

DAFTAR PUSTAKA

- Ali, T. (2016). Factors deriving consumers' repurchase intention in online shopping: A Pakistani consumer's perspective. *International Journal of Management Sciences and Business Research*, 5(12).
- Alqueza, J. M., Bastasa, K. D. S., Resos, J. L., Sombilon, M. L. E. Y., Collamar, N. B., Maravilla, V. S., & Flores, J. G. (2022). Empirical-Based Model for Repurchase Intention among Fast-Food consumers in Cebu City, Philippines. *Asian Journal of Research in Business and Management*, 4(3), 100-110.
- Alshikhi, O. A., & Abdullah, B. M. (2018). Information quality: definitions, measurement, dimensions, and relationship with decision making. *European Journal of Business and Innovation Research*, 6(5), 36-42.
- Annur, C. M. (2020). Berapa Usia Mayoritas Pengguna Media Sosial di Indonesia? Databoks. <https://databoks.katadata.co.id/datapublish/2020/11/23/berapa-usiamayoritas-pengguna-media-sosial-di-indonesia>
- Aren, S., Güzel, M., Kabadayı, E., & Alpkın, L. (2013). Factors Affecting Repurchase Intention to Shop at the Same Website. *Procedia - Social and Behavioral Sciences*, 99, 536–544. doi:10.1016/j.sbspro.2013.10.523
- Bhattacharjee, A. (2001), "Understanding information systems continuance: an expectation confirmation model", *MIS Quarterly*, Vol. 25 No. 3, pp. 351-370.
- Bhattacharjee, A. and Lin, C.-P. (2015), "A unified model of IT continuance: three complementary perspectives and crossover effects", *European Journal of Information Systems*, Vol. 24 No. 4, pp. 364-373.
- Butcher, K., Sparks, B., & O'Callaghan, F. (2002). Effect of social influence on repurchase intentions. *Journal of Services Marketing*.
- CHA, S. S., & SHIN, M. H. (2021). The effect of delivery food on customer emotional response and repurchase intention. *The Korean journal of food & health convergence*, 7(2), 1-10.
- Chen. N., & Rau, P. L. P. (2014). Effects of trust on group buying websites in

- China. *International Journal of Human-Computer Interaction*, 30(8), 615-626.
- Chiu, C.-M., Hsu, M.-H., Lai, H., & Chang, C. -M. (2012). Re-examining the influence of trust on online repeat purchase intention: The moderating role of habit and its antecedents. *Decision support systems*, 53, 835-845.
- Chiu, Y. B., Lin, C. P., & Tang, L. L. (2005). Gender differs: assessing a model of online purchase intentions in e-tail service. *International journal of service industry management*, 16(5), 416-435.
- Cho, V., & Chan, D. (2021). How social influence through information adoption from online review sites affects collective decision making. *Enterprise Information Systems*, 15(10), 1562-1586.
- Dinev, T., & Hart, P. (2006). An extended privacy calculus model for e-commerce transactions. *Information System Research*, 17(1), 61-80.
- Duffy B.E., (2016). The romance of work: gender and aspirational labour in the digital culture industries. *Int. J. Cult. Stud.* 19 (4), 441-457.
- Elwalda, A.; Lü, K.; Ali, M. (2016). Perceived derived attributes of online customer reviews. *Comput. Hum. Behav.* 56, 306–319.
- Emily, H.T.Y., Balakrishnan, C., Yeap, J.A.L., Ganesan, Y., (2018). Male and female technology user' acceptance of on-demand services. *Global business and Management research: Int. J.* 10 (1), 105-126.
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American journal of theoretical and applied statistics*, 5(1), 1-4.
- Everard, A., Galletta, D.F., (2006). How presentation flaws affect perceived site quality, trust, and intention to purchase from an online store. *J. Manag. Inf. Syst.* 22 (3), 55- 95.
- Forsythe, S.M., Shi, B., (2003). Consumer patronage and risk perceptions in Internet shopping. *J. Bus. Res.* 56, 867-875.
- Garson, G. D. (2016). *Partial Least Squares: Regression & Structural Equation*

