

REFERENCE

- Abdullah Kamal, S. S. L. B. (2019). RESEARCH PARADIGM AND THE PHILOSOPHICAL FOUNDATIONS OF A QUALITATIVE STUDY. *PEOPLE: International Journal of Social Sciences*, 4(3). <https://doi.org/10.20319/pijss.2019.43.13861394>
- Abyantoro Seno, H. G., & Purnamaningsih, P. (2021). Analisis Faktor-Faktor yang Mempengaruhi Behavioral Intention Aplikasi Delivery Service Food & Beverage. *Ultima Management : Jurnal Ilmu Manajemen*, 13(1), 164–182. <https://doi.org/10.31937/manajemen.v13i1.2069>
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-t](https://doi.org/10.1016/0749-5978(91)90020-t)
- Ali, S., Khalid, N., Javed, H. M. U., & Islam, D. M. Z. (2020). Consumer Adoption of Online Food Delivery Ordering (OFDO) Services in Pakistan: The Impact of the COVID-19 Pandemic Situation. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 10. <https://doi.org/10.3390/joitmc7010010>
- Alreck, P., & Settle, R. (2002). The hurried consumer: Time-saving perceptions of Internet and catalogue shopping. *Journal of Database Marketing & Customer Strategy Management*, 10(1), 25–35. <https://doi.org/10.1057/palgrave.jdm.3240091>
- Analisis Hasil Survei Dampak Covid-19 Terhadap Pelaku Usaha, 978-602-438-350-3
- Bendary, N., & Al-Sahouly, I. (2018). Exploring the extension of unified theory of acceptance and use of technology, UTAUT2, factors effect on perceived usefulness and ease of use on mobile commerce in Egypt. *Journal of Business & Retail Management Research*, 12(02). <https://doi.org/10.24052/jbrmr/v12is02/eteoutoaaoutufeopuaeouomcie>
- Bhatnagar, A., Misra, S., & Rao, H. R. (2000). On risk, convenience, and Internet shopping behavior. *Communications of the ACM*, 43(11), 98–105. <https://doi.org/10.1145/353360.353371>
- Bhattacharjee, A., Perols, J., & Sanford, C. (2008). Information Technology Continuance: A Theoretic Extension and Empirical Test. *Journal of Computer Information Systems*, 49(1), 17–26. <https://doi.org/10.1080/08874417.2008.11645302>
- Collison, Jack. (2020). The Impact of Online Food Delivery Services on Restaurant Sales. *Department of Economics, Stanford University*. Published.
- Daniels, J., Radebaugh, L., & Sullivan, D. (2012). *International Business: Environments & Operations* (14th ed.). Pearson College Div.
- Davis, F. D. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*, 13(3), 319. <https://doi.org/10.2307/249008>

- Dazmin, D., & Ho, M. Y. (2019). The Relationship Between Consumers' Price-Saving Orientation and Time Saving Orientation Towards Food Delivery Intermediaries (FDI) Service: an Exploratory Study. *Global Scientific Journals*, 7(2).
- Dixit, G. S. (2018). A study of the factors Affecting Online Shopping of Products in Indore City. *International Research Journal of Indian Languages*. Published.
- Duarte, P., Costa E Silva, S., & Ferreira, M. B. (2018). How convenient is it? Delivering online shopping convenience to enhance customer satisfaction and encourage e-WOM. *Journal of Retailing and Consumer Services*, 44, 161–169. <https://doi.org/10.1016/j.jretconser.2018.06.007>
- Einstein, A. (1920). Relativity: The Special and the General Theory A Popular Exposition. *Nature*, 106(2663), 36. <https://doi.org/10.1038/106336a0>
- Escobar-Rodríguez, T., & Carvajal-Trujillo, E. (2014). Online purchasing tickets for low cost carriers: An application of the unified theory of acceptance and use of technology (UTAUT) model. *Tourism Management*, 43, 70–88. <https://doi.org/10.1016/j.tourman.2014.01.017>
- F. Hair Jr, J., Sarstedt, M., Hopkins, L., & G. Kuppelwieser, V. (2014). Partial least squares structural equation modeling (PLS-SEM). *European Business Review*, 26(2). <https://doi.org/10.1108/eb-10-2013-0128>
- Fauzi, A. A., & Sheng, M. L. (2020). Ride-hailing apps' continuance intention among different consumer groups in Indonesia: the role of personal innovativeness and perceived utilitarian and hedonic value. *Asia Pacific Journal of Marketing and Logistics*, 33(5), 1195–1219. <https://doi.org/10.1108/apjml-05-2019-0332>
- Feldman, L. P., & Hornik, J. (1981). The Use of Time: An Integrated Conceptual Model. *Journal of Consumer Research*, 7(4). <https://doi.org/10.1086/208831>
- Google, Tamasek Bain&Co. (2020). *E-Conomy SEA 2020*.
- Hollensen, S. (2019). *Global Marketing* [E-book]. Pearson.
- Huang, E. (2012). Online experiences and virtual goods purchase intention. *Internet Research*, 22(3). <https://doi.org/10.1108/10662241211235644>
- Jacob, M. R., & Tan, P. H. P. (2021). THE INFLUENCE OF COUNTRY IMAGE, BRAND FAMILIARITY, PRODUCT QUALITY, AND SOCIAL INFLUENCE TOWARDS PURCHASE INTENTION : THE CASE STUDY OF SAMSUNG. *JMBI UNSRAT (Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi)*, 8(1). <https://doi.org/10.35794/jmbi.v8i1.34047>
- Jeng, S. P. (2016). The influences of airline brand credibility on consumer purchase intentions. *Journal of Air Transport Management*, 55, 1–8. <https://doi.org/10.1016/j.jairtraman.2016.04.005>
- Jiang, L., Jiang, N., & Liu, S. (2011). Consumer Perceptions of E-Service Convenience: An Exploratory Study. *Procedia Environmental Sciences*, 11. <https://doi.org/10.1016/j.proenv.2011.12.065>

