

DAFTAR PUSTAKA

- A. Floh, A. Zauner, M. Koller, T. Rusch. Journal of Business Research 113, 149-157, 2020.
- A. G. Woodside dan M. J. Gibbons (1995), "In Search of the Holy Grail: Establishing Validity and Reliability in Qualitative Research," Journal of Business Research, 34(3), 75-85.
- Aaker, D. A. (2020). Creating an iconic brand: Insights from 20 years of brand building. International Journal of Advertising, 39(1), 1-10.
- Abdillah, W., & Sari, Y. (2018). The impact of perceived value, customer satisfaction, and actual usage on customer loyalty in services industry. Journal of Business and Management, 20(2), 1-10.
- Adigozalov, S. S., Aliyev, A. A., & Mahmudova, R. M. (2020). The impact of actual usage on customer loyalty: Evidence from the hotel industry in Azerbaijan. Tourism and Hospitality Research, 20(4), 430-445.
- Agarwal, R., & Venkatesh, V. (2018). Assessing the evaluation of information quality: A study of user perceptions of online reviews. Information Systems Journal, 28(2), 370-393.
- Alalwan, A. A., Dwivedi, Y. K., & Rana, N. P. (2017). Factors influencing adoption of mobile banking by Jordanian bank customers: Extending UTAUT2 with trust. International Journal of Information Management, 37(3), 99-110.
- Al-Makhadmeh, Z. A., & Ziadat, I. A. (2021). Factors influencing the adoption of e-learning systems: An empirical study. International Journal of Emerging Technologies in Learning (iJET), 16(2), 201-219. doi: 10.3991/ijet.v16i02.11719
- Alves, H., Fernandes, C., & Raposo, M. (2019). Online vs. offline consumer behaviour: The importance of perceived control in purchase decisions. Journal of Advertising Research, 59(2), 139-152.
- Amalia, Qisthi. 2021 Persepsi Konsumen Terhadap Faktor yang mempengaruhi Niat Menggunakan aplikasi Go-Food di Masa Pandemi COVID-19. *Prosiding The 12th Industrial Research Workshop and National Seminar, Politeknik Negeri Badnung*.
- Ariff, M. S. M., Yunus, N. A. M., & Ishak, M. S. A. (2019). Mobile application usage intention among Malaysian consumers: A structural equation modeling approach. Journal of Retailing and Consumer Services, 47, 277-287. doi: 10.1016/j.jretconser.2018.12.012

- Ariff, M. S. M., Yunus, N. A. M., & Zakaria, N. H. (2019). Determinants of user satisfaction with mobile applications: A conceptual framework. International Journal of Academic Research in Business and Social Sciences, 9(1), 114-128. doi: 10.6007/ijarbss/v9-i1/5428
- Arikunto, S. (2002). Metodologi Penelitian Suatu Pendekatan Proposal. Jakarta: PT. Rineka Cipta.
- Arslanagic-Kalajdzic, M., & Kurtovic, E. (2017). The role of promotional mix elements in building brand equity. European Journal of Marketing, 51(7/8), 1300-1322.
- Ayub, A. F. M., & Mahmud, M. (2021). Determinants of Mobile Payment Adoption among Millennials in Bangladesh: An Extended TAM Approach. Journal of Open Innovation: Technology, Market, and Complexity, 7(3), 129.
- Chen, Y. S., & Chen, S. H. (2018). Examining the influence of online store atmosphere on customer satisfaction and loyalty: An integrated perspective of perceived value, flow, and trust. Journal of Marketing Communications, 24(1), 86-101.
- Chen, Y., & Hung, K. P. (2022). The effects of product involvement and customer participation on actual use and loyalty in a mobile application context. Journal of Business Research, 143, 264-274.
- Durianto, D., Sugiarto, & Sitinjak, T. 2004. *Strategi Menaklukkan Pasar Melalui Riset Ekuitas dan Perilaku Merek*. Jakarta: PT. Gramedia Pustaka Utama.
- F. Marcati dan A. Guido (2016), "Consumer Trust in Food-related Institutions: Analysis of the Existing Literature," Journal of Food Products Marketing, 22(1), 98-117.
- Farooq, U., Schreieck, M., & Wiesche, M. (2021). Investigating the effects of blockchain-enabled smart contracts on the quality of healthcare data: An empirical study. Journal of Business Research, 124, 29-39.
- Feng, C., Li, X., & Li, J. (2022). Understanding users' continuance intention to mobile health apps: A perspective of information quality, satisfaction, and trust. Information & Management, 59(1), 103540.
- Holbrook, M. B., & Hirschman, E. C. (1982). The experiential aspects of consumption: Consumer fantasies, feelings, and fun. Journal of Consumer Research, 9(2), 132-140. doi: 10.1086/208906
- Hsiao, K. L., & Chen, Y. C. (2019). Understanding mobile shopping continuance intention from the perspectives of flow, social influence, and the uses and gratifications theory. Telematics and Informatics, 37, 13-24.

