## **DAFTAR PUSTAKA**

- Agarwal & Prasad, (2010)A Conceptual And Operational Definition OfPersonal Innovativeness In The Domain Of Information Technology.Information Systems Research, 9 (2), 204-215.
- Agrebi&Jallais (2015)Explain The Intention To Use Smartphones For Mobile Shopping. Journal Of Retailing And Consumer Services, 22, 16-23.
- Agrebi Et Al. (2015)"Explain The Intention To Use Smartphones For Mobile Shopping". Journal Of Retailing And Consumer Services, 22, 16-23.
- Ajzen (2015)Consumer Attitudes And Behavior: The Theory Of Planned Behavior Applied To Food Consumption Decisions". Rivista Di Economia Agraria, Anno Lxx, N. 2, 2015: 121-138. Doi: 10.13128/Rea-18003. Issn (Print): 0035-6190. Issn (Online): 2281-1559
- Al-Maghrabi Et Al., (2011)What Drives Consumers' Continuance Intention To Eshopping?Conceptual Framework And Managerial Implications In The Case OfSaudi Arabia. International Journal Of Retail & Distribution ManagementVol. 39 No. 12 Pp. 899 926.
- Amoroso Dan Gardner (2014) "Development Of An Instrument To Measure The Acceptance Of Internet Technology By Consumers," In Hawaii International Conference On System Sciences.
- Bagozzi2011) Consumer Trust In A Brand And The Link To BrandLoyalty. Journal Of Market Focused Management. Vol 31, Pp341-370
- Cha (2011) Exploring Internet As A Unique Shopping Chanel To Sell Both Real And Virtual Items: A Comparison Of Factor Affecting Purchase Intentions And Consumer Characteristic.

- Chan (2017)E-Commerce Fundamentals And Applications. England: Wiley.
- Chen Dan Chou (2012) Exploring The Continuance Intentions Of Consumer For B2c Online Shopping. Online Information Review.26 (1). Pp. 104-125.
- Corritore, Kracher, Wiedenbeck, 2003). Online Trust: Concepts, Evolving Themes, a Model. International Journal of Human-Computer Studies, Vol. 58 No. 6, 737-758.
- ChauShen, C., 2013. Perceived risk, usage frequency of mobile commerce. Manag. Serv. Qual.: Int. J. 23 (5), 410–436.
- Chong, A.Y.-L., 2013. Mobile commerce usage activities: the roles of demographic and motivation variables. Technol. Forecast. Soc. Change 80 (7), 1350–1359.
- Chong, A.Y.-L., Chan, F.T.S., Ooi, K.-B., 2012. Predicting consumer decisions to adopt mobile commerce: cross country empirical examination between China and Malaysia. Decis.Support Syst. 53 (1), 34–43.
- Davis &Venkatesh, 2014). A Technology Acceptance Model for Empirically Testing New End-User Information Systems: Theory and Results. Doctoral Dissertation.Massachussetts: Massachussetts Institute of Technology.
- Faqih (2016) "Anempirical analysis of factorspredicting the behavioral intention to adopt Internet shopping technology in a developing country. Journal of Retailing and Consumer Services, 30, 140-164.
- Gefen Et Al (2013)"Trust and TAM in online shopping:an integrated model," MIS Quarterly(27:1), 2003, 51-90.

- Gro, (2015)The Effect of Corporate Reputation on Purchase Intention: An Application of Aaker's Model in the Automobile Industry. The Journal of International Business and Management, 2(2),149-158.
- Hanzaee (2013)Investigation of The Effect of Hedonic Value and Utilitarian Value on CostumerSatisfaction and Behavioural Intentions. International Journal of Business Management, African.7(11),818-825
- Hsu & Chiu (2014)Understanding Customers' Loyalty Intentions Towards Online Shopping: An Integration Of Technology Acceptance Model And Fairness Theory. *Behaviour & Information Technology* 28 (4) 347–360.
- Hwang, (2014)"Userexperience and personalinnovativeness: An empirical study on the Enterprise Resource Planning systems". Computers in Human Behavior, 34, 227–234.
- Jogiyato (2016) Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalamPenelitianBisnis. Yogyakarta: ANDI.
- Jongchul&Joon (2014)Jongchul, Oh.,&Joon, Y. S. (2014). "Validation of Haptic EnablingTechnology Acceptance Model(HE-TAM): Integration of IDT and TAM". Telematics and Informatics, 31, 585–596.
- Kamtarin (2012)"The Effect of Electronic Trust and Perceived Value on Behavioral Intention from the Perspective of Consumers"International Journal of Academic Research in Economics and Management Sciences. Vol. 1, No. 4.
- Keil, Beranek, &Konsynski, (2015) Usefulness and ease ofuse: field study evidence regarding task considerations. Decision SupportSystems, 13(1), 75-91.