- Kaczmarek, L. D. (2017). Hedonic Motivation. *Encyclopedia of Personality and Individual Differences*, 1–3. https://doi.org/10.1007/978-3-319-28099-8_524-1
- Kairys, A., & Liniauskaite, A. (2015). Time Perspective and Personality. *Time Perspective Theory; Review, Research and Application*, 99–113. https://doi.org/10.1007/978-3-319-07368-2_6
- Kalinić, Z., Marinković, V., Djordjevic, A., & Liebana-Cabanillas, F. (2019a). What drives customer satisfaction and word of mouth in mobile commerce services? A UTAUT2-based analytical approach. *Journal of Enterprise Information Management*, 33(1), 71–94. <https://doi.org/10.1108/jeim-05-2019-0136>
- Kalinić, Z., Marinković, V., Djordjevic, A., & Liebana-Cabanillas, F. (2019b). What drives customer satisfaction and word of mouth in mobile commerce services? A UTAUT2-based analytical approach. *Journal of Enterprise Information Management*, 33(1), 71–94. <https://doi.org/10.1108/jeim-05-2019-0136>
- Kang, J. W., & Namkung, Y. (2019). The information quality and source credibility matter in customers' evaluation toward food O2O commerce. *International Journal of Hospitality Management*, 78, 189–198. <https://doi.org/10.1016/j.ijhm.2018.10.011>
- Kaur, S., & Arora, S. (2020). Role of perceived risk in online banking and its impact on behavioral intention: trust as a moderator. *Journal of Asia Business Studies*, 15(1), 1–30. <https://doi.org/10.1108/jabs-08-2019-0252>
- Keller, P. K. K. L. (2021). *Marketing Management by Philip T. Kotler (2007–04-14)*. Pearson Learning Solutions; 1 edition (2007–04-14).
- Keng, C., Ting, H., & Chen, Y. (2011). Effects of virtual-experience combinations on consumer-related “sense of virtual community.” *Internet Research*, 21(4). <https://doi.org/10.1108/10662241111158308>
- Kim, E., Libaque-Saenz, C. F., & Park, M. C. (2018). Understanding shopping routes of offline purchasers: selection of search-channels (online vs. offline) and search-platforms (mobile vs. PC) based on product types. *Service Business*, 13(2), 305–338. <https://doi.org/10.1007/s11628-018-0384-7>
- Klicperová-Baker, M., Košťál, J., & Vinopal, J. (2015). Time Perspective in Consumer Behavior. *Time Perspective Theory; Review, Research and Application*, 353–369. https://doi.org/10.1007/978-3-319-07368-2_23
- Kwong, Goh See, Ryue, Ng Soo, Yi, Wong Shiun, & Chong Lilly, Chong. (2017). OUTSOURCING TO ONLINE FOOD DELIVERY SERVICES: PERSPECTIVE OF F&B BUSINESS OWNERS. *Journal of Internet Banking and Commerce*. Published.
- Li, H., & Wen, H. (2019). How Is Motivation Generated in Collaborative Consumption: Mediation Effect in Extrinsic and Intrinsic Motivation. *Sustainability*, 11(3), 640. <https://doi.org/10.3390/su11030640>

