

DAFTAR PUSTAKA

- 'Aisy, P. R., Sukaris, S., & Kirono, I. (2024). Pengaruh Perceived Ease of Use, Perceived Usefulness, dan User Satisfaction terhadap Continuance Intention dalam Bertransaksi dengan Dompot Digital Shopeepay. *Widya Manajemen*, 6(1), 44–55. <https://doi.org/10.32795/widyamanajemen.v6i1.4971>
- Alghamdi, S. Y., Kaur, S., Qureshi, K. M., Almuflih, A. S., Almakayeel, N., Alsulamy, S., & Qureshi, M. R. N. (2023). Antecedents for online food delivery platform leading to continuance usage intention via e-word-of-mouth review adoption. *PLoS ONE*, 18(8 AUGUST), 1–18. <https://doi.org/10.1371/journal.pone.0290247>
- Alshammari, S. H., & Babu, E. (2025). The mediating role of satisfaction in the relationship between perceived usefulness, perceived ease of use and students' behavioural intention to use ChatGPT. *Scientific Reports*, 15(1), 1–13. <https://doi.org/10.1038/s41598-025-91634-4>
- Amron, A., Mursid, A., & Suhartono, E. (2024). Exploring the Impact of Perceived Usefulness and Enjoyment to Enhance Intention to Use and Satisfaction Among Metaverse Travellers. *Journal of Ecohumanism*, 6798, 5857–5866. <https://doi.org/https://doi.org/10.62754/joe.v3i8.5195>
- Angelia Putriana. (2023). Analisis Strategi Bisnis di Era Transformasi Digital. *MUKASI: Jurnal Ilmu Komunikasi*, 2(3), 223–232. <https://doi.org/10.54259/mukasi.v2i3.2105>
- Az-zahra, H. N., Tantya, V. A., & Apsari, N. C. (2021). Layanan Online Food Delivery Dalam Membantu Meningkatkan Penjualan Pada Usaha Mikro. *Jurnal Penelitian Dan Pengabdian Kepada Masyarakat (JPPM)*, 2(2), 156. <https://doi.org/10.24198/jppm.v2i2.33513>
- Daengs, A., Istanti, E., & Kristiawati, I. (2022). Peran Timelimenes Dalam Meningkatkan Customer Satisfaction, Customer Loyalty Pt. Jne. *Jurnal Baruna Horizon*, 5(1), 1–7. <https://doi.org/10.52310/jbhorizon.v5i1.71>
- Damanik, M. A. A., Fauzi, A., & Situmorang, S. H. (2022). Pengaruh Perceived Usefulness, Perceived Enjoyment dan Kepercayaan Terhadap Continuance Intention Melalui Kepuasan Pada Generasi Millenial Pengguna E-Wallet di

- Kota Medan. *Ekonomi, Keuangan, Investasi Dan Syariah (EKUITAS)*, 3(4), 827–834. <https://doi.org/10.47065/ekuitas.v3i4.1475>
- Dihni, V. A. (2022). *Riset: GrabFood Kalah Populer Dibandingkan GoFood dan ShopeeFood*. Katadata.Co.Id. <https://databoks.katadata.co.id/datapublish/2022/06/16/riset-grabfood-kalah-populer-dibandingkan-gofood-dan-shopeefood>
- 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). *PRIMANOMICS : JURNAL EKONOMI DAN BISNIS - VOL. 22. NO.3 (2024)*, 3, 1–15. <https://jurnal.ubd.ac.id/index.php/ds>
- Ginting, D., Abda, M. I., Maq, M., Karina, M., Sari, I., Ichsan Abda, M., Maq, M. M., & Sari, N. I. (2023). Pelatihan Kreativitas Guru dalam Pengembangan Media Pembelajaran Interaktif Dengan Aplikasi Filmora Sebagai Upaya Meningkatkan Kompetensi Profesionalisme Guru. *Journal of Human And Education*, 3(3), 124.
- HAIR JR, J. F., M HULT, G. T., & M. RINGLE, C. (2024). Partial least squares structural equation modeling. In *Women Entrepreneurs*. <https://doi.org/10.1201/9781032725581-7>
- Haralayya, B. (2021). Customer Satisfaction at M/s Sindol Bajaj Bidar. *Iconic Research And Engineering Journals*, 4(12), 157–169. <https://irejournals.com/formatedpaper/1702792.pdf>
- Hariadi, S., & Rahayu, S. (2021). Continuous intention determinants in the use of food delivery application in Surabaya, Indonesia. *Contemporary Research on Business and Management*, 9–12. <https://doi.org/10.1201/9781003196013-3>
- Hasan, A. A.-T., Sumon, S. M., Islam, M. T., & Hossain, M. S. (2021). Factors influencing online shopping intentions: The mediating role of perceived enjoyment. *Turkish Journal of Marketing*, 6(3), 239–253. <https://doi.org/10.30685/tujom.v6i3.132>
- Hendry, D., Handayani, P., & Harahap, N. (2024). *Online Grocery Marketplace Users' Continuance Intention in Indonesia: The Influence of Customer*