- Models. In Multi-Label Dimensionality Reduction.
- Gefen, D., Karahanna, E., & Straub, D. W. (2003). Trust and TAM in online shopping: an integrated model. *MIS Quarterly*, 27(1), 51-90.
- Gefen, D., Straub, D.W., Rigdon, E.E., (2011). Editor's comments: an update and extension to SEM guideline for administrative and social science research. *MIS Q.* 35 (2), III-XIV.
- Gentry, L., Calantone, R., 2002. A comparison of three models to explain shop-bot use on the web. *Psychol. Mark.* 19 (11), 945-956.
- Ghalandari, K. (2012). The effect of performance expectancy, effort expectancy, social influence and facilitating conditions on acceptance of e-banking services in Iran: The moderating role of age and gender. *Middle-East Journal of Scientific Research*, 12(6), 801-807.
- Ghozali, I. (2014). *Aplikasi smart PLS*. Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2015). *Partial Least Squares: Konsep, teknik dan aplikasi menggunakan program SmartPLS 3.0*. In Badan Penerbit Undip.
- Gupta, V. and Sajjani, M. (2019), "Risk and benefit perceptions related to wine consumption and how it influences consumers' attitude and behavioural intention in India", *British Food Journal*, Vol. 122 No. 8.
- Gupta, V., & Duggal, S. (2021). How the consumer's attitude and behavioural intentions are influenced: A case of online food delivery applications in India. *International Journal of Culture, Tourism and Hospitality Research*, 15(1), 77-93.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis (8th Edition ed.)*. United Kingdom: Cengage Learning
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European business review*, 31(1), 2-24.
- Hamdhi, A. (2022). Riset: Permintaan Layanan Pesan Antar Makanan Tetap Tinggi Pasca Pandemi. *Industri Kontan*. <https://industri.kontan.co.id/news/riset-permintaan-layanan-pesan-antar-makanan-tetap-tinggi-pasca-pandemi>

- Hayes, A. (2023). Gross merchandise value (GMV): Definition, Formula, Pros and Cons, and Example. Investopedia.
<https://www.investopedia.com/terms/g/gross-merchandise-value.asp>
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer Repurchase Intention : A general structural equation model. *European Journal of Marketing*. 37(11/12), 1762-1800.
- Henseler, J., Risher, J.J., Sarstedt, M., Ringle, C.M., 2015. A new criterion for assessing discriminant validity in variance-based structural equation modelling. *J. Acad. Market. Sci.* 43(1), 115-135.
- Hu, Z., Ding, S., Li, S., Chen, L., Yang, S., 2019. Adoption intention of fintech services for bank users: an empirical examination with an extended technology acceptance model. *Symmetry* 11 (3), 340-355.
- Hurtabarat, D. 2020. Oknum Driver Gojek Diduga Tipu Pemesan Go Food hingga Rp 9 Juta. *Liputan6*. <https://www.liputan6.com/news/read/4153892/oknum-driver-gojek-diduga-tipu-pemesan-go-food-hingga-rp-9-juta>
- Jaiswal, S., Sharma, N., & Ashwini, K. (2019). Food War: It's Effect on Gen Y and Z. *Global Journal of Enterprise Information System*, 11(4), 8–18.
- Japutra, A., Keni, K., & Nguyen, B. (2015). The impact of brand logo identification and brand logo benefit on Indonesian consumers' relationship quality. *Asia-Pacific Journal of Business Administration*, 7(3), 237-252.
- Jarvenpaa, S. L., Tractinsky, N., & Vitale, M. (2000). Consumer trust in an Internet store. *Information technology and management*, 1, 45-71.
- Jiménez, N., & San-Martín, S. (2017). Attitude toward m-advertising and m-repurchase. *European Research on Management and Business Economics*, 23(2), 96-102.
- Kian, T.P., Loong, A.C.W., Fong, S.W.L., (2018). Customer purchase intention on online grocery shopping. *Int. J. Acad. Res. Bus. Soc. Sci.* 8 (12), 1579–1595.
- Kim, H., Song, J., 2010. The Quality of word-of mouth in the online shopping mall. *J. Res. Indian Med.* 4 (4), 376-390.