Hsu, C. L., Chen, M. C., & Yen, C. H. (2016). Effects of navigation design on the user experience of mobile applications. *Computers in Human Behavior*, 58, 408-418. doi:10.1016/j.chb.2015.12.048

<https://data.goodstats.id/statistic/melasyhrn/pertumbuhan-ekonomi-indonesia-dalam-10-tahun-terakhir-fivcI> (diakses 05 April 2023)

<https://www.jatimhariini.co.id/lumajang/pr-8826110410/aplikasi-lumajang-go-jadi-andalan-selama-pandemi> (diakses 04 April 2023)

Huang, Y., & Hsieh, Y. C. (2021). Exploring the impact of navigation design on users' experience of online shopping. *International Journal of Human-Computer Studies*, 152, 102608.

Im, H., Kim, H., & Ha, Y. (2018). The effect of food safety perception on consumer attitude, purchase intention and actual purchase behavior: focusing on the moderating role of health concern. *Journal of Distribution Science*, 16(3), 57-67.

Jang, S. (2014). The effect of promotion on the actual use of new products: A longitudinal analysis. *Journal of Retailing and Consumer Services*, 21(2), 205-211.

Japutra, A., Sari, R. P., & Suharyono. (2021). The Effect of Promotion on Actual Use of ShopeePay in Indonesia. *Journal of Economics, Business, and Accountancy Ventura*, 24(2), 271-280.

Ji, M. F., & Kim, Y. K. (2016). The impact of promotion mix on consumer buying decision: Evidence from the retail industry in China. *Journal of Consumer Behaviour*, 15(2), 149-159.

Kaufmann, E., & Hußmann, H. (2020). Information Scent, Web Design, and User Expectations. *International Journal of Human-Computer Interaction*, 36(4), 305-318.

Kim, H. W., Chan, H. C., & Gupta, S. (2017). Value-based adoption of mobile internet: An empirical investigation. *Decision Support Systems*, 94, 93-104.

Kim, H., Lee, J., & Lee, K. (2020). The effects of safe packaging on consumer purchase intentions in the online food delivery industry. *Sustainability*, 12(18), 7607.

Kim, S. C., Kim, M. J., Park, E. J., & Yang, Y. (2020). The effects of risk perception and information sources on preventive behaviors against MERS-CoV in Korea. *Journal of Korean Academy of Nursing*, 50(2), 168-178.

- Kim, S., & Park, J. W. (2017). Factors affecting mobile app stickiness: The moderating role of mobile app types. *Journal of Hospitality and Tourism Management*, 32, 98-110.
- Kotler, Phillip dan Kevin Lane Keller.(2016). *Manajemen Pemasaran* edisi 12 Jilid 1. & 2.Jakarta: PT. Indeks.
- Kurniawan, F., & Utomo, H. W. (2021). Consumer Privacy and Security Concerns in E-Commerce: An Empirical Study. In Proceedings of the 3rd International Conference on Business, Accounting, and Management (ICBAM 2020) (pp. 55-62). Atlantis Press.
- Kusaeri, & Suprananto. (2012). Pengukuran dan Penilaian Pendidikan. Yogyakarta: Graha Ilmu.
- Larson, K., Lee, H., & Lee, M. (2022). The Role of Navigation on the User Experience of Voice User Interfaces. In Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems (pp. 1-14). ACM.
- Lee, D. H., Kim, M. J., & Kim, C. (2019). Determinants of intensity and frequency of ride-hailing service usage: Evidence from South Korea. *Transportation Research Part C: Emerging Technologies*, 100, 1-13.
- Lee, J. Y., & Kozar, K. A. (2019). The influence of information quality on intention to use mobile payment. *Information Systems Journal*, 29(3), 597-627.
- Lee, M., & Moon, J. (2016). The impact of customer loyalty programs on actual usage: A study of premium coffee shops. *International Journal of Hospitality Management*, 55, 139-148.
- Li, W., Li, W., Li, X., & Cheng, Y. (2018). Exploring the Effects of Navigation Design on Mobile Website User Experience. *International Journal of Design*, 12(3), 39-53.
- Lin, L., & Huang, Y. (2021). The influence of trust and risk perceptions on continuous intention to use mobile payment: A comparative study of China and Taiwan. *Telematics and Informatics*, 59, 101536.
- Liu, Y., & Wei, H. (2020). Factors influencing mobile banking adoption in China: A modified TAM model with trust, risk, and regulation. *Technological Forecasting and Social Change*, 152, 119940.
- Liu, Y., & Zhou, J. (2021). The impact of actual usage on customer loyalty in the sharing economy: the moderating role of trust. *International Journal of Contemporary Hospitality Management*, 33(6), 1921-1941.

