

REFERENCES

- Ajzen, I. and Fishbein, M. (1991), "The theory of planned behavior", *Organizational Behavior and Human Decision Processes*, Vol. 50 No. 2, pp. 179-211.
- Ali, B. (2016). Examining Technology Readiness Constructs : A Validation Study. *Journal Of Advanced Research In Business And Management Studies*, 3(1).
- Ambrus, A. J. (2006). *Financial Services and the Evolution of Self-Service*. New York City: Fischer Jordan.
- Amoroso, D. and Chen, Y. (2017). Constructs Affecting Continuance Intention in Consumers with Mobile Financial Apps : A Dual Factor Approach. *Journal of Information Technology Management*, XXVIII(3), p.3.
- Anas, T., & Findlay, C. (2017). Indonesia : Structural Reform in Air Transport Service. *APEC Economic Policy Report 2016*, 24-25.
- Baran, M. (2018). *First U.S. Biometric Screening Terminal Opens in Atlanta*. [online] AFAR Media. Available at: <https://www.afar.com/magazine/the-first-us-biometric-screening-terminal-is-coming-to-atlanta> [Accessed 6 Apr. 2019].
- Baroudi, J and Orlikowsky, W (1988). A short form measure of user information satisfaction: a psychometric evaluation and notes on use. *Journal of Management Information Systems* 4(4), 44–59.
- Bhattacharjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model. *MIS Quarterly*, 25(3), 351. doi: 10.2307/3250921

Bhattacharjee, A., & Lin, C. P. (2014). A unified model of IT continuance: Three complementary perspectives and crossover effects. *European Journal of Information Systems*, 24(4), 364-373.

Boon-itt, S. (2015). Managing self-service technology service quality to enhance e-satisfaction. *International Journal Of Quality And Service Sciences*, 7(4), 373-391. doi: 10.1108/ijqss-01-2015-0013

Brown, S.A., Venkatesh, V. and Goyal, S. (2012), "Expectation confirmation in technology use", *Information Systems Research*, Vol. 23 No. 2, pp. 474-487.

Ceicdata.com. (2019). *Indonesia Visitor Arrivals [1979 - 2019] [Data & Charts]*. [online] Available at: <https://www.ceicdata.com> [Accessed 3 Mar. 2019].

Celik, H., & Kocaman, R. (2017). Roles of self-monitoring, fashion involvement and technology readiness in an individual's propensity to use mobile shopping. *Journal Of Systems And Information Technology*, 19(3/4), 166-182. doi: 10.1108/jsit-01-2017-0008

Chris Choi, H., Cho, J., & Kazda, P. (2010). The Effect of Culture Differences on Self Check-in Kiosk Use. *International Journal Of Tourism Sciences*, 10(2), 117-152. doi:10.1080/15980634.2010.11434628

Clydeco.com. (2014). *Indonesian airports - Clyde & Co on new regulations affecting airport locations : Clyde & Co (en)*. [online] Available at: <https://www.clydeco.com> [Accessed 2 Apr. 2019]

Cronin, J.J., Brady, M.K., & Hult, G.T. (2000). Assessing the effects of quality, value, and customer satisfaction on consumer behavioural intentions in service environments. *Journal of Retailing*, 76(2), 193–218.

Davis, F.D. (1993), "User acceptance of information technology: system characteristics, user perceptions and behavioral impacts", *International Journal of Man-machine Studies*, Vol. 38 No. 3, pp. 475-487.

Davis, F.D., Bagozzi, R.P. and Warshaw, P.R. (1989), "User acceptance of computer technology: a comparison of two theoretical models", *Management Science*, Vol.35 No. 8, pp. 982-1003.

Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1992). Extrinsic and intrinsic motivation to use computers in the workplace. *Journal of Applied Social Psychology*, 22(14), 1111-1132.

de Guinea, A., & Markus, M. L. (2009). Why break the habit of a lifetime? Rethinking the roles of intention habit, and emotion in continuing information technology use. *MIS Quarterly*, 33(3), 433-443

DeLone, W., & McLean, E. (1992). Information Systems Success: The Quest for the Dependent Variable. *Information Systems Research*, 3(1), 60-95. doi: 10.1287/isre.3.1.60

Dissart, J., Dehez, J. and Marsat, J. (2016). *Tourism, recreation and regional development*. New York: Routledge, p.124.

Engel, J. F., Kegerreis, R. J., & Blackwell, R. D. (1969). Word-of-mouth communication by the innovator. *Journal of Marketing*, 33(3), 15-19.

Fishbein, M. and Ajzen, I. (1975), *Belief, Attitude, Intention and Behavior: An Introduction to Theory and Research*, Addison-Wesley, MA.

Gbgindonesia.com. (2017). *Indonesia's Aviation Industry | GBG*. [online] Available at: <http://www.gbgindonesia.com> [Accessed 20 Feb. 2019].

Gelderman, M. (1998). The relation between user satisfaction, usage of information systems and performance. *Information and Management*, 18(1), 11-18. [https://doi.org/10.1016/S0378-7206\(98\)00044-5](https://doi.org/10.1016/S0378-7206(98)00044-5)

Giarmatzidas, E. (2006). *Airport Congestion Management in a Cost Effective Way*. Postgraduate. University of Greenwich.

Goldsmith, RE, D'hauteville, F & Flynn, LR. (1998). Theory and measurement of consumer innovativeness: A transnational evaluation. *European Journal of Marketing* 32(3/4):340-353.

Graf, A. (2007). Changing roles of customers: Consequences for HRM, *International Journal of Services Industry Management*, 18(5), 491-509.
<http://dx.doi.org/10.1108/09564230710826269>

Guriting, P. and Ndubisi, N. (2006). Borneo online banking: evaluating customer perceptions and behavioural intention. *Management Research News*, 29(1/2), pp.6-15.

Hsu, M.-H., Chang, C.-M., Chu, K.-K. and Lee, Y.-J. (2014), “Determinants of repurchase intention in online group-buying: the perspectives of DeLone & McLean IS success model and trust”, *Computers in Human Behavior*, Vol. 36, pp. 234-245.

Indonesiainvestments.com. (2018). *Aviation Industry: Positive Outlook for 2018 Despite Challenges | Indonesia Investments*. [online] Indonesia-investments.com. Available at: <https://www.indonesia-investments.com> [Accessed 23 Mar. 2019].

Ives, B., & Olson, M. (2019). User Involvement and MIS Success: A Review of Research. Kuo, K.M., Liu, C.F. and Ma, C.C. (2013), “An investigation of the effect of nurses’ technology readiness on the acceptance of mobile electronic medical records systems”, *BMC Medical Informatics and Decision Making*, Vol. 13 No. 1, pp.88.

Kwon, H. and Chidambaram, L. (2000). A test of the technology acceptance model: the case of cellular telephone adoption. *Proceedings of the 33rd Annual Hawaii International Conference on System Sciences*.

Lam, S. Y., Chiang, J. G., & Parasuraman, A. (2008). Effects of the dimensions of technology readiness on technology acceptance: An empirical analysis. *Journal of Interactive Marketing*, 22(4), 19–39.

Lee, G., Lee, J., & Kwon, S. (2011). Use of Social-Networking Sites and Subjective Well-Being: A Study in South Korea. *Cyberpsychology, Behavior, And Social Networking*, 14(3), 151-155. doi: 10.1089/cyber.2009.0382

Lee, N. (2017). *LG Made a Couple of Robots Just For Airports*. [online] Engadget.com. Available at: <https://www.engadget.com> [Accessed 6 Apr. 2019].

Lenam, C. (2019). *10 technology trends for airlines and airports to focus on in 2019*. [online] Desk.aerolatinnews.com. Available at: <http://desk.aerolatinnews.com> [Accessed 1 Apr. 2019].