- Lee, (2011) Service Quality Delivery Through Mobile Sites: A Critical Review Of Extant Knowledge. Journal Of The Academy Of Marketing Science Vol. 30, No. 4.
- Lu, J., Yao, J. and Yu, C.S. (2015), "Personal innovativeness, social influences and adoption of wireless internet services via mobile technology", The Journal of Strategic InformationSystems, Vol. 14 No. 3, pp. 245-268.
- Maity, M. (2015), "Critical factors of consumer decision-making on m-commerce: a qualitative study in the United States", International Journal of Mobile Marketing, Vol. 5 No. 2,pp. 87-101.
- Mandilas Et Al. (2013) "Predicting Consumer's Perceptions In Online Shopping", Procedia Technology 8, 435 –.444
- Monsuwe, Et Al (2016) "What Drives Consumers To ShopOnline through mobile device", International Journal Of ServiceIndustry Management, Vol. 15, No. 1, Pp.
- Naiyi, (2014)Dimensions Of Consumer's Perceived Risk In Online Shopping. 2(3), 178-182.
- Oldenberg, (2008)"An Examination Of The Effects Of Service Quality And Satisfaction On Customers' Behavioural Intentions In m-shopping." Journal Of Service Marketing, Vol. 24, No. 2, 142-156.
- Polatoglu Dan Ekin (2014)An Empirical Investigation Of The Turkish Consumers' Acceptance Of Internet Banking Services. International Journal Of Bank Marketing Vol. 19 Issue 4 Pp. 156-165.

- Ravichandran Et Al. (2010) Influence Of Service Quality On Customer Satisfaction Application Of Servqual Model. International Journal Of Business And Management. Vol. 5, No. 4; April 2010.
- Rigopoulus Dan Askounis (2017) A Tam Framework To Evaluate User's Perception TowardOnline Electronic Payments. Journal Of Internet Banking And Commerce, 12(3): 1–5.
- Roca, Garcia, Dan De La Vega (2009)The Importance Of Perceived Trust, Security And Privacy InOnline Trading Systems, Information Management & Computer Security 17 (2)96–113.
- Rouibah Et Al. (2016) "The Effects Of PerceivedEnjoyment And Perceived Risks OnTrust Formation And Intentions To UseOnline Payment Systems: NewPerspectives From An Arab Country". Mobile Commerce Research AndApplications, 19, 33–43.
- San Martin Dan Lopez Caralan (2013) "How Can A Mobile Vendor Get Satisfied Customers?" Industrial Management & Data Systems, Vol. 113, No. 2, 156-170.
- Thamaraiselvan, Senthil&Dharun, (2017)"Understanding The Intention To Use Mobile Shopping Applications And Its Influence On Price Sensitivity." Journal Of Retailing And Consumer Services 37 (July 2016). Elsevier Ltd: 8–22.
- Thakur, R., Srivastava, M., 2014. Adoption readiness, personal innovativeness, perceived risk and usage intention across customer groups for mobile payment services in India. InternetRes. 24 (3), 369–392.

- Tsu Wei, T., Marthandan, G., Yee-Loong Chong, A., Ooi, K.B., Arumugam, S., 2009. What drives Malaysian m-commerce adoption? An empirical analysis. Ind. Manag. Data Syst. 109(3), 370–388.
- Wan, (2011) "An Innovative Information And Relationship Between Service Quality, Customer Value, Customer Satisfaction, And Intention to use mobile shopping application". International Journal Of Innovative Computing, Information And Control Vol. 7, Number 7 (A).
- Yousafzai, Pallister, &Foxall, (2009) Truth , Lies And Trust On The Internet(First). New York: Routledge.
- Zhang Et Al (2012) When Does Electronic Word-Of-Mouth Matter? A Study Of Consumer Product Reviews, Journal Of Business Research, Vol. 63 No. 12, Pp. 1336-1341.