Satisfaction and Perceived Usefulness.

<https://doi.org/10.1109/ICIC64337.2024.10956874>

Hongjie Yang. (2024). Factors Impacting College Student Satisfaction, Perceived Usefulness, and Continuance Intention with E-learning in Dezhou, China. *Scholar: Human Sciences*, 16(1), 171–180.

Iskandar, R. I., Astuti, Y., & Indrajaya, D. (2024). The influence of Customer Expectation, Perceived Enjoyment, Perceived Ease of Use, and customer satisfaction on Repurchase Intention of vidio.com Streaming Service Providers. *Journal of Law and Sustainable Development*, 12(1), e2137. <https://doi.org/10.55908/sdgs.v12i1.2137>

Jatimoyo, D., Rohman, F., & Djazuli, A. (2021). The effect of perceived ease of use on continuance intention through perceived usefulness and trust. *International Journal of Research in Business and Social Science* (2147- 4478), 10(4), 430–437. <https://doi.org/10.20525/ijrbs.v10i4.1223>

Jovičić, A., Savković, M., Stefanović, M., Mačužić, I., & Nikolić, N. (2024). the Impact of Horizontal and Vertical System Integration on Quality 4.0. *Journal of Innovations in Business and Industry*, 2(2), 73–78. <https://doi.org/10.61552/jibi.2024.02.003>

Julia, P. P. N. P. A., & Made, W. I. (2021). The Role of Customer Satisfaction In Mediating The Effect of Perceived Ease of Use and Perceived Enjoyment on Repurchase Intention on Shopee Customers In Denpasar City. *Eurasia: Economics & Business*, 11(53), 3–12. <https://doi.org/10.18551/econeurasia.2021-11>

Keni, K. (2020). How Perceived Usefulness and Perceived Ease of Use Affecting Intent to Repurchase? *Jurnal Manajemen*, 24(3), 481. <https://doi.org/10.24912/jm.v24i3.680>

Kristina Lahagu, M., & Lahagu, S. (2024). Online Food Ordering Information System Using the Good Food Application Aplikasi Good Food. *Journal of Applied Science Engineering*, 1(3), 1–12. <https://journal.alshobar.or.id/index.php/pondasi>

Kurniawan, A. C., Rachmawati, N. L., Ayu, M. M., Ong, A. K. S., & Redi, A. A.

