Surya A
12/328
UNIVERSITAS
GADJAH MADA
Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

REFERENCES

Allon, Gad, Awi Federgruen, and Margaret Pierson. 'How Much Is A Reduction Of Your Customers' Wait Worth? An Empirical Study Of The Fast-Food Drive-Thru Industry Based On Structural Estimation Methods'. *Manufacturing & Service Operations Management* 13.4 (2011): 489-507. Web. 19 Aug. 2015.

Alreck, Pamela A., and Robert B. Settle (2002), "The Hurried Consumer: Time-Saving Perceptions of internet and Catalog Shopping," *Journal of Database Management,* 10 (1), 25-35.

Bagozzi, Richard P. et al. 'Cultural And Situational Contingencies And The Theory Of Reasoned Action: Application To Fast Food Restaurant Consumption'. *Journal of Consumer Psychology* 9.2 (2000): 97-106. Web.

Bandura, Albert (1977), "Self-Efficacy: Towards a Unifying Theory of Behavioral Change," *Psychological Review,* 84 (2), 191-215.

Barrett, Mark (1997), "Alternate Delivery Systems: Supermarkets, ATMs, Telephone Banking, PCs, and On-Line Banking," *Bankers' Magazine,* 180(3), 44-51

Bitner, Mary Jo, Amy L. Ostrom, and Matthew L. Meuter. 'Implementing Successful Self-Service Technologies.'. *Academy of Management Executive* 16.4 (2002): 96-108. Web.

Blumberg, Donald F. (1994), "Strategies for Improving Field Service Operations Productivity and Quality," *The Service Industries Journal*, 14(2), 262-77

Breakwell, Glynis M., Chris Fife-Schaw, Terence Lee, and Judith Spencer (1986), "Attitudes to New Technology in Relation to Social Belief and Group Memberships: A Preliminary Investigation," *Current Psychological Research & Reviews, 5* (Spring), 34-47

Surya A
12/328
UNIVERSITAS GADJAH MADA
Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

Chan, Kimmy W. and Stella Y. Li (2010), "Understanding Customer-to-Customer Interactions in Virtual Communities: The Salience of Reciprocity," *Journal of Business Research,* 63 (9/10), 1033-40

Chau, Patrick Y. K. 'An Empirical Assessment Of A Modified Technology Acceptance Model'.*Journal of Management Informations Systems* 13 (1996): 185-204. Print.

Chuttur, Mohammad Y. 'Overview Of The Technology Acceptance Model: Origins, Developments And Future Directions'. *Sprouts: Working Papers on Information Systems* (2009): 9-37. Print.

Curran, James M., Matthew L. Meuter, and Carol F. Suprenant (2003), "Intentions to Use Self-Service Technologies: A Confluence of Multiple Attitudes," *Journal of Service Research,* 5 (3), 209-224

Dabholkar, P. A. Consumer Evaluations of New Technology-Based Self-Service Options: An Investigation of Alternative Models of Service Quality. *International Journal of Research in Marketing*, Amsterdam, v. 13, n. 1, Feb. 1996, p. 29-51

Dabholkar, Pratibha A., and Richard P. Bagozzi. 'An Attitudinal Model Of Technology-Based Self-Service: Moderating Effects Of Consumer Traits And Situational Factors'. *Journal of the Academy of Marketing Science* 30.3 (2002): 184-201. Web.

Davis, Fred D. (1989), "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology," *MIS Quarterly,* 13 (September), 319-339
-- , Richard P. Bagozzi, and Paul R. Warshaw (1989), "User Acceptance of Computer Technology: A Comparison of Two Theoretical Models," *Management Science,* 35 (August), 982-1003

Dotugo.com,. 'Online Shopping Trends In Indonesia'. N.p., 2015. Web. 19 Aug. 2015.

Surya A
12/328
UNIVERSITAS
GADJAH MADA
Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

Fenigstein, A., Scheier, M. F., & Buss, A. H. (1975). Public and Private Self-Consciousness: Assessment and Theory. *Journal of Consulting and Clinical Psychology,* 36, 1241-1250.

Goldfarb, Avi et al. 'The Effect Of Social Interaction On Economic Transactions: Evidence From Changes In Two Retail Formats'. *Management Science* (2015): 150213101120002. Web.

Habermas, Jürgen. *The Structural Transformation Of The Public Sphere*. Cambridge, Mass.: MIT Press, 1989. Print.

Hagen, Philip T. (1999), *Mayo Clinic Guide to Self-Care,* Rochester, MN: Mayo Clinic.

Hirschman, Elizabeth C. (1980), "Innovativeness, Novelty Seeking, and Consumer Creativity," Journal Of Consumer Research, 7(December), 283-295.

Hough, Andrew. 'Student 'Addiction' To Technology 'Similar To Drug Cravings', Study Finds'. *Telegraph.co.uk*. N.p., 2011. Web. 19 Aug. 2015.

Howcroft, Barry, Robert Hamilton, and Paul Hewer (2002), "Consumer Attitude and the Usage and Adoption of Home-Based Banking in the United Kingdom," *International Journal of Bank Marketing,* 20 (2-3), 111-121.

Hui, Michael K. and John E. G. Bateson (1991), "Perceived Control and the Effects of Crowding and Consumer Choice on the Service Experience," *Journal of Consumer Research,* 18 (September), 174-184

human-kinetics,. 'Technology Can Have Positive Or Negative Impact On Social Interactions'. N.p., 2015. Web. 19 Aug. 2015.

