

DAFTAR PUSTAKA

- Agung, B. (2020). *Riset Kredivo: Tren Positif E-commerce Masih Berlanjut Sampai Masa Pandemi.* <https://dailysocial.id/post/riset-kredivo-tren-e-commerce-2019-indonesia>
- Al-natour, S., Benbasat, I., & Cenfetelli, R. T. (2011). *The Adoption of Online Shopping Assistants : Perceived Similarity as an Antecedent to Evaluative Beliefs* *Journal of the Association for Information Technology Management* *The Adoption of Online Shopping Assistants : Perceived Similarity as an Antecedent to Evaluative Beliefs* *. May. <https://doi.org/10.17705/1jaism.00267>
- Anderson, R. E., & Srinivasan, S. S. (2003). *E-Loyalty : A Contingency Framework.* *Journal of Computer Information Systems* *20*(February 2003), 123–138. <https://doi.org/10.1002/mar.10063>
- Awad, N. F., & Ragowsky, A. (2008). *Establishing Trust in Electronic Commerce Through Online Word of Mouth : An Examination Across Genders.* *24*(4), 101–121. <https://doi.org/10.2753/MIS0742-1222240404>
- Ba, S., & Pavlou, P. A. (2002). *Evidence of the Effect of Trust Building Technology in Electronic Markets: Price Premiums and Ba & Pavlou/Trust Building Technology in Electronic Markets MIS Quarterly EVIDENCE OF THE EFFECT OF TRUST BUILDING TECHNOLOGY IN ELECTRONIC MARKETS: PRICE PREMIUM.* *26*(3), 243–268.
- Bansal, G., Green, W., & Gefen, D. (2008). *The Moderating Influence of Privacy Concern on the Efficacy of Privacy Assurance Mechanisms for Building Trust : A Multiple-Context Investigation* *The Moderating Influence of Privacy Concern on the Efficacy of Privacy Assurance Mechanisms for Building Trust : A Multiple-Context Investigation* *MIS Quarterly* *32*(3), 731–758.

- the Efficacy of Privacy Assurance Mechanisms for Building Trust.*
- Bhatnagar, A., & Ghose, S. (2004). Segmenting consumers based on the benefits and risks of Internet shopping. *Journal of Business Research*, 57(12 SPEC.ISS.), 1352–1360. [https://doi.org/10.1016/S0148-2963\(03\)00067-5](https://doi.org/10.1016/S0148-2963(03)00067-5)
- Bhattacherjee, A. (2001). *UNDERSTANDING INFORMATION SYSTEMS CONTINUANCE: AN EXPECTATION- CONFIRMATION MODEL*. 25(3), 351–370.
- Casalo, L., Flavian, C., & Guinaliu, M. (2008). *The role of perceived usability , reputation , satisfaction and consumer familiarity on the website loyalty formation process*. 24, 325–345. <https://doi.org/10.1016/j.chb.2007.01.017>
- Casalo, L. V, Flavián, C., & Guinaliu, M. (2007). *The Influence of Satisfaction , Perceived Reputation and Trust on a Consumer ' s Commitment to a Website The Influence of Satisfaction , Perceived Reputation and Trust on a Consumer ' s Commitment to a Website*. May 2012, 37–41. <https://doi.org/10.1080/13527260600951633>
- Chang, E., & Tseng, Y. (2011). Research note : E-store image , perceived value and perceived risk ☆. *Journal of Business Research*.
- <https://doi.org/10.1016/j.jbusres.2011.06.012>
- Chang, H. H., & Chen, S. W. (2008). *The impact of online store environment cues on purchase intention Trust and perceived risk as a mediator.* <https://doi.org/10.1108/14684520810923953>

- Chang, T., & Wildt, A. R. (1994). *Price , Product Information , and Purchase Intention : An Empirical Study.*
- Chen, N., & Rau, P. P. (2012). *Effects of Trust on Group Buying Websites in China.* 279–288.
- Chen, Z., & Dubinsky, A. J. (2003). *A Conceptual Model of Perceived Customer Value in E-Commerce : A Preliminary Investigation.* 20(April 2003), 323–347. <https://doi.org/10.1002/mar.10076>
- Chiu, C., Hsu, M., Lai, H., & Chang, C. (2012). Re-examining the influence of trust on online repeat purchase intention: The moderating role of habit and its antecedents. *Decision Support Systems*, 53(4), 835–845. <https://doi.org/10.1016/j.dss.2012.05.021>
- Choudhury, V., & Karahanna, E. (2008). *Management Information Systems Research Center, University of Minnesota.* 32(1), 179–200.
- Cronin, J. J., Brady, M. K., & Hult, G. T. M. (2000). *Assessing the Effects of Quality , Value , and Customer Satisfaction on Consumer Behavioral Intentions in Service Environments.* 76(2), 193–218.
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). *User Acceptance of Computer Technology : A Comparison of Two Theoretical Models.* July 2018.
- Delgado-ballester, E., & Hernández-espallardo, M. (2008). *Effect of Brand Associations on Consumer Reactions to Unknown On-Line Brands.* 12(3), 81–113. <https://doi.org/10.2753/JEC1086-4415120305>
- Dinev, T., Hart, P., Dinev, T., & Hart, P. (2006). *An Extended Privacy Calculus Model*