- Kim, S.; Park, H. (2013). Effects of various characteristics of social commerce (s-commerce) on consumers' trust and trust performance. *Int. J. Inf. Manag.* 33, 318– 332.
- Kim, T.T., Kim, W.G., Kim, H.B., 2009. The effects of perceived justice on recovery satisfaction, trust, word-of-mouth, and revisit intention in upscale hotels. *Tourism Manag.* 30 (1), 51–62.
- Kim, W. G., and Lee, H. Y. (2005). Comparison of web service quality between online travel agencies and online travel suppliers. *Journal of Travel & Tourism Marketing*, 17, 2, 105–116.
- Kotler, P., Kartajaya, H., Setiawan, I., 2016. *Marketing 4.0: Moving from Traditional to Digital*. John Wiley & Sons, Hoboken, NJ.
- Lau, T.C., David, N.C.Y., 2019. Online food delivery services: making food delivery the new normal. *Journal of Marketing Advance and Practices* 1 (1), 64–79.
- Lee, S. W., Sung, H. J., & Jeon, H. M. (2019). Determinants of continuous intention on food delivery apps: extending UTAUT2 with information quality. *Sustainability*, 11(11), 3141.
- Lee, S., Yeom, B., Kim, Y., & Cho, J. (2019). Layer-by-layer assembly for ultrathin energy-harvesting films: Piezoelectric and triboelectric nanocomposite films. *Nano energy*, 56, 1-15.
- Lee, S.W., Sung, H.J., Jeon, H.M., (2019). Determinants of continuous intention on food delivery apps: extending UTAIT2 with Information quality. *Sustainability* 11 (11), 1 – 15.
- Lewicki, R. J., & Wiethoff, C. (2000). Trust, trust development, and trust repair. *The handbook of conflict resolution: Theory and practice*, 1(1), 86-107.
- Lim, X. J., Aw, E. C. X., & Teoh, K. G. C. (2018). Factors Influencing Repurchase Intention in Online Shopping Context: the Mediating Role of Satisfaction. *Journal of Applied Structural Equation Modeling*, 2(1), 29-43.
- Lim, X. J., Aw, E. C., & Teoh, K. G. (2018). Factors influencing repurchase intention in online shopping context: The mediating role of satisfaction.

- Journal of Applied Structural Equation Modeling, 2(1), 29-43.
- Limsarun, T., Navavongsathian, A., Vongchavalitkul, B., & Damrongpong, N. (2021). Factors Affecting Consumer's Loyalty in Food Delivery Application Service in Thailand. *The Journal of Asian Finance, Economics and Business*, 8(2), 1025-1032. *Manag. 4 (1)*, 37–47.
- Mao, Z., & Lyu, J. (2017). Why travelers use Airbnb again? An integrative approach to understanding travelers' repurchase intention. *International Journal of Contemporary Hospitality Management*.
- Mazzini, M., Rohani, M., Salwana, H., (2016). Online purchase behavior of generation Y in Malaysia. *Procedia Economics and Finance* 37, 292–298. s Conference. March, Houston, TX, pp. 106–114. S
- Mey, (2022). Kecewa dengan CS dan Sistem Gojek. *MediaKonsumen*. <https://mediakonsumen.com/2022/07/06/surat-pembaca/kecewa-dengan-cs-dan-sistem-gojek>
- Moslehpour, M., Wong, K.W., Pham, K.V., & Aulia, C.K. (2017). Repurchase intention of Korean beauty products among Taiwanese consumers. *Asia Pacific Journal of Marketing and Logistics*, 29(3), 569-588.
- Nabila, M. (2023). Momentum Works: GrabFood Pimpin Pasar “Food Delivery” di Asia Tenggara 3 Tahun Berturut-Turut. *Dailysocial*. <https://dailysocial.id/post/momentum-works-grabfood-pimpin-pasar-food-delivery-di-asia-tenggara-3-tahun-berturut-turut>
- Ngoc, T.H., Thi, L.H.N., Thi, P.L.N., Thanh, D.N. (2019). The effect of trust on consumers' online purchase intention: An integration of TAM and TPB. *Management science Letters*, 9(9), 1451-1460.
- Nida, R., Shameem, S., Muhammad, S., Kamran, Y.S., (2018). The impact of website designing factors on online purchase intention: evidence from fashion brands. *IUP J. Mark. Manag.* 17 (1), 53-72.
- Oroh, C. R., & Rumokoy, F. S. (2015). The influence of perceived ease of use, perceived usefulness and trust on repurchase intention of Lion Air e-ticket. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 3(3).