- LI, J., & Mo, W. (2015). The O2O Mode in Electronic Commerce. *Proceedings of the International Conference on Education, Management, Commerce and Society*. Published. <https://doi.org/10.2991/emcs-15.2015.50>
- Lind, D. A., Marchal, W. G., & Wathen, S. A. (2010). *Statistical Techniques in Business and Economics*. McGraw-Hill Education.
- Ling, K. C., Chai, L. T., & Piew, T. H. (2010). The Effects of Shopping Orientations, Online Trust and Prior Online Purchase Experience toward Customers' Online Purchase Intention. *International Business Research*, 3(3), 63. <https://doi.org/10.5539/ibr.v3n3p63>
- Momentum Works. (2021, January). *A deep dive into the Food Delivery Market in South East Asia (SEA) – Now and Post Coronavirus*.
- Monroe, K. B., & Lee, A. Y. (1999). Remembering versus Knowing: Issues in Buyers' Processing of Price Information. *Journal of the Academy of Marketing Science*, 27(2), 207–225. <https://doi.org/10.1177/0092070399272006>
- Mort, G. S., & Rose, T. (2004). The effect of product type on value linkages in the means-end chain: implications for theory and method. *Journal of Consumer Behaviour*, 3(3). <https://doi.org/10.1002/cb.136>
- Nickols, S. Y., & Fox, K. D. (1983). Buying Time and Saving Time: Strategies for Managing Household Production. *Journal of Consumer Research*, 10(2), 197. <https://doi.org/10.1086/208959>
- Nurdianasari, R., & Indriani, F. (2021). Study of Perceived online Convenience and Customer Satisfaction Toward Behavioral Intention. *International Journal of Economics, Business and Accounting Research (IJEBAAR)*, 5(2).
- Omotayo, F. O. (2018). Determinants of Continuance Intention to Use Online Shop in Nigeria. *Journal of Internet Banking and Commerce*, 23(2).
- Online Food Delivery-Indonesia: Statista market Forecast*. (2021). Statista. <https://www.statista.com/outlook/374/120/online-food-delivery/indonesia>.
- Padmavathy, C., Swapana, M., & Paul, J. (2019). Online second-hand shopping motivation – Conceptualization, scale development, and validation. *Journal of Retailing and Consumer Services*, 51, 19–32. <https://doi.org/10.1016/j.jretconser.2019.05.014>
- Parkin, M. (2010). *Economics*. Pearson.
- Pigatto, G., Machado, J. G. D. C. F., Negreti, A. D. S., & Machado, L. M. (2017). Have you chosen your request? Analysis of online food delivery companies in Brazil. *British Food Journal*, 119(3), 639–657. <https://doi.org/10.1108/bfj-05-2016-0207>
- Prabowo, G. T., & Nugroho, A. (2019). Factors that Influence the Attitude and Behavioral Intention of Indonesian Users toward Online Food Delivery Service by the Go-Food Application. *Proceedings of the 12th International Conference on Business and Management Research (ICBMR 2018)*. Published. <https://doi.org/10.2991/icbmr-18.2019.34>