- for E-Commerce Transactions An Extended Privacy Calculus Model for E-Commerce Transactions. October 2014. <https://doi.org/10.1287/isre.1060.0080>*
- Dodds, W. B., Monroe, K. B., & Grewal, D. (1991). *Effects of Price , Brand , and Store Information on Buyers ' Product Evaluations.*
- Fang, Y., Qureshi, I., Sun, H., Mccole, P., Ramsey, E., Lim, K. H., & Echanisms, M. (2014). *T RUST , S ATISFACTION , AND O NLINE R EPURCHASE I NTENTION : T HE M ODERATING R OLE OF P ERCEIVED E FFECTIVENESS OF E-C OMMERCE I NSTITUTIONAL.* 38(2), 407–428.
- Gefen, D., Karahana, E., & Straub, D. W. (2003). *TRUST AND TAM IN ONLINE SHOPPING: AN INTEGRATED MODEL.* 27(1), 51–90.
- Ghozali. (2006). *Structural Equation Model (SmartPLS) versi 3.0.* Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2014). *Partial Least Squares; Konsep, Metode, dan Aplikasi Menggunakan Program WarPLS 4.0.*
- Glover, S., & Benbasat, I. (2010). *A Comprehensive Model of Perceived Risk of E -Commerce Transactions The Case for a New Risk Model : Prior Research on.* 15(2), 47–78. <https://doi.org/10.2753/JEC1086-4415150202>
- Grabner-kraeuter, S., & Grabner-kraeuter, S. (2002). *The Role of Consumers ' Trust in Online-Shopping.* 43–50.
- Hair Jr, J., Hult, G. T., Ringle, C., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) - Joseph F. Hair, Jr., G. Tomas M. Hult, Christian Ringle, Marko Sarstedt. In Sage.*

- Harris, L. C., & Goode, M. M. H. (2004). *The four levels of loyalty and the pivotal role of trust: a study of online service dynamics.* 80, 139–158.
<https://doi.org/10.1016/j.jretai.2004.04.002>
- Hellier, P. K., Geursen, G. M., Carr, R. A., Rickard, J. A., Hellier, P. K., Geursen, G. M., Carr, R. A., Rickard, J. A., Carr, R. A., & Rickard, J. A. (2003). *Customer repurchase intention : A general structural equation model.*
<https://doi.org/10.1108/03090560310495456>
- Hsu, M., Chang, C., Chu, K., & Lee, Y. (2014). Computers in Human Behavior Determinants of repurchase intention in online group-buying : The perspectives of DeLone & McLean IS success model and trust. *COMPUTERS IN HUMAN BEHAVIOR*, 36, 234–245. <https://doi.org/10.1016/j.chb.2014.03.065>
- Huang, W., Schrank, H., & Dubinsky, A. J. (2004). Effect of brand name on consumers' risk perceptions of online shopping. *Journal of Consumer Behaviour*, 4(1), 40–50. <https://doi.org/10.1002/cb.156>
- icecubeonline.com. (2021). *Bagaimana Pandemi COVID-19 Mempengaruhi Tren Industri E-Commerce di 2021?* <https://icubeonline.com/news-blog/pandemi-dan-trend-ecommerce-2021>
- Jensen, H. R. (2001). *Antecedents and consequences of consumer value assessments : implications for marketing strategy and future research.* 8, 299–310.
- Jiuan Tan, S. (1999). Strategies for reducing consumers' risk aversion in internet shopping. *Journal of Consumer Marketing*, 16(2), 163–180.
- Kim, D. J., Ferrin, D. L., Rao, H. R., & Kim, D. J. (2009). *Trust and Satisfaction , Two*

