

DAFTAR PUSTAKA

- Adji, J., & Samuel, H. (2014). Pengaruh Satisfaction Dan Trust Terhadap Minat Beli Konsumen (Purchase Intention) Di Starbucks The Square Surabaya. *Jurnal Manajemen Pemasaran Petra*, 2(1), 1-10
- Amin, S. (2014). User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust. *Nankai Business Review International*, 5 (3), 258 – 274
- Anuwichanont, J. Dan Mechinda, P. (2016). The Impact Of Perceived Value On Spa Loyalty And Its Moderating Effect Of Destination Equity. *Journal Of Business & Economics Research*. Vol. 7, No. 12, Hal. 75-90.
- Ariningsih, E. 2009. Konsumsi dan Kecukupan Energi dan Protein Rumah Tangga Di Indonesia. *Analisa Data SUSENAS 1999, 2002, 2007*, XIX(2), 23-29
- Arshad, R. (2014) Perceived Service Quality and Customer Satisfaction with Mediating Effect of Purchase Intention. *Academy of Contemporary Research Journal*, 8(2), 40-49.
- Asyari, A.H. (2014). Pengaruh Value Dan Trust Terhadap Behavioral Loyalty (Studi Pada Konsumen Sepeda Motor Honda Di Banjarmasin). *Kindai*. Vol. 10, No. 1, Hal. 1-12.
- Auditya, A. & Hidayat, Z. (2021). Netflix in Indonesia: Influential Factors on Customer Engagement among Millenials' Subscribers. *Journal of Distribution Science* 19(1), pp.89-103.
- Aydin, G. (2016). Adoption of Mobile Payment Systems: A Study on Mobile Wallets. *Pressacademia*, 5(1), 73–73.

- Bagla, R.K., & Sancheti, V. (2018). Gaps in Customer Satisfaction with Digital Wallets: Challenge for Sustainability. *Journal of Management Development*.
- Baskara, I Made Arya dan I Putu Gde Sukaatmadja. (2016). Pengaruh Online Trust dan Perceived Enjoyment Terhadap Online Shopping Satisfaction dan Repurchase Intention Lazada Indonesia. *E-Jurnal Manajemen Unud*, 5 (11):7214-7244.
- Bugembe, J. (2010). Perceived Usefulness, Perceived Ease Of Use, Attitude And Actual Usage Of A New Financial Management System. Dissertation. Makerere University
- Cha, J. (2011). Exploring the Internet as A Unique Shopping Channel to Sell Both Real and Virtual Items: A Comparison of Factors Affecting Purchase Intention and Consumer Characteristics. *Journal of Electronic Commerce Research*, 12(2), 115-132
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches* (4th ed.). Thousand Oaks, CA: Sage.
- Cronin, J. J., Jr., Brady, M. K., & Hult, G. T. M. (2000). Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments. *Journal of Retailing*, 76(2), 193–218.
- Davis, B., & Warshaw. (1989). User Acceptance of Computer Technology: A Comparison Of Two Theoretical Models. *Management Science* (online), 35(8), 982.

- Ekawanto, I. & Kristaung, R. (2015). Perbedaan Efek Tingkat Perlakuan Istimewa Yang Berhubungan Dengan Pendapatan: Sebuah Studi Empiris Pada Pelanggan Toko Serba Ada, *Jurnal Manajemen dan Pemasaran Jasa*, 8(2), 165-182.
- Hair, J. F., Hult, G. T. M., Ringle, C., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. In Sage Publications.
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Gudergan, S. P. (2018). *Advanced issues in partial least squares structural equation modeling (PLS-SEM)*. Thousand Oaks, CA: Sage
- Hair, J. F., Sarstedt, M., & Ringle, C. M. (2019). Rethinking some of the rethinking of partial least squares. *European Journal of Marketing*, 53(4), 566–584.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *A primer on partial least squares structural equation modeling (PLS-SEM) (3rd ed.)*. Thousand Oaks, CA: Sage.
- Hansemark, O.C. and Albinsson, M. (2004), "Customer satisfaction and retention: the experiences of individual employees", *Managing Service Quality: An International Journal*, Vol. 14 No. 1, pp. 40-57.
- Hellier, P.K., Geursen, G.M., Carr, R.A. and Rickard, J.A. (2003), "Customer repurchase intention: A general structural equation model", *European Journal of Marketing*, Vol. 37 No. 11/12, pp. 1762-1800.
- Ishaq M. (2011). Perceived Value, Service Quality, Corporate Image And Customer Loyalty : Empirical Assessment From Pakistan. *Serbian Journal Of Management*, 7 (1), 25-36.

