

## Daftar Pustaka

- Alhulail, H., Abareshi, A., & Dick, M. (2018). Factors that Impact Customers' Loyalty to Social Commerce Websites. *International Conference on Information Resources Management (CONF-IRM)*. <http://aiselaisnet.org/confirm2018/6>
- Ankur Joshi, Saket Kale, Satish Chandel, & D. K. Pal. (2015). Likert Scale: Explored and Explained. *British Journal of Applied Science & Technology*.
- APJII. (2022). *Profil Internet Indonesia 2022*.
- Bae, G. K., Lee, S. M., & Luan, B. K. (2023). The Impact of ESG on Brand Trust and Word of Mouth in Food and Beverage Companies: Focusing on Jeju Island Tourists. *Sustainability (Switzerland)*, 15(3). <https://doi.org/10.3390/su15032348>
- Beyari, H., & Abareshi, A. (2016). The conceptual framework of the factors influencing consumer satisfaction in social commerce. *The Journal of Developing Areas Tennessee State University College of Business Vol.50, No.6*, 365–376.
- Bougie, R. S. U. (2016). *Reserach Method for Business :A Skill Building Approach* (8th ed). WILEY.
- Busalim, A. H., & Hussin, A. R. C. (2016). Understanding social commerce: A systematic literature review and directions for further research. *International Journal of Information Management*, 36, 1075–1088.
- Butt, A., Suroor, M., Hameed, S., & Mehmood, K. (2021). Managing Customers: Analyzing the Relationship between Customer Personality, Customer Satisfaction and Willingness to Create WOM. *Journal of Entrepreneurship, Management, and Innovation*, 3(2), 305–330. <https://doi.org/10.52633/jemi.v3i2.79>
- Deni, M., Saputra, A., Widiartanto, &, Program, D., Bank, P. T., Persero, M. (, & Tbk, ). (2019). Pengaruh Structural Assurance dan Perceived Reputation Terhadap Purchase Intention Melalui Trust Pada Konsumen Tokopedia. *Jurnal Administrasi Bisnis*, 8(2), 111–120.
- Dharma, S. (2018). Manajemen Kinerja: Falsafah Teori dan Penerapannya. *Pustaka Pelajar Yogyakarta*.
- Dzulfaroh, A. N. (2023). *Indonesia Pengguna TikTok Terbesar Kedua di Dunia, Mengapa Aplikasi Ini Begitu Digemari? Halaman all - Kompas*. <https://www.kompas.com/tren/read/2023/01/19/200000065/indonesia-pengguna-tiktok-terbesar-kedua-di-dunia-mengapa-aplikasi-ini?page=all>
- Eldin, Dr. H. N., & Alhassan, Dr. A. (2023). The Effect of Corporate Social Responsibility on Customer Trust, Customer Satisfaction and Customer Loyalty: Uber service in Egypt. *Arab Journal of Administration*, 43(4), 0–0. <https://doi.org/10.21608/aja.2021.63579.1046>