- Pandiangan, S. M. T., Resmawa, I., Simanjuntak, O. D. P., Sitompul, P. N., & Jefri, R. (2021). Effect of E-Satisfaction on Repurchase Intention in Shopee User Students. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 4(4), 7785-7791.
- Park, C.H., & Kim, Y. G. (2003). Identifying Key Factors Affecting Consumer Purchase Behavior In An Online Shopping Context. *International Journal of Retail & Distribution Management*, Vol.31, No.1, pp.16-29.
- Pereay Monsuwé, T., Dellaert, B.G. and De Ruyter, K., (2004). What drives consumers to shop online? A literature review. *International journal of service industry management*, 15(1), pp.102-121.
- Pires, G., Stanton, J., Eckford, A., (2004). Influences on the perceived risk of purchasing online. *J. Consum. Behav.* 4 (2), 118-131.
- Prastiwi, S. K., & Iswari, P. W. (2019). The Roles of Trust within Information Quality and Price to Engage Impulsive Buying Behaviour to Generate Customer's Repurchase Intention: A Case of M-Commerce in Indonesia (GoFood). *KnE Social Sciences*, 446-462.
- Punuindoong, D. H. F., & Syah, T. Y. R. (2020). Affecting Factors over Repurchase Shop Intention at E-Commerce Industry. *Journal of Multidisciplinary Academic*, 4(2), 77-81.
- Purnami, N.M, & Nurcya, I.N. (2015). Pengaruh E-Trust, Perceived Usefulness, and E- Satisfaction Terhadap Online Repurchase Intention. Seminar Nasional Sains and Teknologi (Senastek), Denpasar, Bali.
- Rahmi, S., Ilyas, G. B., Tamsah, H., & Munir, A. R. (2022). Perceived risk and its role in the influence of brand awareness on purchase intention: study of Shopee users. *Jurnal Siasat Bisnis*, 97-109.
- Ramos, K. (2022). Factors influencing customers' continuance usage intention of food delivery apps during COVID-19 quarantine in Mexico. *British Food Journal*, 124(3), 833-852.
- Riaz, H., Davidaviciene, V., Ahmed, H., & Meidute-Kavaliauskiene, I. (2022). Optimizing customer repurchase intention through cognitive and affective experience: An insight of food delivery applications. *Sustainability*, 14(19),

12936.