- N. P. (2024). Determinants of satisfaction and continuance intention towards online food delivery service users in Indonesia post the COVID-19 pandemic. *Heliyon*, 10(1), e23298. <https://doi.org/10.1016/j.heliyon.2023.e23298>
- Larasati, P. I., & Sri Rahayu, H. hati. (2025). *Jurnal Bisnis dan Manajemen Why Buy When You Can Rent : Analysis Continuance Intention Pengguna Luxury Fashion Rental Di Indonesia*. 10(1), 129–144.
- Lee, W. O., Huam, H. T., & Raja Yusof, R. N. (2024). Determinants of Mobile Shopping Apps Continuance Intention: A Review and Proposed Conceptual Model. *Journal of Entrepreneurship and Business*, 12(1), 77–90. <https://doi.org/10.17687/jeb.v12i1.1193>
- Lombu, W., & Wardana, I. (2024). The Role of Satisfaction in Mediating the Influence of Perceived Usefulness and Perceived Ease of Use on the Intention to Reuse Ovo E-Wallet in Badung Regency. *International Journal of Economics, Commerce, and Management*, 1, 384–396. <https://doi.org/10.62951/ijecm.v1i4.261>
- Maria, V., & Sugiyanto, L. B. (2023). Perceived usefulness, perceived ease of use, perceived enjoyment on behavioral intention to use through trust. *Indonesian Journal of Multidisciplinary Science*, 3(1), 1–7. <https://doi.org/10.55324/ijoms.v3i1.702>
- Milah, S., Sunandar, M. A., & Andayani Komara, M. (2023). Perancangan User Interface Dan User Experience Aplikasi Penyewaan Peralatan Bayi Berbasis Mobile Menggunakan Metode Human Centered Design (Hcd) Di Babystuffrent Purwakarta. *JATI (Jurnal Mahasiswa Teknik Informatika)*, 7(3), 1714–1721. <https://doi.org/10.36040/jati.v7i3.7066>
- Muhammad Luthfi Rizky, & Hijriyantomi Suyuthie. (2024). Pengaruh Kualitas Produk, Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan. *Jurnal Ilmiah Dan Karya Mahasiswa*, 2(4), 259–269. <https://doi.org/10.54066/jikma.v2i4.2359>
- Noor, A., & Hadisaputro, E. L. (2022). Analisis Pengalaman Pengguna Pada Aplikasi TIX ID Menggunakan Metode User Experience Questionnaire. *Journal of Information System Research (JOSH)*, 3(4), 672–677.

<https://doi.org/10.47065/josh.v3i4.1881>

- Novira, D., Utomo, H. S., & Mulyanto, I. H. (2024). Influence of Perceived Ease of Use and Perceived Usefulness towards Continuance Intention with Customer Satisfaction as Intervening Variable: a study of Startup Companies Using e-Wallet. *Journal of Business Management and Economic Development*, 2(02), 602–614. <https://doi.org/10.59653/jbmed.v2i02.669>
- Nuriska, F. P., & Azizah, N. (2021). ANALISIS CONTINUANCE INTENTION TO USE LAYANAN VIDEO ON DEMAND DENGAN PENDEKATAN THEORY OF PLANNED BEHAVIOR (STUDI KASUS PADA PENGGUNA APLIKASI NETFLIX DI KOTA SURABAYA). *Pharmacognosy Magazine*, 75(17), 399–405.
- Pradana, W. Y., & Yolanda, M. (2024). Pengaruh Perceived Usefulness Terhadap Continuance Intention To Use Pada Pengguna Mobile Payment Dana Dengan Satisfaction Sebagai Variabel Mediasi. *Jurnal Ilmu Manajemen Retail Universitas Muhammadiyah Sukabumi*, 5(1), 1–12. <https://doi.org/10.37150/jimat.v5i1.2615>
- Prasetyo, A., & Syaebani, M. I. (2024). *Understanding Information System Continuance Intention In The Indonesian Public Sector*. 8(3), 1232–1247. <https://doi.org/10.29408/jpek.v8i3.26325>
- Prastiawan, D. I., Aisjah, S., & Rofiaty, R. (2021). The Effect of Perceived Usefulness, Perceived Ease of Use, and Social Influence on the Use of Mobile Banking through the Mediation of Attitude Toward Use. *Asia Pacific Management and Business Application*, 009(03), 243–260. <https://doi.org/10.21776/ub.apmba.2021.009.03.4>
- Puspasari, S. I., & Rojuaniah, R. (2023). Pengaruh enjoyment dan persepsi kegunaan terhadap continuance intention pada layanan over the top lokal. *Implementasi Manajemen & Kewirausahaan*, 3(2), 1–15. <https://doi.org/10.38156/imka.v3i2.216>
- Putra, E. D., Athaullah, S., & Yusuf, A. (2023). Pengaruh Perceived Ease of Use, Perceived Enjoyment, Perceived Usefulness, dan Satisfaction terhadap Continued IT Usage Intention: Expected-Confirmation Model (ECM). *Jurnal*