- Fakhrudin, & Effendi, E. (2022). Pengaruh Keefektifan Komunikasi, Kualitas Layanan dan Kepercayaan Terhadap Komitmen Keterhubungan Pada Nasabah. *KOMUNIKAN*, 1(1), 1–20.
- Fang, Y., Qureshi, I., Sun, H., McCole, P., Ramsey, E., & Lim, K. H. (2014). Trust, Satisfaction and Online Repurchase Intention: The Moderating Role of Perceived Effectiveness of E-commerce Institutional Mechanisms. *MIS Quarterly*, 58, 407–427.
- Fauziah, N. (2022). *Deretan Negara Pengguna TikTok Terbesar, Indonesia Termasuk? - Celebrities*. <https://www.celebrities.id/read/deretan-negara-pengguna-tiktok-terbesar-indonesia-termasuk-g4T29U>
- Ginee Indonesia. (2021). *Kebiasaan Pengguna TikTok*. <https://ginee.com/id/insights/pengguna-tiktok/>
- Ginting, Y. M., Chandra, T., Miran, I., & Yusriadi, Y. (2023). Repurchase intention of e-commerce customers in Indonesia: An overview of the effect of e-service quality, e-word of mouth, customer trust, and customer satisfaction mediation. *International Journal of Data and Network Science*, 7(1), 329–340. <https://doi.org/10.5267/j.ijdns.2022.10.001>
- Grigoroudis, E., & Siskos, Y. (2010). Customer satisfaction evaluation: Methods for measuring and implementing service quality. In *New York: Springer US*.
- Gul, R. (2014a). The Relationship between Reputation, Customer Satisfaction, Trust, and Loyalty. *Journal of Public Administration and Governance*, 4(3), 368. <https://doi.org/10.5296/jpag.v4i3.6678>
- Gul, R. (2014b). The Relationship between Reputation, Customer Satisfaction, Trust, and Loyalty. *Journal of Public Administration and Governance*, 4(3), 368. <https://doi.org/10.5296/jpag.v4i3.6678>
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of Business Research*, 109, 101–110. <https://doi.org/10.1016/j.jbusres.2019.11.069>
- Hair, J. F., Hult, G. M., Ringle, C., & Sarstedt, M. (2016). A primer on partial least squares structural equation modeling (PLS-SEM). *Los Angeles: SAGE Publication*.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, Marko. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)*.
- Hair, J. F., Matthews, L. M., Matthews, R. L., & Sarstedt, M. (2017). PLS-SEM or CB-SEM: updated guidelines on which method to use “PLS-SEM or CB-SEM: updated guidelines on which method to use.” In *Organizational Research Methods, MIS Quarterly, and International Journal* (Vol. 1, Issue 2).

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019a). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019b). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hajli, N., Lin, X., Featherman, M., & Wang, Y. (2014). Social word of mouth: How trust develops in the market. *International Journal of Market Research*, 56(5), 673–689. <https://doi.org/10.2501/ijmr-2014-045>
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2022). Customer repurchase intention A general structural equation model. *European Journal of Marketing*.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Himawan, H. (2008). KEAMANAN TRANSAKSI E-COMMERCE DENGAN MENGGUNAKAN SMS. *Seminar Nasional Informatika*.
- Ibzan, E., Balarabe, F., & Jakada, B. (2016). *Consumer Satisfaction and Repurchase Intentions*. 6(2). [www.iiste.org](http://www.iiste.org)
- Icek, A., Madden, T. J., & Ellen, P. S. (1992). A Comparison of the Theory of Planned Behavior and the Theory of Reasoned Action. *Personality and Social Psychologybulletin*, 3–9.
- Jiang, G., Liu, F., Liu, W., Liu, S., Chen, Y., & Xu, D. (2021). Effects of information quality on information adoption on social media review platforms: moderating role of perceived risk. *Data Science and Management*, 1(1), 13–22. <https://doi.org/10.1016/j.dsm.2021.02.004>
- Kalamulloh, N. A. (2021). *Peluang Pajak E-Commerce dalam Pemulihan Ekonomi Pasca Pandemi - PAJAK.COM*. <https://www.pajak.com/pwf/peluang-pajak-e-commerce-dalam-pemulihan-ekonomi-pasca-pandemi/>
- Kim, D. J., Ferrin, D. L., & Rao, R. R. (2008). A trust-based consumer decision-making model in electronic commerce: the role of trust, perceived risk, and their antecedents. *Decision Support System*.
- Kim, M. (2022). How can I Be as attractive as a Fitness YouTuber in the era of COVID-19? The impact of digital attributes on flow experience, satisfaction, and behavioral intention. *Journal of Retailing and Consumer Services*, 64. <https://doi.org/10.1016/j.jretconser.2021.102778>