- Prasetyo, Y. T., Tanto, H., Mariyanto, M., Hanjaya, C., Young, M. N., Persada, S. F., Miraja, B. A., & Redi, A. A. N. P. (2021). Factors Affecting Customer Satisfaction and Loyalty in Online Food Delivery Service during the COVID-19 Pandemic: Its Relation with Open Innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 76. <https://doi.org/10.3390/joitmc7010076>
- Prawira, N. A. (2020). An Empirical Study of Situational Factors Affecting the Online Impulsive Buying Behaviour: Moderated by Hedonic Shopping Values. *STUDY PROGRAM OF MANAGEMENT FACULTY OF ECONOMICS AND BUSINESS UNIVERSITAS PELITA HARAPAN JAKARTA*. Published.
- Rachmawati, A. D. (2020). Analisis Faktor yang Mempengaruhi Behavioral Intention pada Jasa Pesan Antar Makanan Menggunakan Structural Equation Modeling dengan Variable Mediasi Attitude Towards Online Food Delivery Service. *Xxxxxx*. Published.
- Rezaei, S., Shahijan, M. K., Amin, M., & Ismail, W. K. W. (2016). Determinants of App Stores Continuance Behavior: A PLS Path Modelling Approach. *Journal of Internet Commerce*, 15(4), 408–440. <https://doi.org/10.1080/15332861.2016.1256749>
- Roy, S. K., Shekhar, V., Lassar, W. M., & Chen, T. (2018). Customer engagement behaviors: The role of service convenience, fairness and quality. *Journal of Retailing and Consumer Services*, 44, 293–304. <https://doi.org/10.1016/j.jretconser.2018.07.018>
- Santhanamery, T., & Ramayah, T. (2018). Trust in the System: The Mediating Effect of Perceived Usefulness of the E-Filing System. *Integrated Series in Information Systems*, 89–103. https://doi.org/10.1007/978-3-319-59442-2_5
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business*. Wiley.
- Shankar, A., & Rishi, B. (2020). Convenience Matter in Mobile Banking Adoption Intention? *Australasian Marketing Journal*, 28(4), 273–285. <https://doi.org/10.1016/j.ausmj.2020.06.008>
- Solomon, M. R. (2005). *Consumer Behaviour*. Prentice Hall.
- The strategy and tactics of pricing: A guide to profitable decision making. (1995). *Long Range Planning*, 28(6). [https://doi.org/10.1016/0024-6301\(95\)91159-6](https://doi.org/10.1016/0024-6301(95)91159-6)
- Sugiyono. (2008). *Metode Penelitian Pendidikan: Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Susanto, P., Hoque, M. E., Hashim, N. M. H. N., Shah, N. U., & Alam, M. N. A. (2020). Moderating effects of perceived risk on the determinants–outcome nexus of e-money behaviour. *International Journal of Emerging Markets, ahead-of(ahead-of-print)*. <https://doi.org/10.1108/ijjem-05-2019-0382>
- Thaler, R. H. (2008). Mental Accounting and Consumer Choice. *Marketing Science*, 27(1). <https://doi.org/10.1287/mksc.1070.0330>

- Thamizhvanan, A., & Xavier, M. (2013). Determinants of customers' online purchase intention: an empirical study in India. *Journal of Indian Business Research*, 5(1), 17–32. <https://doi.org/10.1108/17554191311303367>
- Venkatesh, Morris, Davis, & Davis. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly*, 27(3), 425. <https://doi.org/10.2307/30036540>
- Venkatesh, Thong, & Xu. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36(1), 157. <https://doi.org/10.2307/41410412>
- Venkatesh, V., & Davis, F. D. (2000). A Theoretical Extension of the Technology Acceptance Model: Four Longitudinal Field Studies. *Management Science*, 46(2), 186–204. <https://doi.org/10.1287/mnsc.46.2.186.11926>
- Wang, P., & Li, H. (2019). Understanding the antecedents and consequences of the perceived usefulness of travel review websites. *International Journal of Contemporary Hospitality Management*, 31(3), 1086–1103. <https://doi.org/10.1108/ijchm-06-2017-0380>
- Wei, Z., Lee, M. Y., & Shen, H. (2018). What drives consumers in China to buy clothing online? Application of the technology acceptance model. *Journal of Textiles and Fibrous Materials*, 1. <https://doi.org/10.1177/2515221118756791>
- WHO Coronavirus (COVID-19) Dashboard. (2021). With Vaccination Data. https://covid19.who.int/?adgroupsurvey={adgroupsurvey}&gclid=Cj0KCQjwMCKBhDAARIsAG-2Eu8_rKWmoCNuaP4VQeUq-FqPFW_3d_94jbXFJ0W2mc5beR2jkUrj0saApfgEALw_wcB
- Williams, D. M., Rhodes, R. E., & Conner, M. T. (Eds.). (2018). Affective Determinants of Health Behavior. *Oxford Scholarship Online*. Published. <https://doi.org/10.1093/oso/9780190499037.001.0001>
- Wong, A. (2020). Consumer Perceptions of Service Convenience in Hedonic and Utilitarian Retail Settings in China. *Journal of International Consumer Marketing*, 33(4). <https://doi.org/10.1080/08961530.2020.1816866>
- Zanetta, L. D. 'A., Hakim, M. P., Gastaldi, G. B., Seabra, L. M. 'A. J., Rolim, P. M., Nascimento, L. G. P., Medeiros, C. O., & da Cunha, D. T. (2021). The use of food delivery apps during the COVID-19 pandemic in Brazil: The role of solidarity, perceived risk, and regional aspects. *The Use of Food Delivery Apps during the COVID-19 Pandemic in Brazil: The Role of Solidarity, Perceived Risk, and Regional Aspects*. Published. <https://doi.org/10.1016/j.foodres.2021.110671>
- Zhao, Y., & Bacao, F. (2020). What factors determining customer continuingly using food delivery apps during 2019 novel coronavirus pandemic period? *International Journal of Hospitality Management*, 91, 102683. <https://doi.org/10.1016/j.ijhm.2020.102683>