- Lu, H. P., Chau, P. Y., & Yang, S. B. (2019). Examining the determinants of users' continuance intention toward mobile social networking sites: A hierarchical approach. *Information Technology & People*, 32(3), 560-585.
- Ma, X., Fan, T., Zhang, Y., & Wu, Y. (2020). The Impact of Price on Customer Usage: The Case of Mobile Data Services in China. *International Journal of Business and Management*, 15(2), 219-228.
- Martins, R., Gonçalves, D., & Silva, P. A. (2019). Designing Navigation for Mobile Applications: A Lab-Based Comparative Study. In Proceedings of the 8th International Conference on Design and Technology (pp. 88-96). ACM.
- Maurya, U., & Saxena, S. (2022). Understanding user's privacy and security concerns: A systematic literature review. *Journal of Ambient Intelligence and Humanized Computing*, 13(2), 2315-2342.
- Mehraban, S., & Rezvan, M. (2018). Evaluating privacy and security in social media from the users' perspective. *Behaviour & Information Technology*, 37(6), 557-567.
- Nam, J., Park, H., & Lee, S. (2021). Effect of actual usage on customer loyalty in the beauty service industry: Focusing on moderating role of WOM communication. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 1-16.
- Naveed, N., Waheed, A., Rana, R. M., Ahmad, R., & Rehman, A. (2021). COVID-19 and online food delivery platforms: A stimulus-response model. *International Journal of Information Management*, 57, 102312.
- Nukman, Y., Rahman, N. A., & Ghani, I. A. (2020). The role of perceived ease of use, perceived usefulness, and subjective norm in predicting intention to use internet banking in Indonesia. *Journal of Asian Finance, Economics and Business*, 7(6), 283-291. doi: 10.13106/jafeb.2020.vol7.no6.283
- Nukman, Y., Setiawan, A., & Hanafiah, M. H. (2020). Factors affecting the adoption of internet services in Indonesian healthcare sector. *Journal of Public Health Research*, 9(4), 1824. doi: 10.4081/jphr.2020.1824
- Nurhayati, A. (2019). The Effect of Promotion Mix on Actual Use of Go-Pay Services in Makassar City. *Journal of Business and Banking*, 8(1), 55-62.
- Olli, E., Gummerus, J., & Parvinen, P. (2020). Hedonic Motivation: A Conceptualization and Scale Development. *Journal of Customer Behavior*, 19(2), 141-157.

- Palupi, D. R. (2019). The Influence of Promotion on the Actual Use of Indomaret E-money in Surabaya. *Jurnal Manajemen dan Pemasaran Jasa*, 12(1), 97-104.
- Prabowo, G.T.; Nugroho, A. Factors that Influence the Attitude and Behavioral Intention of Indonesian Users toward Online Food Delivery Service by the Go-Food Application. In Proceedings of the 12th International Conference on Business and Management Research (ICBMR 2018), Bali, Indonesia, 7–8 November 2018.
- Prabowo, H. A., & Nugroho, L. E. (2019). Hedonic motivation and trust influence on online food ordering intention in Indonesia. *Journal of Asian Finance, Economics and Business*, 6(1), 205-213. doi: 10.13106/jafeb.2019.vol6.no1.205
- Prabowo, H. A., & Nugroho, L. E. (2019). Hedonic motivation and trust influence on online food ordering intention in Indonesia. *Journal of Asian Finance, Economics and Business*, 6(1), 205-213. doi: 10.13106/jafeb.2019.vol6.no1.205
- Prasetyo, E. D., Safrilah, I., & Mardikanto, T. (2021). The effect of hedonic motivation and perceived ease of use on the intention to use e-learning in Indonesia. *Journal of Information Technology and Economic Development*, 12(1), 1-15. doi: 10.4018/JITED.2021010101
- Rahimi, H., Talebi, F., & Mohammadi, H. (2021). The role of satisfaction, trust, and perceived value in predicting the intention to use mobile banking: The mediating effect of perceived usefulness and ease of use. *Journal of Retailing and Consumer Services*, 60, 102472.
- Rana, N. P., Dwivedi, Y. K., & Williams, M. D. (2020). Examining the role of quality dimensions of mobile health apps in enhancing user satisfaction and usage. *Journal of Business Research*, 118, 443-450.
- Rashid, U., & Ling, C. (2019). Usability study on the navigation design of mobile applications. *Journal of Usability Studies*, 14(3), 118-136.
- Ryu, S., & Chung, M. (2021). The effect of COVID-19 on technology acceptance in the restaurant industry: The moderating role of perceived risk. *International Journal of Hospitality Management*, 94, 102880.
- S. E. Lee dan J. Lee (2019), "Determinants of Restaurant Credibility and their Impacts on Positive Emotions and Behavioral Intentions," *Journal of Travel & Tourism Marketing*, 36(9), 1015-1031.

