

## DAFTAR PUSTAKA

- Aljabari, M. A., Joudeh, J. M., Aljumah, A. I., Al-Gasawneh, J., & Daoud, M. K. (2023). The Impact of Website Quality on Online Purchase Intention: The Mediating Effect of e-WOM, Jordan Context. *International Journal of Professional Business Review*, 8(6), e02143.  
<https://doi.org/10.26668/businessreview/2023.v8i6.2143>
- Arafa, A. Z., Lestari, S. D., Sofiani, F., Sugiarto, D., & Management, D. P. (2024). *Determinants of Employee Attitudes and Behavior To Use Employee Self- Service App.* 24(April), 11–32.
- Bagozzi, R. P., & Yi, Y. (2012). *Specification , evaluation , and interpretation of structural equation models.* 8–34. <https://doi.org/10.1007/s11747-011-0278-x>
- Caro, A., Fuentes, A., & Soto, M. A. (2013). Desarrollando sistemas de información centrados en la calidad de datos. *Ingeniare. Revista Chilena de Ingeniería*, 21(1), 54–69. <https://doi.org/10.4067/s0718-33052013000100006>
- Chanthasaksathian, S., & Nuangjamnong, C. (2021). Factors Influencing Repurchase Intention on e-Commerce Platforms: A Case of GET Application. *International Research E-Journal on Business and Economics, November*, 28–45.
- Citro, J. J. H., Runtu, J., & Junaedi, M. (2023). Pengaruh Effort Expectancy, Perceived Usefulness, Information Quality, Perceived Risk, Social Influence, Dan Trust Terhadap Repurchase Intention Pada Aplikasi Shopee. *Jurnal Ilmiah Mahasiswa Manajemen : JUMMA*, 12(2), 143–153.

<https://doi.org/10.33508/jumma.v12i2.5226>

Completion, G. (2019). Main text Main text. *Nature Sustainability*, 7(Figure 1),

1–13. file:///D:/2015/@@@ @@@ AIT/3rd

SEMESTER/Journal/New4/39Howtocorrectandcompletedischargedata.pdf

Damer, N., Al-Znaimat, A. H., Asad, M., & Almansou, Z. A. (2021). Analysis of

motivational factors that influence usage of computer assisted audit

techniques (CAATS) by external auditors in Jordan. *Academy of Strategic*

*Management Journal*, 20(SpecialIssue2), 1–13.

Donthu, N., Kumar, S., & Pattnaik, D. (2020). Forty-five years of Journal of

Business Research: A bibliometric analysis. *Journal of Business Research*,

109(October 2019), 1–14. <https://doi.org/10.1016/j.jbusres.2019.10.039>

Frita, A., & Jayanti, D. (2024). *The Role of Perceived Enjoyment as a Mediating*

*Influence of Perceived Usefulness and Perceived Ease of Use on Online*

*Shopping Intention ( Survey on prospective buyers through E-commerce*

*Shopee in DIY ). 3, 1–15.*

Golafshani, N. (2003). *Understanding Reliability and Validity in Qualitative*

*Research. 8(4), 597–606.*

Han, J. H., & Kim, H. M. (2019). The role of information technology use for

increasing consumer informedness in cross-border electronic commerce: An

empirical study. *Electronic Commerce Research and Applications*,

34(January), 100826. <https://doi.org/10.1016/j.elerap.2019.100826>

Hand, D. J. (2018). *Data Science for Financial Applications* (Issue September).

<https://doi.org/10.1145/3219819.3219943>

Hitlin, P., & Shutava, N. (2022). Trust in government: A close look at public perceptions of the federal government and its employees. *Partnership for Public Service and Freedman Consulting*, 1–30.

<https://ourpublicservice.org/wp-content/uploads/2022/03/Trust-in-Government.pdf>

Hong, I. B., & Cha, H. S. (2013). The mediating role of consumer trust in an online merchant in predicting purchase intention. *International Journal of Information Management*, 33(6), 927–939.

<https://doi.org/10.1016/j.ijinfomgt.2013.08.007>

Indana, R. F., Wardani, R., & Kusumawati, P. D. (2024). Received : May , 19 ,

2024 Available online : September , 29 , 2024 at :

<https://ejurnal.malahayati.ac.id/index.php/minh> The role of readiness for change on behavioral intention viewed from performance and effort expectancy in the implementation of electr. 07(7), 845–856.

Insyira, N. K. (2023). Analisis Intention to Re-Use Aplikasi yang Ditinjau dari Persepsi Kegunaan dan Persepsi Kemudahan. *Jurnal Manajemen Pemasaran Dan Perilaku Konsumen*, 2(3), 805–813.