- Roh, M. and Park, K. (2018), "Adoption of O2O food delivery services in South Korea: the moderating role of moral obligation in meal preparation", *International Journal of Information Management*, Vol. 47, pp. 262-273.
- Rubio, N., Oubiña, J., & Villaseñor, N. (2014). Brand awareness-Brand quality inference and consumer's risk perception in-store brands of food products. *Food Quality and Preference*, 32(PC), 289–298.
- Saad, A.T. (2020), "Factors affecting online food delivery service in Bangladesh: an empirical study", *British Food Journal*, Vol. 123 No. 2, pp. 535-550, doi: 10.1108/BFJ-05-2020-0449.
- Sari, F. 2020. Pembobolan Saldo Gopay, antara Hacker, Kelengahan Korban dan Perusahaan. *KeuanganKontan*.
<https://keuangan.kontan.co.id/news/pembobolan-saldo-gopay-antara-hacker-kelengahan-korban-dan-perusahaan>
- Saroh, D. N. (2020). Layanan GoFood Terbaik di Dunia, Kominfo: Semoga Bisa Dicontoh. JPNN. <https://www.jpnn.com/news/layanan-gofood-terbaik-di-dunia-kominfo-semoga-bisa-dicontoh?page=2>
- Sawitri, N. L. P. W., & Giantari, I. G. A. K. (2020). The role of trust mediates the effect of perceived ease of use and perceived usefulness on online repurchase intention. *American Journal of Humanities and Social Sciences Research (AJHSSR)*, 4(1), 374-381.
- Schiffman, G. L., & Kanuk, L. L. (2010). *Consumer behavior* (10th Ed.). New Jersey: Prentice Hall.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business : a skill-building approach* (Seventh Ed). John Wiley & Sons.
- Shahzad, A.K., Yan, L., Sumaira, S., 2015. An empirical study of perceived factors affecting customer satisfaction to Re-purchase intention in online stores in China. *J. Serv. Sci. Manag.* 8 (3), 291-305.
- Shim, S., Eastlick, M.A., Lotz, S.L., Warrington, P., 2001. An online prepurchase intentions model: the role of intention to search. *J. Retailing* 77 (3), 397–416.

- Shin, J. I., Chung, K. H., Oh, J. S., & Lee, C. W. (2013). The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea. *International Journal of Information Management*, 33(3), 453–463. doi:10.1016/j.ijinfomgt.2013.02.003
- Sirdeshmukh, D., Singh, J., & Sabol, B. (2002). Consumer trust, value, and loyalty in relational exchanges. *Journal of Marketing*, 66(1), 15-37.
- Spears, R. (2021). Social influence and group identity. *Annual Review of Psychology*, 72(1), 367-390.
- Sugiyono. (2015). *Metode Penelitian dan Pengembangan Pendekatan Kualitatif, Kuantitatif, dan R&D*. Alfabeta.
- Sugiyono. (2015). Sugiyono, *Metode Penelitian dan Pengembangan Pendekatan Kualitatif, Kuantitatif, dan R&D*, (Bandung: Alfabeta, 2015), 407 1. *Metode Penelitian Dan Pengembangan Pendekatan Kualitatif, Kuantitatif, Dan R&D*.
- Sullivan, Y. W., & Kim, D. J. (2018). Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39, 199-219.
- Surahman, S., Ariyanti, E. W., Mailhan, A. A., & Lestari, I. D. (2021). Repurchase Intention Analysis through Satisfaction and Trust of Shopee Users. *Interdisciplinary Social Studies*, 1(3), 305-312.
- Tho, N. X., Lai, M. T., & Yan, H. (2017). The effect of perceived risk on repurchase intention and word-of-mouth in the mobile telecommunication market: A case study from Vietnam. *International Business Research*, 10(3), 8-19.
- Tho, N. X., Lai, M. T., & Yan, H. (2017). The effect of perceived risk on repurchase intention and word-of-mouth in the mobile telecommunication market: A case study from Vietnam. *International Business Research*, 10(3), 8-19.
- Thoe, T. G. P. P., & Berlianto, M. P. (2022). ANTESEDEN YANG MEMPENGARUHI REPURCHASE INTENTION PADA APLIKASI LAYANAN PESAN ANTAR MAKANAN (STUDI PADA GOFOOD). *Ultima Management: Jurnal Ilmu Manajemen*, 14(1), 60-82.