Karjaluoto, Heikki, minna Mattila, and Tapio Pento (2002), "Electronic Banking in Finland: Consumer Beliefs and Reactions to a New Channel of Delivery," *Journal of Financial Services Marketing,* 6 (4), 346-361.

Surya A
12/328
UNIVERSITAS GADJAH MADA
Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

Kokkinou, Alinda, and David A. Cranage. 'Using Self-Service Technology To Reduce Customer Waiting Times'. *International Journal of Hospitality Management* 33 (2013): 435-445. Web.

Kooser, Amanda. 'Mcdonald's Hires 7,000 Touch-Screen Cashiers - CNET'. *CNET*. N.p., 2011. Web. 20 Aug. 2015.

Littlejohn, Stephen W., and Karen A. Foss. Encyclopedia Of Communication Theory, Volume 1 Encyclopedia Of Communication Theory Gale Virtual Reference Library "A" Sage Reference Publication. SAGE, 2009. Print.

Lobel, Cindy R. '"Out To Eat"'. *WINTERTHUR PORTFOLIO* 44.2/3 (2010): 193-220. Web.

Maister, David H. 'The Psychology Of Waiting Lines'. *The Service Encounter* (1985): n. pag. Print.

Malhotra, Naresh K. *Marketing Research*. Upper Saddle River, NJ: Pearson/Prentice Hall, 2004. Print.

Mathieson, Kieran. 'Predicting User Intentions: Comparing The Technology Acceptance Model With The Theory Of Planned Behavior'. *Information Systems Research* 2.3 (1991): 173-191. Web.

Meuter, Matthew L. et al. 'Self-Service Technologies: Understanding Customer Satisfaction With Technology-Based Service Encounters'. *Journal of Marketing* 64.3 (2000): 50-64. Web.

Midgley, David F. and Grahame R. Dowling, "Innovativeness: The Concept and Its Measurement," *Journal of Consumer Research,* Vol. 4, No. 4, pp. 229-242, 1978

Surya A
12/328
UNIVERSITAS GADJAH MADA
Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

Miftachul, Andi. 'Dailysocial - Online Shopping In Indonesia Will Grow To 15% In 6 Months'.*En.dailysocial.net*. N.p., 2015. Web. 19 Aug. 2015.

Mills, Peter and James morris (1986), "Clients as 'Partial' Employees of Service Organizations: Role Development in Client Participation," *Academy of Management Review,* 11 (4), 726-35

Morganosky, Michelle A., and Brenda Cude (2000), "Consumer Response to Online Grocery Shopping," *International Journal of Retail and Distribution,* 28 (1), 17-27.

Parasuraman, R., T.B. Sheridan, and C.D. Wickens. 'A Model For Types And Levels Of Human Interaction With Automation'. *IEEE Transactions on Systems, Man, and Cybernetics - Part A: Systems and Humans* 30.3 (2000): 286-297. Web.

Permana, Dany. 'Datangi 'Self Check In' Citilink, Penumpang Dapat 'Boarding Pass' - Tribunnews.Com'. *Tribunnews.com*. N.p., 2015. Web. 19 Aug. 2015.

Quinn, James Brian (1996), "The Productivity Paradox Is False: Information Technology Improves Service Performance," in *Advances in Services Marketing and Management*, Vol. 5,. Teresa A. Swartz, David E. Bowen, and Stephen W. Brown

Rogers, Everett M. (1995), *Diffusion of Innovations,* New York: Free Press.

Sarel, Dan, and Howard Marmorstein (2003), "Marketing Online Banking Services: The Voice of the Customer," *Journal of Financial Services Marketing,* 8 (2), 106-118

Sauro, Jeff. 'Measuring Usability: Quantitative Usability, Statistics And Six-Sigma: Measuringu'. *Measuringu.com*. N.p., 2015. Web. 19 Aug. 2015.
Sekaran, Uma, and Roger Bougie. *Research Methods For Business*. Hoboken, N.J.: Wiley, 2009. Print.

Sekaran, Uma, and Roger Bougie. *Research Methods For Business: A Skill Building Approach*. 6th ed. John Wiley & Sons, 2013. Print.

Relationship Between Perceived Aspects and Intention to Accept Self-Ordering Kiosks in McDonald's Indonesia
SURYA AGUNG PONTANUGRAHA , Riccardo Benzo
Universitas Gadjah Mada, 2016 | Diunduh dari http://etd.repository.ugm.ac.id/

skynet, jon. 'Turistòleg: Servuction, What Else?'.*Turistoleg.blogspot.fr*. N.p., 2012. Web. 19 Aug. 2015.

Stephen J. Grove and Raymond P. Fisk (1992) ,"The Service Experience As Theater", in *NA - Advances in Consumer Research* Volume 19, eds. John F. Sherry, Jr. and Brian Sternthal, Provo, UT : Association for Consumer Research, Pages: 455-461.
Szajna, Bernadette. 'Empirical Evaluation Of The Revised Technology Acceptance Model'.*Management Science* 42.1 (1996): 85-92. Web.

Walonick, David S. *Survival Statistics*. 2004. Print.

Xie, Chunyan, Richard P. Bagozzi, and Sigurd V. Troye (2008), “Trying to Prosume: Toward a Theory of Consumers as Co-Creators of Value,” *Journal of the Academy of Marketing Science,* 36 (1), 109-122.