<https://doi.org/10.21776/jmppk.2022.02.3.22>

Irsyad, M., & Hapsari, R. D. V. (2023). Pengaruh Perceived Usefulness, Perceived Ease Of Use, Perceived Security, Dan Social Influence Terhadap Continuance Intention. *Jurnal Manajemen Pemasaran Dan Perilaku Konsumen*, 2(4), 932–943. <https://doi.org/10.21776/jmppk.2023.02.4.08>

- Jones, K. (2005). Trust as an Affective Attitude. *Personal Virtues*, 253–279.  
[https://doi.org/10.1007/978-0-230-20409-6\\_11](https://doi.org/10.1007/978-0-230-20409-6_11)
- Jr, J. F. H., Matthews, L. M., Matthews, R. L., & Magdeburg, O. (2017). *PLS-SEM or CB-SEM : updated guidelines on which method to use Marko Sarstedt. 1(2)*.
- Kenett, R. S., & Shmueli, G. (2016). From quality to information quality in official statistics. *Journal of Official Statistics*, 32(4), 867–885.  
<https://doi.org/10.1515/JOS-2016-0045>
- Kim, S., & Choudhury, A. (2021). Exploring older adults' perception and use of smart speaker-based voice assistants: A longitudinal study. *Computers in Human Behavior*, 124(January), 106914.  
<https://doi.org/10.1016/j.chb.2021.106914>
- Kuan, S. P. (2021). Quality of Information. *SunText Review of Economics & Business*, 02(03), 0–2. <https://doi.org/10.51737/2766-4775.2021.036>
- Kurumbatu, S. (2024). The Mediating Role of Trust in E-commerce Purchase Intention: Evidence from Lazada Users in Jakarta. *Asian Journal of Social and Humanities*, 2(12), 2941–2962. <https://doi.org/10.59888/ajosh.v2i12.410>
- Leguina, A. (2015). *International Journal of Research & Method in Education A primer on partial least squares structural equation modeling ( PLS-SEM )*. February. <https://doi.org/10.1080/1743727X.2015.1005806>
- Liao, S., Fu, L., & Liu, Z. (2020). Investigating open innovation strategies and firm performance: the moderating role of technological capability and market

- information management capability. *Journal of Business and Industrial Marketing*, 35(1), 23–39. <https://doi.org/10.1108/JBIM-01-2018-0051>
- McKee, M., Schalkwyk, M. C. van, Greenley, R., & Permanand, G. (2024). Placing Trust at the Heart of Health Policy and Systems. *International Journal of Health Policy and Management*, 13, 8410. <https://doi.org/10.34172/ijhpm.2024.8410>
- McNab, A. L., & Ladd, D. A. (2014). Information quality: The importance of context and trade-offs. *Proceedings of the Annual Hawaii International Conference on System Sciences*, 3525–3532. <https://doi.org/10.1109/HICSS.2014.439>
- Memenuhi, U., Persyaratan, S., Manajemen, P. S., & Nurfatimah, F. (2024). *Studi Faktor-Faktor Penentu Behavioral Intention Dan Use Behavior Pada Pengguna E-* Universitas Islam Sultan Agung Fakultas Ekonomi Program Studi S1 Manajemen Semarang.
- Muller, E. (2019). *The Relationship between Agency, Communion, and Neural Processes Associated with Conforming to Social Influence Arina Tveleneva*. 1–37.
- Natasha, C. A. M., Fahrudi, A. N. L. I., & Darmawan, A. (2024). Perceived Ease of Use and Perceived Usefulness as Determinants of Green IT Attitudes and Engagement Green IT Practice for Environmental IT Performance. *WSEAS Transactions on Environment and Development*, 20, 233–241. <https://doi.org/10.37394/232015.2024.20.24>
- 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*, 3(3), 950–958.

Panergayo, A. A. E., & Aliazas, J. V. C. (2021). Students' behavioral intention to use learning management system: The mediating role of perceived usefulness and ease of use. *International Journal of Information and Education Technology*, 11(11), 538–545. <https://doi.org/10.18178/ijiet.2021.11.11.1562>

Paradita, C. N. P., & Ekawati, N. W. (2024). Pengaruh Perceived Ease of Use, Perceived Usefulness Dan Trust Terhadap Repurchase Intention Marketplace. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 10(02), 327. <https://doi.org/10.24843/eeb.2024.v13.i02.p12>

Pateli, A., Giannakos, M., & Chrissikopoulos, V. (2014). *Moderating effects of online shopping experience on customer satisfaction and repurchase intentions. March*. <https://doi.org/10.1108/IJRDM-03-2012-0034>

Phuong, N. N. D., & Trang, T. T. D. (2018). Repurchase Intention: The Effect of Service Quality, System Quality, Information Quality, and Customer Satisfaction as Mediating Role: A PLS Approach of M-Commerce Ride Hailing Service in Vietnam. *Marketing and Branding Research*, 5, 78–91. <https://ssrn.com/abstract=3347002>

Prasetyo, Y. T., Tanto, H., Mariyanto, M., Hanjaya, C., Young, M. N., Persada, S. F., Miraja, B. A., Agung, A., & Perwira, N. (2024). Factors Affecting Customer Satisfaction and Loyalty in Online Food Delivery Service during the COVID - 19 Pandemic : Its Relation with Open Innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 76.