Liljander, V., Gillberg, F., Gummerus, J. and Van Riel, A. (2006), "Technology readiness and the evaluation and adoption of self-service technologies", *Journal of Retailing and Consumer Services*, Vol. 13 No. 3, pp. 177-191.

Limayem, M., & Cheung, C. (2008). Understanding information systems continuance: The case of Internet-based learning technologies. *Information & Management*, 45(4), 227-232. doi: 10.1016/j.im.2008.02.005

Lin, J., & Chang, H. (2011). The role of technology readiness in self-service technology acceptance. *Managing Service Quality: An International Journal*, 21(4), 424-444. doi: 10.1108/09604521111146289

Lin, J. S., & Hsieh, P. L. (2006). The role of technology readiness in customers' perception and adoption of self-service technologies. *International Journal of Service Industry Management*, 17(5), 497-517.

Lin, C.H., Shih, H.Y. and Sher, P.J. (2007), "Integrating technology readiness into technology acceptance: the TRAM model", *Psychology & Marketing*, Vol. 24 No. 7, pp. 641-657. Lin, Hsin-Hui and Yi-Shun Wang (2006), "An Examination of the Determinants of Customer Loyalty in Mobile Commerce Contexts," *Information & Management*, 43 (3), 271-82.

Mathwick, C., Malhotra, N., & Rigdon, E. (2001). Experiential value: Conceptualization, measurement and application in the catalog and internet shopping. *Journal of Retailing*, 77(1), 39-56. [http://dx.doi.org/10.1016/S0022-4359\(00\)00045-2](http://dx.doi.org/10.1016/S0022-4359(00)00045-2)

- Medium. (2018). *How tomorrow's technology is already shaping today's travel systems*. [online] Available at: <https://medium.com> [Accessed 5 Apr. 2019].
- Meister, D., Compeau, D.R., 2002. Infusion of innovation adoption: an individual perspective. *Proceedings of ASAC* 23–33.
- Meuter, M. L., Bitner, M. J., Ostrom, A. L., & Brown, S. W. (2005). Choosing among alternative service delivery modes: an investigation of customer trial of self-service technologies. *Journal of Marketing*, 69(2), 61-83.
- Meuter, M.L., Ostrom, A.L., Bitner, M.J. and Roundtree, R. (2003), “The influence of technology anxiety on consumer use and experiences with self-service technologies”, *Journal of Business Research*, Vol. 56 No. 11, pp. 899-906.
- Melone, N (1990). A theoretical assessment of the user-satisfaction construct in information systems research. *Management Science* 36(1), 79–92.
- Meuter, M., Ostrom, A., Roundtree, R. and Bitner, M. (2000). Self-Service Technologies: Understanding Customer Satisfaction with Technology-Based Service Encounters. *Journal of Marketing*, 64, pp.50 - 64.
- Misachi, J. (2017). *The Busiest Airports In Indonesia*. [online] WorldAtlas. Available at:<https://www.worldatlas.com> [Accessed 1 Apr. 2017].
- Nysveen, H., Pedersen, P., Thorbjørnsen, H., & Berthon, P. (2005). Mobilizing the Brand. *Journal Of Service Research*, 7(3), 257-276. doi: 10.1177/1094670504271151
- Oliver, R. L. (1997). *Satisfaction: A behavioral perspective on the consumer*. New York: McGraw-Hill.
- Parasuraman, A. (2000). Technology Readiness Index (Tri): A Multiple-Item Scale to Measure Readiness to Embrace New Technologies. *Journal of Service Research*, 2(4), 307-320. <https://doi.org/10.1177/109467050024001>
- Parasuraman, A. and Colby, C.L. (2001), *Techno-ready Marketing: How and Why*

Your Customers Adopt Technology, Free Press, New York.

Perdana, Y. (2013). The Airport Industry in Indonesia. *Pefindo Articles*, 1-2.

