*, 31(9), 698–716.
<https://doi.org/10.1002/mar.20729>.
- Van, B., dan Dach, C. (2005). Freeriding and Customer Retention Across Retailers' Channels. *Journal of Interactive Marketing*, 19(2), 75–85.
<https://doi.org/10.1002/dir.20036>.
- Verhoef, P. C., Neslin, S., dan Vroomen, B. (2007). Multichannel Customer Management: Understanding the Research-Shopper Phenomenon. *International Journal Research Marketing*, 24(2), 129–148.
<https://doi.org/10.1016/j.ijresmar.2006.11.002>.
- Verhoef, P., Kannan, P., dan Inman, J. (2015). From multi-Channel Retailing to Omni channel retailing: Introduction to the Special Issue on Multi-Channel Retailing. *Journal of Retailing*, 91(2), 174–181.
<https://doi.org/10.1016/j.jretai.2015.02.005>.
- Vlachopoulos, S., dan Michailidou, S. (2009). Development and Initial Validation of a Measure of Autonomy, Competence, and Relatedness in Exercise: The Basic Psychological Needs in Exercise Scale. *Measurement in Physical Education and Exercise Science*, 10(3), 179-201.
https://doi.org/10.1207/s15327841mpee1003_4.

- Wallace, D. W., Joan L. G., and Jean L. J. (2004). Customer Loyalty in the Context of Multiple Channel Strategies. *Journal of Retailing*, 80(4), 249-263. <https://doi.org/10.1016/j.jretai.2004.10.002>
- Webb, D., Soutar, G. N., Mazzarol, T., dan Saldaris, P. (2013). Self-determination theory and consumer behavioural change: Evidence from a household energy-saving behaviour study. *Journal of Environmental Psychology*, 35(3), 59-66. <https://doi.org/10.1016/j.jenvp.2013.04.003>.
- Weinstein, N., Przybylski, A., dan Ryan, R. (2012). The Index of Autonomous Functioning: Development of a Scale of Human Autonomy. *Journal of Research in Personality*, 46(4), A397–413. <https://doi.org/10.1016/j.jrp.2012.03.007>.
- Zhu, J., Goraya, M., Cai, Y., Zhu, J., Goraya, M.A.S., dan Cai, Y., (2018). Retailer–consumer sustainable business environment: how consumers’ perceived benefits are translated by the addition of new retail channels. *Sustainability*, 10(9), 1–22. <https://doi.org/10.3390/su10092959>.