- Stepping Stones for Successful E-Commerce Relationships : A Longitudinal Exploration Trust and Satisfaction , Two Stepping Stones for Successful E-Commerce Relationships : April 2014.* <https://doi.org/10.1287/isre.1080.0188>
- Kim, H., Chan, H. C., & Gupta, S. (2007). *Value-based Adoption of Mobile Internet : An empirical investigation.* 43, 111–126.
<https://doi.org/10.1016/j.dss.2005.05.009>
- Kim, H., Xu, Y., & Gupta, S. (2012). Electronic Commerce Research and Applications Which is more important in Internet shopping , perceived price or trust ? *Electronic Commerce Research and Applications*, 11(3), 241–252.
<https://doi.org/10.1016/j.elerap.2011.06.003>
- Lai, I. K. W., & Tong, V. W. L. (2013). *The Impact of Company , Subject , and System Characteristics on the Trust Factors Affecting the Adoption of Internet-based Interorganizational Systems The Impact of Company , Subject , and System Characteristics on the Trust Factors Affecting the Adoption.* November 2014, 37–41. <https://doi.org/10.1080/10580530.2013.832959>
- Li, X., & Hitt, L. M. (2010). *Price Effects in Online Product Reviews: An analytical model and empirical analysis.* 34(4), 809–831.
- Li, Y. (2014). The impact of disposition to privacy , website reputation and website familiarity on information privacy concerns. *Decision Support Systems*, 57, 343–354. <https://doi.org/10.1016/j.dss.2013.09.018>
- Lim, N. (2003). *C onsumers ' perceived risk : sources versus consequences.* 2, 216–228.

Littler, D., & Melanthiou, D. (2006). *Consumer perceptions of risk and uncertainty and the implications for behaviour towards innovative retail services : The case of Internet Banking.* 13, 431–443.

<https://doi.org/10.1016/j.jretconser.2006.02.006>

Malhotra, N. (2010). *Marketing Research-An Applied Orientation Sixth Edition.* Pearson/Prentice Hall.

Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). *AN INTEGRATIVE MODEL OF ORGANIZATIONAL TRUST.* 3.

Mcknight, D. H. (1998). *INITIAL TRUST FORMATION IN NEW ORGANIZATIONAL RELATIONSHIPS.* 23(3), 473–490.

Mcknight, D. H., & Chervany, N. L. (2014). *International Journal of What Trust Means in E-Commerce Customer Relationships: An Interdisciplinary Conceptual Typology.* February 2015, 37–41.

<https://doi.org/10.1080/10864415.2001.11044235>

Park, C., & Lee, T. M. (2009). Information direction , website reputation and eWOM effect : A moderating role of product type. *Journal of Business Research*, 62(1), 61–67. <https://doi.org/10.1016/j.jbusres.2007.11.017>

Pavlou, P. A. (2003). *International Journal of Consumer Acceptance of Electronic Commerce : Integrating Trust and Risk with the Technology Acceptance Model.* February 2015, 37–41. <https://doi.org/10.1080/10864415.2003.11044275>

Pavlou, P. A., Gefen, D., & Gefen, D. (2004). *Based Trust Building Effective Online Marketplaces with Institution-Based Trust.* April 2015.

<https://doi.org/10.1287/isre.1040.0015>

Peter, J. P., & Ryan, M. J. (1976). *An Investigation of Perceived Risk at the.* XIII(May), 184–188.

Salisbury, W. D., Pearson, R. A., Pearson, A. W., & Miller, D. W. (2003). *Perceived security and World Wide Web purchase intention.* 165–176.

Schiffman, L. G., Kanuk, L. L., & Wisenblit, J. (2006). Consumer Behavior. *Pearson Prentice Hall.*

Sirdeshmukh, D., Singh, J., & Sabol, B. (2002). *Consumer Trust , Value , and Loyalty.*

Snoj, B., Korda, A. P., & Mumel, D. (2004). *The relationships among perceived quality , perceived risk and perceived product value.*

<https://doi.org/10.1108/10610420410538050>

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>

Taylor, P., Hung, S., Cheng, M., Chen, P., Hung, S., Cheng, M., & Chen, P. (2012). *Reexamining the Factors for Trust in Cultivating Online Customer Repurchase Intentions : The Moderating Effect of Perceived Waiting* Reexamining the Factors for Trust in Cultivating Online Customer Repurchase Intentions : The Moderating Effect. October 2014, 37–41. <https://doi.org/10.1080/10447318.2011.654201>

Taylor, S., & Todd, P. A. (1995). Understanding information technology usage: A test

- of competing models. *Information Systems Research*, 6(2), 144–176.
<https://doi.org/10.1287/isre.6.2.144>
- Wong, K. K.-K. (2013). Partial Least Squares Structural Equation Modeling (PLS-SEM) Techniques. *Marketing Bulletin, Technical Note 1.*, 24.
- Wu, L., Chen, K., Chen, P., & Cheng, S. (2014). Perceived value , transaction cost , and repurchase-intention in online shopping : A relational exchange perspective. *Journal of Business Research*, 67(1), 2768–2776.
<https://doi.org/10.1016/j.jbusres.2012.09.007>
- Zeithaml, V. A. (1988). *Consumer Perceptions Of Price , Quality , And Value : A Means-*.
- Zhang, Y., Fang, Y., Wei, K., Ramsey, E., Mccole, P., & Chen, H. (2011). Information & Management Repurchase intention in B2C e-commerce — A relationship quality perspective §. *Information & Management*, 48(6), 192–200.
<https://doi.org/10.1016/j.im.2011.05.003>