Petter, S., DeLone, W., & McLean, E. (2008). Measuring Information Systems Success: Models, Dimensions, Measures, and Interrelationships. *European Journal Of Information Systems*, 17, 236-263.

Rahi, S. and Abd. Ghani, M. (2019). Integration of expectation confirmation theory and self-determination theory in internet banking continuance intention. *Journal of Science and Technology Policy Management*.

Rai, A., Lang, S.S. and Welker, R.B. (2002), "Assessing the validity of IS success models: an empirical test and theoretical analysis", *Information Systems Research*, Vol. 13 No. 1, pp. 50-69

Revels, J., Tojib, D., & Tsarenko, Y. (2019). Understanding consumer intention to use mobile services.

Rose, J and Fogarty, G. (2006) Determinants of Perceived Usefulness and Perceived Ease of Use in the Technology Acceptance Model: Senior Consumers' Adoption of Self- Service Banking Technologies. *Academy of Business, Marketing and Management Development Conference Proceedings*. Vol, 2, No.10:122-128

Rust, R.T. and Zahorik, A.J. (1993) Customer Satisfaction, Customer Retention, and Market Share. *Journal of Retailing*, 69, 193-215.

Seddon, P. B. (1997) A Respecification and Extension of the DeLone and McLean Model of IS Success" *Information Systems Research*, 8, 3, 240-253

Seddon, P.B. and Kiew, M.Y. (1994) A Partial Test and Development of the DeLone and McLean model of IS Success. *Australasian Journal of Information Systems*, 4, 90-109.

Suzanne C. Makarem, Susan M. Mudambi, Jeffrey S. Podoshen, (2009)
"Satisfaction in technology-enabled service encounters", *Journal of Services Marketing*, Vol. 23 Issue: 3, pp.134-144

Swanson, EB (1974). Management information systems: appreciation and involvement. *Management Science* 21(2), 178–188.

Ting, O., Ariff, M., Zakuan, N., Sulaiman, Z., & Saman, M. (2016). E-Service Quality, E-Satisfaction and E-Loyalty of Online Shoppers in Business to Consumer Market; Evidence form Malaysia. *IOP Conference Series: Materials Science And Engineering*, 131, 012012. doi: 10.1088/1757-899x/131/1/012012

Tsikriktsis, N. (2004), “A technology readiness-based taxonomy of customers: A replication and extension”, *Journal of Service Research*, Vol. 7 No. 1, pp. 42-52.

Vaezi, R., Mills, A., Chin, W., & Zafar, H. (2016). User Satisfaction Research in Information Systems: Historical Roots and Approaches. *Communications Of The Association For Information Systems*, 38, 501-532. doi: 10.17705/1cais.03827

Walczuch, R., Lemmink, J., & Streukens, S. (2006). The effect of service employees' technology readiness on technology acceptance. *Elsevier*.

Walczuch, R., Lemmink, J. and Streukens, S. (2007), “The effect of service employees' technology readiness on technology acceptance”, *Information & Management*, Vol. 44 No. 2, pp. 206-215.

Wang, C., Harris, J. and Patterson, P. (2013). The Roles of Habit, Self-Efficacy, and Satisfaction in Driving Continued Use of Self-Service Technologies. *Journal of Service Research*, 16(3), pp.400-414.

Worldfolio, T. (2017). *Setting the stage for 20 million tourists by 2019*. [online] Theworldfolio. Available at: <http://www.theworldfolio.com> [Accessed 21 Feb. 2019].

Yen, H. R. (2005), "An Attribute-Based Model of Quality Satisfaction for Internet Self-Service Technology," *Service Industries Journal*, 25(5), 641-659.

Zeithaml, V. A., Bitner, M. J. and Gremler, D. D. (2009), *Services Marketing: Integrating Customer Focus Across the Firm*, 5th edition, New York: McGraw-Hill.