



DAFTAR PUSTAKA

- Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Processes*, 50, 179-211.
- Akroush, M. N. and Al-Debei, M. M. (2015). An Integrated Model of Factors Affecting Consumer Attitudes Towards Online Shopping. *Business Process Management Journal*, 21 (6), 1353 - 1376.
- Bao, Z. dan Huang, T. (2018). Exploring Stickiness Intention of B2C Online Shopping Malls: A Perspective From Information Quality. *International Journal of Web Information Systems*, 14 (2), 177-192.
- Cheah, I., Phau, I., Liang, J. (2015). Factors Influencing Consumers' Attitude and Purchase Intentions of E-Deals. *Marketing Intelligence & Planning*, 33 (5), 763-783.
- Childers, T. L., Carr, C. L., Peck, J., & Carson, S. (2001). Hedonic and Utilitarian Motivations for Online Retail Shopping Behavior. *Journal of Retailing*, 77, 511-535.
- Commerce Report 2019, Global Web Index.
- Cooper, D. R. and Schneider, P. S. (2014). Business Research Methods, 12th ed, New York. United States of America: The McGraw-Hill Companies, Inc.
- Ganesan, S. (1994). Determinants of Long Term Orientation in Buyer-Seller Relationship. *The Journal of Marketing* 58 (2), 1-19.
- Gefen, D., Karahanna, E. and Straub, D.W. (2003). Trust and TAM in Online Shopping: An Integrated Model. *MIS Quarterly*, 27 (1), 51-90.
- Ghozali, Imam. (2012). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 20. Semarang: Penerbit Universitas Diponegoro
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). Multivariate Data Analysis, 7th Edition, Essex. England: Pearson Education Limited.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM), 2nd Edition, Los Angeles. United States of America: Sage Publications, Inc.
- Hill, W. W., Beatty, S. E., Walsh, G. (2013). A Segmentation of Adolescent Online Users and Shoppers. *Journal of Services Marketing* 27 (5), 347-360.
- Huang, J., Guo, Y., Wang, C., Yan, L. (2019). You Touched It and I'm Relieved! The Effect of Online Review's Tactile Cues on Consumer's Purchase Intention. *Journal of Contemporary Marketing Science* 2 (2), 155-175.



Jakson, V., Stoel, L., Brantley, A. (2011). Mall Attributes and Shopping Value: Differences by Gender and Generational Cohort. *Journal of Retailing and Consumer Services*, 18, 1-9.

Kerrebroeck, H. V., Willems, K., & Brengman, M. (2017). Touching the Void: Exploring Consumer Perspectives on Touch-Enabling Technologies in Online Retailing. *International Journal of Retail & Distribution Management*, 45 (7/8), 892-909.

Kim, D. J., Ferrin, D. L., & Rao, R. H. (2007). A Trust-Based Consumer Decision Making Model in Electronic Commerce: The Role of Trust, Perceived Risk, and Their Antecedents. *Decision Support System*, 544-545.

Kotler, P. and Keller, K. (2016). *Marketing Management*, 15th ed, Essex. England: Pearson Education Limited.

Ku, E. C. S. (2012). Beyond Price: How Does Trust Encourage Online Group's Buying Intention?. *Internet Research*, 22 (5), 569-590.

Malhotra, N., & Birks, D. (1999). *Marketing Research: An Applied Orientation*. Essex: Pearson Education Limited 2006.

Matute, J., Redondo, Y. P., Utrillas, A. (2016). The Influence of EWOM Characteristics on Online Repurchase Intentions: Mediating Roles of Trust and Perceived Usefulness. *Online Information Review*, 40 (7), 1090-1110.

Mothersbaugh, David L. and Hawkins Del I. (2016). *Consumer Behaviour Building Marketing Strategy*, 13th Edition, New York: McGraw-Hill Education.

Park, D. H. dan Lee, J. (2008), EWOM Overload and Its Effect on Consumer Behavioral Intention Depending on Consumer Involvement. *Electronic Commerce Research and Applications*, 7 (4), 386-398.

Peck, J. and Childers, T. L. (2003). To Have and To Hold: The Influence of Haptic Information on Product Judgments. *Journal of Marketing*, 67, 35-48

Schiffman, L. G. and Wisenblit J. L. (2015). *Consumer Behavior*, 11th ed, Edinburgh: Pearson Education Limited.

Solomon, Michael R. (2018). *Consumer Behaviour: Buying, Having, and Being*, 12th ed, Edinburgh: Pearson Education Limited.

Teo, T. S. H. (2002). Attitudes Toward Online Shopping and the Internet. *Behaviour & Information Technology*, 21 (4), 259-271.

Thamizhvanan, A. and Xavier, M. J. (2012). Determinants of Customer's Online Purchase Intention: An Empirical Study in India. *Journal of Indian Business Research*, 5 (1), 17 – 32.



Iseng, S. and Lee, M. (2016). A Study on Information Disclosure, Trust, Reducing Search Cost, and Online Group-Buying Intention. *Journal of Enterprise Information Management*, 29 (6), 903 - 918.

Yang, J., Sarathy, R., Walsh, S. M. (2016). Do Review Valence And Review Volume Impact Consumer's Purchase Decisions As Assumed?. *Nankai Business Review International*. 7 (2), 231- 257.

Yasdanparast, A. and Spears N. (2013). Can Consumers Forgo the Need to Touch Products? An Investigation of Nonhaptic Situational Factors in an Online Context. *Psychology and Marketing Journal*, 30(1), 46-61.

Zakiyudin, A. (2012). Sistem Informasi Manajemen. Jakarta: Mitra Wacana Media.

<https://wearesocial.com/digital-2020> diakses pada 27 April 2020

<https://databoks.katadata.co.id/datapublish/2019/09/09/berapa-pengguna-internet-di-indonesia> diakses pada 3 Mei 2020

<https://databoks.katadata.co.id/datapublish/2019/12/03/96-pengguna-internet-di-indonesia-pernah-gunakan-e-commerce> diakses pada 3 Mei 2020

<https://databoks.katadata.co.id/datapublish/2018/07/23/9-kegiatan-masyarakat-indonesia-ketika-mendapat-akses-internet> diakses pada 3 Mei 2020

<https://www.cnbcindonesia.com/tech/20190311101823-37-59800/wow-transaksi-e-commerce-ri-2018-capai-rp-77-t-lompat-151> diakses pada 3 Mei 2020

<https://datareportal.com/reports/digital-2020-indonesia> diakses pada 1 Agustus 2020

<https://investor.id/market-and-corporate/transaksi-ecommerce-melonjak-dua-kali-lipat-lebih-diperkirakan-tembus-rp-429-triliun> diakses pada 16 Januari 2021

<https://www.sirclo.com/jumlah-pengguna-e-commerce-indonesia-di-tahun-2020-meningkat-pesat/> diakses pada 16 Januari 2021