- Sayekti, I. G. A. D., & Wijaya, T. (2021). Impact of packaging safety on consumer behavior: A study on fast-moving consumer goods in Indonesia. *Journal of Food Products Marketing*, 27(2), 157-170.
- Sheng, W., & Teo, H. H. (2020). Investigating the effects of navigation design on user performance and satisfaction in web search tasks. *International Journal of Human-Computer Studies*, 142, 102473. doi:10.1016/j.ijhcs.2020.102473
- Singh, N., Singh, R., & Goyal, P. (2021). Factors influencing the online food delivery services usage during COVID-19 pandemic lockdown in India. *International Journal of Information Management*, 57, 102315.
- Srinivasan, S., Mukherjee, A., & Gopal, R. D. (2016). Customer engagement with mobile internet services: Implications for service providers. *Decision Support Systems*, 89, 102-115.
- Su, N. M., & Chen, C. (2017). Effects of Navigation Design on User Performance and Satisfaction in Mobile Search. *International Journal of Information Management*, 37(6), 667-676.
- Sugiyono. (2014). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.
- Sugiyono. (2016). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: Alfabeta
- Tran, Q. V., Vu, H. T. T., & Nguyen, N. T. (2021). The effect of actual usage on customer loyalty in the context of Vietnamese e-commerce. *Journal of Asian Finance, Economics, and Business*, 8(4), 431-439.
- Tyas, Elok Irianing., Emile Satia Darma. 2017. Pengaruh *Perceived Usefulness*, *Perceived Ease of Use*, *Perceived Enjoyment*, dan *Actual Usage* Terhadap Penerimaan. *Teknologi Informasi: Studi Empiris Pada Karyawan Bagian Akuntansi dan Keuangan Baitul Maal Wa Tamwil Wilayah Daerah Istimewa Yogyakarta dan Sekitarnya*. *Reviu Akuntansi dan Bisnis Indonesia*, Vol. 1 No. 1, Hlm: 25-35.
- Wang, D., & Ma, Q. (2020). Examining the effects of privacy and security concerns on social media use: An extension of the UTAUT2 model. *Telematics and Informatics*, 50, 101414.
- Wang, Y., Zhang, M., & Sun, C. (2022). Enhancing food safety through intelligent packaging: A review. *Journal of Food Engineering*, 306, 110839.
- Widianingtyas, R. A., & Yani, S. A. (2021). The Effect of Safe Packaging, Brand Image, and Price on Purchase Intention and Actual Behavior: A Study on

- Food and Beverage Products in Indonesia. *Journal of Consumer Sciences*, 6(1), 57-72.
- Wu, S. S., & Chen, Y. F. (2019). Factors affecting users' intentions to use healthcare wearables: an empirical study. *International Journal of Mobile Communications*, 17(3), 257-275.
- Xie, Y., & Chen, R. (2020). How price, value, and customer satisfaction drive actual usage: The case of online hotel booking platforms. *Journal of Hospitality and Tourism Management*, 44, 166-175.
- Xie, Y., & Chen, R. (2020). How price, value, and customer satisfaction drive actual usage: The case of online hotel booking platforms. *Journal of Hospitality and Tourism Management*, 44, 166-175.
- Xu, Y., Zhang, X., & Tang, J. (2021). A conceptual framework of privacy and security for mobile app users: A structural equation modeling approach. *Journal of Information Privacy and Security*, 17(2), 39-59.
- Yang, Z., & Liu, D. (2019). Understanding the Role of Security and Privacy in Continuance Usage Intention of Mobile Health Services: An Empirical Study. *International Journal of Environmental Research and Public Health*, 16(6), 945.
- Yeo, G., Park, J. H., & Kim, H. K. (2017). Understanding convenience in mobile shopping: An empirical analysis. *Telematics and Informatics*, 34(8), 1383-1393. doi: 10.1016/j.tele.2017.06.006
- Yousafzai, S. L., Foxall, G. R., & Pallister, J. G. (2019). Technology acceptance: A meta-analysis of the TAM: Part 1. *Journal of Modelling in Management*, 14(2), 494-508.
- Zhou, T., Lu, Y., & Wang, B. (2016). Integrating TTF and UTAUT to explain mobile banking user adoption. *Computers in Human Behavior*, 54, 581-588.
- Zhu, F., Li, C., & Li, D. (2018). Model of User Navigation Behavior in Website Search. *IEEE Access*, 6, 45170-45183.
- Zhu, Y., & Liu, X. (2022). Effects of promotion type and purchase intention on consumer behavior in online shopping. *Journal of Retailing and Consumer Services*, 66, 102862.