<https://doi.org/10.3390/joitmc7010076>

Puspitawati, N., Ajat Sudrajat, Halfhy Muggy Ahdattorikin, Fitria Wahyu Utami, & Ridha Raisa Fajrin. (2024). Pengaruh Trust Costumer Terhadap Keputusan Pembelian Pada Umkm Go Chicken Di Karawang. *Journal of Applied Management Studies*, 5(2), 260–267.

<https://doi.org/10.51713/jamss.2024.529>

Putra Laksana, R., & Ruswanti, E. (2023). The Influence Of Service Quality On Customer Satisfaction and Customer Trust And Impaction Repurchase Intention and Site Revision. *International Journal of Science, Technology & Management*, 4(1), 212–216. <https://doi.org/10.46729/ijstm.v4i1.747>

Quality, P. E., & Brand, D. A. N. (2022). *E-service quality*.

Rahayu Deasy, Kumadji Srikandi, & Kusumawati Andriani. (2016). EXPERIENTAL MARKETING DAN PENGARUHNYA TERHADAP KEPUASAN PELANGGAN DAN MINAT PEMBELIAN ULANG (REPURCHASE INTENTION (Survei pada Pelanggan Warung Coto Abdullah Daeng Sirua, Kota Makassar). *Jurnal Administrasi Bisnis (JAB)*, 35(2), 197–203.

Ram, R., & Rizoiu, M.-A. (2021). *Conductance and Social Capital: Modeling and Empirically Measuring Online Social Influence*. 0–27.

<http://arxiv.org/abs/2110.12569>

Rizkalla, N., Tannady, H., & Bernando, R. (2023). Analysis of the influence of performance expectancy, effort expectancy, social influence, and attitude toward behavior on intention to adopt live.on. *Multidisciplinary Reviews*,

6(Special Issue). <https://doi.org/10.31893/multirev.2023spe017>

Ron, K. s. (2016). *Information Quality: The Potential of Data and Analytics to Generate Knowledge.*

[https://books.google.co.id/books?hl=id&lr=&id=nsUqDQAAQBAJ&oi=fnd&pg=PP9&dq=Information+Quality:+The+Potential+of+Data+and+Analytics+to+Generate+Knowledge&ots=qtMjXgH8Tl&sig=790b0TXC7aV4VXFIXEjlT3RmzAU&redir\\_esc=y#v=onepage&q=Information%20Quality%20The%20Po](https://books.google.co.id/books?hl=id&lr=&id=nsUqDQAAQBAJ&oi=fnd&pg=PP9&dq=Information+Quality:+The+Potential+of+Data+and+Analytics+to+Generate+Knowledge&ots=qtMjXgH8Tl&sig=790b0TXC7aV4VXFIXEjlT3RmzAU&redir_esc=y#v=onepage&q=Information%20Quality%20The%20Po)

*Running Head: A ROLE OF GRATITUDE IN THE CSR BUFFERING EFFECT*

*How corporate social responsibility (CSR) saves a company: The role of gratitude in buffering vindictive consumer behavior from product failures*  
*Junghyun Kim. (n.d.).*

S. Yu and S. Poger. (2022). Using Matrix Operations to Measure Individual Social Influence in Mobile Messaging Apps,. *International Conference on Electrical, Computer and Energy Technologies (ICECET),.*  
<https://ieeexplore.ieee.org/abstract/document/9873014/metrics#metrics>

Salaün, Y., & Flores, K. (2001). Information quality: Meeting the needs of the consumer. *International Journal of Information Management, 21*(1), 21–37.  
[https://doi.org/10.1016/S0268-4012\(00\)00048-7](https://doi.org/10.1016/S0268-4012(00)00048-7)

Sang, G., Wang, K., Li, S., Xi, J., & Yang, D. (2023). Effort expectancy mediate the relationship between instructors' digital competence and their work engagement: evidence from universities in China. *Educational Technology Research and Development, 71*(1), 99–115. <https://doi.org/10.1007/s11423-023-01202-1>