- Kim, S., & Park, H. (2013a). Effects of various characteristics of social commerce (s-commerce) on consumers' trust and trust performance. *International Journal of Information Management*, 33(2), 318–332.  
<https://doi.org/10.1016/j.ijinfomgt.2012.11.006>
- Kim, S., & Park, H. (2013b). Effects of various characteristics of social commerce (s-commerce) on consumers' trust and trust performance. *International Journal of Information Management*, 33(2), 318–332.  
<https://doi.org/10.1016/j.ijinfomgt.2012.11.006>
- Kong, Y., Wang, Y., Hajli, S., & Featherman, M. (2020). In Sharing Economy We Trust: Examining the Effect of Social and Technical Enablers on Millennials' Trust in Sharing Commerce. *Computers in Human Behavior*, 108.  
<https://doi.org/10.1016/j.chb.2019.04.017>
- KumparanTECH. (2022). *Survei: Social Commerce Makin Diminati, 86% Masyarakat Belanja Melalui Medsos / kumparan*.  
<https://kumparan.com/kumparantech/survei-social-commerce-makin-diminati-86-masyarakat-belanja-melalui-medsos-1yuQIZYCRn6/2>
- Kusuma, L., Rejeki, S., Robiyanto, R., & Irviana, L. (2020). Reputation system of c2c e-commerce, buying interest and trust. *Business: Theory and Practice*, 21(1), 314–321. <https://doi.org/10.3846/btp.2020.11559>
- Leninkumar, V. (2017). The Relationship between Customer Satisfaction and Customer Trust on Customer Loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4). <https://doi.org/10.6007/ijarbss/v7-i4/2821>
- Liao, C., Chen, J. L., & Yen, D. C. (2007). Theory of planning behavior (TPB) and customer satisfaction in the continued use of e-service: An integrated model. *Computers in Human Behavior*, 23(6), 2804–2822. <https://doi.org/10.1016/j.chb.2006.05.006>
- LoongChong, A. Y., Lacka, E. L. B., & Chan, H. K. (2018). The role of social media in enhancing guanxi and perceived effectiveness of E-commerce institutional mechanisms in online marketplace. *Information & Management*, 55(5), 621–632.
- Mcclain, C., Emily A, V., Andrew, P., Stella, S., & Lee, R. (2021). *The Internet and the Pandemic*. <https://www.pewresearch.org/internet/2021/09/01/the-internet-and-the-pandemic/>
- Meilatinova, N. (2021). Social commerce: Factors affecting customer repurchase and word-of-mouth intentions. *International Journal of Information Management*, 57. <https://doi.org/10.1016/j.ijinfomgt.2020.102300>
- Menon, D. (2022). Uses and gratifications of educational apps: A study during COVID-19 pandemic. *Computers and Education Open*, 3, 100076.  
<https://doi.org/10.1016/j.caeo.2022.100076>

- Naini, N. F., Sugeng Santoso, Andriani, T. S., Claudia, U. G., & Nurfadillah. (2022). The Effect of Product Quality, Service Quality, Customer Satisfaction on Customer Loyalty. *Journal of Consumer Sciences*, 7(1), 34–50. <https://doi.org/10.29244/jcs.7.1.34-50>
- Nugroho, A. T., Rofianto, W., Surjaatmadja, S., & Andriani, M. (2022). Faktor Pembentuk Brand Love, Word Of Mouth, Dan Repurchase Intention Atas Produk Hedonis: Telaah Pada Pelanggan Produk Gunpla Merek Bandai. *Jurnal Manajemen Strategi Dan Aplikasi Bisnis*, 4(2), 496–507. <https://doi.org/10.36407/jmsab.v4i2.441>
- Oraedu, C., Izogo, E. E., Nnabuko, J., & Ogba, I. E. (2021). Understanding electronic and face-to-face word-of-mouth influencers: an emerging market perspective. *Management Research Review*, 44(1), 112–132. <https://doi.org/10.1108/MRR-02-2020-0066>
- Pertiwi, W. K. (2020). *Mengenal Social Commerce, Fenomena Belanja lewat Media Sosial*. <https://t.me/kompascomupdate>
- Pop, R. A., Säpläcan, Z., Dabija, D. C., & Alt, M. A. (2022). The impact of social media influencers on travel decisions: the role of trust in consumer decision journey. *Current Issues in Tourism*, 25(5), 823–843. <https://doi.org/10.1080/13683500.2021.1895729>
- Popli, C. (2022). *Social Commerce (Social Media + E-Commerce): Denition & Examples*. <https://www.feedough.com/social-commerce/>
- Populix. (2022). *The Social Commerce Landscape in Indonesia*.
- Privasi, A. P., Dan, K., Terhadap, K., Untuk, N., Secara, B., Di, O., Bca, B., Deloca, M., Piupi, N., Claudia, D., Simanjuntak, Y., Veronita Br Sianipar, O., & Ariski, A. (2023). Analysis Of The Effect Of Privacy, Security, And Trust On The Intention To Transact Online At Bank BCA Medan. In *Management Studies and Entrepreneurship Journal* (Vol. 4, Issue 2). <http://journal.yrkipku.com/index.php/msej>
- Rahman, W. N. A., Mutum, D. S., & Ghazali, E. M. (2022). Consumer Engagement With Visual Content on Instagram: Impact of Different Features of Posts by Prominent Brands. *International Journal of E-Services and Mobile Applications*, 14(1). <https://doi.org/10.4018/IJESMA.295960>
- Safa, N. S., & von Solms, R. (2016). Customers repurchase intention formation in e-commerce. *SA Journal of Information Management*, 18(1). <https://doi.org/10.4102/sajim.v18i1.712>
- Said, A. A. (2023, January 20). BI Catat Transaksi E-Commerce Melambat Akibat Pandemi Mereda . *Katadata.Co.Id*. <https://katadata.co.id/agustiyanti/finansial/63ca2b6f752bb/bi-catat-transaksi-e-commerce-melambat-akibat-pandemi-mereda>