- Jahangir, N. and Begum, N. (2008) The Role of Perceived Usefulness, Perceived Ease of Use, Security and Privacy, and Customer Attitude to Engender Customer Adaptation in the Context of Electronic Banking. *African Journal of Business Management*, 2, 32-40.
- Javed F., Cheema S. (2017). Customer Satisfaction And Customer Perceived Value And Its Impact On Customer Loyalty: The Mediational Role Of Customer Relationship Management. *Journal Of Internet Banking And Commerce*, 22 (S8), 1- 14.).
- Kassim, A.W., Igau, O.A., & Harun A. (2014). Mediating Effect of Customer Satisfaction on Perceived Product Quality, Perceived Value, and Their Relation to Brand Loyalty. *International Journal of Research in Management & Business Studies*, 1(2), 13-18.
- Kotler, Philip. 2012. *Manajemen Pemasaran Edisi 13, Bahasa Indonesia Jilid 1 dan 3 Cetakan*. Jakarta: Rajawali
- Lin, Chwen-Yea., Kwoting Fang and Chien-Chung Tu, (2010). Predicting Consumer Repurchase Intentions to Shop Online. *Journal of Computers*, 5(10):1527-1533.
- Lin, L. (2010), "The relationship of consumer personality trait, brand personality and brand loyalty: an empirical study of toys and video games buyers", *Journal of Product & Brand Management*, Vol. 19 No. 1, pp. 4-17.
- Mandasari, I. A. C. S., & Giantari, I. G. A. K. (2017). Pengaruh perceived usefulness, perceived ease of use, dan kualitas layanan terhadap kepuasan untuk membangun loyalitas. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*, 10 (6), 3637–3664.

- McDougall, G.H.G. and Levesque, T. (2000) Customer Satisfaction with Services: Putting Perceived Value into the Equation. *Journal of Services Marketing*, 14, 392-410.
- Norhermaya, Y. A., & Soesanto, H. (2016). Analisis pengaruh kepuasan pelanggan terhadap kepercayaan dan loyalitas pelanggan untuk meningkatkan minat beli ulang (studi pada online store lazada.co.id). *Diponegoro Journal of Management*, 5(3), 1–13.
- Park, S., Kang, S., & Zo, H. (2016). Analysis Of Influencing Factors On The IPTV Subscription, Focused On The Moderation Role Of User Perceived Video Quality. *Information Technology & People*, pp. 419-443.
- Peter, P. J., & Olson, J. C. (2010). *Consumer Behavior and Marketing Strategy*. McGraw-Hill Irwin.
- Picon-Berjoyo, A., Ruiz-Moreno, C. Dan Castro, I. 2016. A Mediating And Multigroup Analysis Of Customer Loyalty. *European Management Journal*. Vol. 34, No. 6, Hal. 1-13.
- Puschel, J. & Al. (2010). Mobile Banking: Proposition of an Integrated Adoption Intention Framework, *International Journal of Bank Marketing*, Vol 28, N°5, 389-409.
- Ramseook-Munhurrun, P., Seebaluck, V. N., & Naidoo, P. (2015). Examining the structural relationships of destination image, perceived value, tourist satisfaction and loyalty: case of Mauritius. *Procedia-Social and Behavioral Sciences*, 175, 252-259.

- Sarstedt, M., Ringle, C. M., Henseler, J., & Hair, J. F. (2014). On the emancipation of PLS-SEM: A commentary on Rigdon (2012). *Long Range Planning*, 47, 154–160.
- Sekaran, U. and Bougie, R. (2016) *Research Methods for Business: A Skill-Building Approach*. 7th Edition, Wiley & Sons, West Sussex.
- Shanmugam, A., Savarimuthu, M.T. Dan Wen, T.C. (2014). Factors Affecting Malaysian Behavioral Intention To Use Mobile Banking With Mediating Effects Of Attitude. *Academic Research International*. Vol. 5, No. 2, Hal. 236- 253.
- Tambunan, Samuel dan Wiwik Handayani, (2017). Minat Beli Ulang Kartu Perdana Nomor Cantik Simpati (Studi Dicomtech Shop Surabaya). *Manajemen Bisnis*, 1 (1):85-92.
- Tseng, C.H., Kuo, H.C. and Chen, J.M. (2013) The Relationship among Advertisement, Electronic Word of Mouth, and Purchase Intention of Virtual Community Members. *Proceedings for the Northeast Region Decision Sciences Institute*.
- Trisnawati, Ella, Agus Suroso dan Untung Kumorohadi, (2012). Analisis dari faktor-faktor kunci niat pembelian kembali secara online (Studi Kasus pada Konsumen Fesh Shop). *Jurnal Bisnis dan Ekonomi (JBE)*, 19 (2):126-141.
- Venkatesh, V, (2000). Determinants of Perceived Ease of Use: Integrating Control, Intrinsic Motivation, and Emotion into the Technology Acceptance Model. *Information Systems Research*, 11 (4):342–365.

- Wang, E.S., & Nicole Pei-Yu Chou, (2014). Consumer Characteristics, Social Influence, and System Factors on Online Group-Buying Repurchasing Intention. *Journal of Electronic Commerce Research*,15.
- Wu, Jen-Her, & Wang, Shu-Ching, (2005). What Drives Mobile Commerce? An Empirical Evaluation of the Revised Technology Acceptance Model. Elsevier, *Information dan Management*, 42.
- Yang, H., Yu, J., Zo, H., & Choi, M, (2016). User Acceptance of Wearable Devices: An Extended Perspective of Perceived Value. *Telematics and Informatics*, 33(2), 256-269.
- Yosepha Pusparisa. (2020b). Saat Bioskop Tak Beroperasi, Ini Hiburan Pilihan Masyarakat. <https://databoks.katadata.co.id/datapublish/2020/11/23/saat-bioskop-tak-beroperasi-inihiburan-pilihan-masyarakat>
- Yu, J., Lee, H., Ha, I., & Zo, H. (2017). User Acceptance of Media Tablets: An Empirical Examination of Perceived Value. *Telematics and Informatics*, 34(4), 206-223