023-10205-4

- Sari, N. P. W. P., Duong, M. P. T., Li, D., Nguyen, M. H., & Vuong, Q. H. (2024). Rethinking the effects of performance expectancy and effort expectancy on new technology adoption: Evidence from Moroccan nursing students. *Teaching and Learning in Nursing*, 19(3), e557–e565.  
<https://doi.org/10.1016/j.teln.2024.04.002>
- Sarstedt, M., Ringle, C. M., Smith, D., Reams, R., & Hair, J. F. (2014). Journal of Family Business Strategy Partial least squares structural equation modeling (PLS-SEM ): A useful tool for family business researchers. *Journal of Family Business Strategy*, 5(1), 105–115. <https://doi.org/10.1016/j.jfbs.2014.01.002>
- SEVERESIA, C., UTOMO, P., & NATALIA, F. (2022). Investigating Factors Influencing Repurchase Intention: Case Study in Beverage Manufacturing Industry. *Business Excellence and Management*, 12(1), 17–30.  
<https://doi.org/10.24818/beman/2022.12.1-02>
- Sulistiyowati, T., & Husda, N. E. (2023). the Trust Factor: a Comprehensive Review of Antecedents and Their Role in Shaping Online Purchase Intentions. *Jurnal Ekonomi Dan Bisnis Airlangga*, 33(2), 229–244.  
<https://doi.org/10.20473/jeba.v33i22023.229-244>
- Sullivan, Y. W., & Kim, D. J. (2018). International Journal of Information Management Assessing the effects of consumers ' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39(July 2017), 199–219.  
<https://doi.org/10.1016/j.ijinfomgt.2017.12.008>

T Singh Chhikara. (2015). Information Quality-Crucial Aspect of E-Commerce.

*Journal of VLSI and Signal Processing Ver. II, Ver. II.*

<https://scholar.google.com/scholar?cluster=18019030372819982489&hl=id>

&as\_sdt=2005&sciodt=0,5&scioq=Analyze+the+Phenomenon+of+Perceive  
d+Ease-of-

use+and+Perceived+Usefulness+for+Consumers%27+Purchase+Intention

Tam To Nguyen, Huong Quoc Dang, T. L.-A. (2023). Impacts of household norms and trust on organic food purchase behavior under adapted theory of planned behavior. *Journal of Agribusiness in Developing and Emerging Economies*. <https://emerald.com/insight/content/doi/10.1108/jadee-10-2022-0218/full/html>

Tunçgenç, B., El Zein, M., Sulik, J., Newson, M., Zhao, Y., Dezecache, G., & Deroy, O. (2021). Social influence matters: We follow pandemic guidelines most when our close circle does. *British Journal of Psychology*, 112(3), 763–780. <https://doi.org/10.1111/bjop.12491>

Victoriia, P. (2020). *Psychology the Psychological Role of Ethnic Identity*.

3(March), 31–34. <https://doi.org/10.31435/rsglobal>

Wang, E. S., & Chou, N. P. (2014). *CONSUMER CHARACTERISTICS , SOCIAL INFLUENCE , AND SYSTEM FACTORS ON ONLINE GROUP-BUYING REPURCHASING INTENTION Graduate institute of bio-industry management*. 15(2), 119–132.

Wang, N., Sun, Y., Shen, X. L., & Zhang, X. (2018). A value-justice model of knowledge integration in wikis: The moderating role of knowledge

equivocality. *International Journal of Information Management*, 43(May 2017), 64–75. <https://doi.org/10.1016/j.ijinfomgt.2018.07.006>

Widaningsih, S., & Mustikasari, A. (2022). Pengaruh perceived usefulness, perceived ease of use dan perceived enjoyment terhadap penerimaan teknologi informasi web SMB Universitas Telkom. *Fair Value: Jurnal Ilmiah Akuntansi Dan Keuangan*, 4(12), 5717–5725.  
<https://doi.org/10.32670/fairvalue.v4i12.2020>

Winkle, K. (2019). Social Influence in HRI with Application to Social Robots for Rehabilitation. *ACM/IEEE International Conference on Human-Robot Interaction, 2019-March*(March), 754–756.  
<https://doi.org/10.1109/HRI.2019.8673292>

Zainuddin. (2021). operasionalisasi skala pengukuran variabel & instrumen penelitian kuantitatif. *Operasionalisasi Skala Pengukuran Variabel & Instrumen Penelitian Kuantitatif*.

Zhang, C., Rejeb, A., Kayvanfar, V., Yousaf, A., Mazzoni, A., & Elomri, A. (2023). Sustainable Food Processing, a section of the journal Frontiers in Sustainable Food Systems Artificial intelligence-based decision support systems in smart agriculture: Bibliometric analysis for operational insights and future directions. *Frontiers in Sustainable Food Systems*.  
<https://www.frontiersin.org/articles/10.3389/fsufs.2022.1053921/full>

الصرف لتلاميذ الحركية القراءات لمستوى تقويمي نظام. (2024). ا. ع، جاسم احمد & ح، سليمان فهيم (1، 2، 3). In *Sports Culture* (Vol. 15, Issue 1). <https://doi.org/10.25130/sc.24.1.6>