- Shekhar, R., & Jaidev, U. P. (2020). Antecedents of online purchase intention in the context of social commerce. In *Int. J. Applied Management Science* (Vol. 12, Issue 1).
- Suhartadi, K., & Nugraha, W. (2021). Internet Banking Service Quality: Building Satisfaction and Customer Trust. *International Journal of Social Science and Business*, 5(1), 52–59. <https://ejournal.undiksha.ac.id/index.php/IJSSB/index>
- T Truc, T. T., Tuan Ho Chi Minh, N. M., Thi Thao Truc, T., & Manh Tuan, N. (n.d.). The role of trust in information adoption in social commerce: A PLS approach. *City Open University Journal of Science*, 8(2), 47–64. <https://doi.org/10.46223/HCMCOUJS>
- Tiktok. (2023). *Kebijakan Privasi*. <https://www.tiktok.com/legal/page/row/privacy-policy/id-ID>
- Van der Sluis, F. (2022). A Conversationalist Approach to Information -ality inInformation Interaction and Retrieval. *IEEE International Conference on Program Comprehension*, 2022-March, 36–47. <https://doi.org/10.1145/nnnnnnnnnnnnnn>
- We Are Social. (2022). *WE ARE SOCIAL*.
- Wijaya, R., Farida, N., & Adriyansah. (2018). Determinants of repurchase intentions at online stores in Indonesia. *International Journal of E-Business Research*, 14(3), 95–111.
- Xiao, M. (2020). Factors Influencing eSports Viewership: An Approach Based on the Theory of Reasoned Action. *Communication and Sport*, 8(1), 92–122. <https://doi.org/10.1177/2167479518819482>
- Xu, F., Niu, W., Li, S., & Bai, Y. (2020). The Mechanism of Word-of-Mouth for Tourist Destinations in Crisis. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020919491>
- Yohansyah, F., & Rodhiah. (2022). PENGARUH E-WOM DAN PERSEPSI NILAI TERHADAPKEPUTUSAN PEMBELIANSHOPPEFOODDENGANMEDIASIKEPERCAYAAN. *Jurnal Manajerial Dan Kewirausahaan*, 4(1), 89–98.
- Zhang, Z., & Nuangjamnong, C. (2022). The Impact Factors toward Online Repurchase Intention: A case study of Taobao e-Commerce platform in China. In *International Research E-Journal on Business and Economics* (Vol. 7, Issue 2). <https://www.qianzhan.com/analyst/detail/220/220407-55e33cd2.html>