- Tien, D., Rivas, A., Liao, Y., (2019). Examining the influence of customer-to-customer electronic word-of-mouth on purchase intention in social networking sites. *Asia Pac. Manag. Rev.* 24(2019), 238-249.
- Trivedi, S. K., & Yadav, M. (2018). Predicting online repurchase intentions with e-satisfaction as mediator: a study on Gen Y. *VINE Journal of Information and Knowledge Management Systems*.
- Van der Heijden, H., Verhagen, T., & Creemers, M. (2003). Understanding online purchase intentions: contributions from technology and trust perspectives. *European journal of information systems*, 12(1), 41-48.
- Venkatesh, V., Thong, J.Y.L. and Xu, X. (2012), "Consumer acceptance and use of information technology: extending the unified theory of acceptance and use of technology", *MIS Quarterly*, Vol. 36 No. 1, p. 157.
- Venkatesh, V.; Thong, J.Y.L.; Xu, X. (2016). Unified theory of acceptance and use of technology: A synthesis and the road ahead. *J. Assoc. Inf. Syst.* 17, 328–376.
- Wafiyah, R. S., & Kusumadewi, N. M. W. (2021). The effect of perceived usefulness, perceived ease of use, and trust on repurchase intention on E-commerce Shopee. *IJSET-International Journal of Innovative Science, Engineering & Technology*, 8(7), 428-434.
- Wang, E.S.T., Chu, Y.H., (2020). Influence of consumer's long-term orientation and safety consciousness on intention to repurchase certified functional foods. *J. Food Prod. Market.* 26 (4), 247-261.
- Wen, C., Prybutok, V. R., & Xu, C. (2011). An integrated model for customer online repurchase intention. *Journal of Computer information systems*, 52(1), 14-23.
- Wilson, N. (2019). The impact of perceived usefulness and perceived ease-of-use toward repurchase intention in the Indonesian e-commerce industry. *Jurnal Manajemen Indonesia*, 19(3), 241-249.
- Wilson, N., & Keni, K. (2018). Pengaruh Website Design Quality dan Kualitas Jasa terhadap Repurchase Intention: Variabel Trust Sebagai Variabel Mediasi. *Jurnal Manajemen dan Pemasaran Jasa*, 11(2), 291-310.

- Wu, I. L., Chiu, M. L., & Chen, K. W. (2020). Defining the determinants of online impulse buying through a shopping process of integrating perceived risk, expectationconfirmation model, and flow theory issues. *International Journal of Information Management*, 52(May 2019), 102099.
- Wulandari, D. (2021). Begini Perilaku Gen Z dalam Menggunakan Layanan Digital. Mix. <https://mix.co.id/marcomm/news-trend/begini-perilaku-gen-z-dalam-menggunakan-layanan-digital/>
- Yeo, S. F., Tan, C. L., Teo, S. L., & Tan, K. H. (2021). The role of food apps servitization on repurchase intention: A study of FoodPanda. *International Journal of Production Economics*, 234, 108063.
- Yeo, V. C. S., Goh, S. K., & Rezaei, S. (2017). Consumer experiences, attitude and behavioral intention toward online food delivery (OFD) services. *Journal of Retailing and Consumer services*, 35, 150-162.
- Zarrad, H., Debabi, M., (2012). Online purchasing intention: factors and effects. *Int. Bus.*
- Zhang, L., Tan, W., Xu, Y., & Tan, G. (2012). Demension of consumers' perceived risk and their influences on online consumer's purchase behavior. *Communications in information science and management engineering (CISME)*, 2(7), 8-14.
- Zhang, Y., Fang, Y., Wei, K. K., Ramsey, E., McCole, P., & Chen, H. (2011). Repurchase intention in B2C e-commerce – A relationship quality perspective. *Information and Management*, (48(6), 192 – 200.
- Zhou, H., Li, L., (2020). The impact of supply chain practices and quality management on firm performance: evidence from China's small and medium manufacturing.