- Maksipreneur: Manajemen, Koperasi, Dan Entrepreneurship*, 13(1), 1.
<https://doi.org/10.30588/jmp.v13i1.1051>
- Ratih Fitri Yatun, & Sri Rahayu Puspita Sari. (2024). Pengaruh Habit, Percieved Usefulness, Dan Percieved Enjoyment Terhadap Continuance Intention E-Wallet Ovo Di Bekasi. *Jurnal Akuntansi Dan Manajemen Bisnis*, 4(2), 37–43.
<https://doi.org/10.56127/jaman.v4i2.1595>
- Safira, R. (2023). Dampak Kemajuan Teknologi Pada Pendidikan Bahasa Indonesia. *Student Scientific Creativity Journal*, 1(3), 1–62.
- Salam, A. (2021). Pengaruh e-service quality dan e-trust terhadap continuance intention melalui e-satisfaction sebagai variabel mediasi (studi pada aplikasi Access by KAI). *Jurnal Ilmu Manajemen*, 11(1), 48–56.
- Saoula, O., Shamim, A., Mohd Suki, N., Ahmad, M. J., Abid, M. F., Patwary, A. K., & Abbasi, A. Z. (2023). Building e-trust and e-retention in online shopping: the role of website design, reliability and perceived ease of use. *Spanish Journal of Marketing - ESIC*, 27(2), 178–201.
<https://doi.org/10.1108/SJME-07-2022-0159>
- Shalbrenda, V., & Saktiana, G. M. (2024). E-Satisfaction Spotify pada Gen Z Jakarta Memengaruhi Repurchase Intention Melalui Enjoyment, Social Value, dan Ease of Use. *Jurnal Manajerial Dan Kewirausahaan*, 6(2), 531–543.
<https://doi.org/10.24912/jmk.v6i2.29856>
- Siahaan, A. L. S. (2022). Majalah Hukum Nasional URGENSI PERLINDUNGAN DATA PRIBADI DI PLATFORM MARKETPLACE TERHADAP KEMAJUAN TEKNOLOGI (Urgency of Personal Data Protection on Marketplace Platforms Against Technological Advances). *Majalah Hukum Nasional*, 52(2), 209–223.
- Suryani, D., Ermansyah, & Al Sukri, S. (2020). Pengaruh Perceived Ease Of Use, Perceived Usefulness Dan Trust Terhadap Kepuasan Pelanggan Gojek. *Indonesian Journal of Business Economics and Management*, 1(2021), 11–19.
- Syamillah, F., & Abillah, M. V. (2023). Pengaruh Perceived Ease Of Use, Perceived Usefulness dan Satisfaction Terhadap Continuance Intention Pengguna Aplikasi Food Delivery Saat Pandemi. *Jurnal Bisnis, Manajemen, Dan*

Keuangan Volume 4 No. 2 (2023), 4(2), 374–381.

- Ubaidillah, M. Y., Pramana, E., & Chandra, F. H. (2023). Continuance Intention Pada Aplikasi Mobile Payment Dengan Menggunakan Extended Expectation Confirmation Model. *JTIM: Jurnal Teknologi Informasi Dan Multimedia*, 5(2), 149–161. <https://doi.org/10.35746/jtim.v5i2.359>
- Ulva Wahyuni, & Dudi Permana. (2022). Consumer Behavior through Online Shop: Continuance Intention Theory Approach. *International Journal of Scientific Research in Science and Technology*, 161–172. <https://doi.org/10.32628/ijrst1229220>
- Wahyu, M., & Simarmata, J. (2022). Studi Semi-Systematic Review terhadap Persepsi Penggunaan, Persepsi Kemanfaatan dan Kepercayaan Sebagai Prediktor Kepuasan Penyediaan Barang/Jasa LPSE di Indonesia. *Jurnal Ilmiah Universitas Batanghari Jambi*, 22(2), 1160. <https://doi.org/10.33087/jiubj.v22i2.2347>
- Wang, X., & Yu, X. (2024). Art Students' Technostress, Perceived Usefulness, Satisfaction, and Continuance Intention to Use Mobile Educational Applications. *SAGE Open*, 14(2), 1–11. <https://doi.org/10.1177/21582440241260206>
- Won, D., Chiu, W., & Byun, H. (2023). Factors influencing consumer use of a sport-branded app: the technology acceptance model integrating app quality and perceived enjoyment. *Asia Pacific Journal of Marketing and Logistics*, 35(5), 1112–1133. <https://doi.org/10.1108/APJML-09-2021-0709>
- Yu, X., Yang, Y., & Li, S. (2024). Users' continuance intention towards an AI painting application: An extended expectation confirmation model. *PLoS ONE*, 19(5 May), 1–25. <https://doi.org/10.1371/journal.pone.0301821>