

DAFTAR PUSTAKA

- Al-debei, M. M., Corporation, O., & Akroush, M. N. (2015). *Consumer attitudes towards online shopping The effects of trust , perceived benefits , and. October*. <https://doi.org/10.1108/IntR-05-2014-0146>
- Andriani, M., & Damayanti, K. (2023). Performa Financial Super-App Terhadap Kepuasan dan Loyalitas Pengguna Mobile Banking. *Journal of Research on Business and Tourism*, 3(1), 11. <https://doi.org/10.37535/104003120232>
- Az-zahra, F., & Hendrawan, D. (2016). Pengaruh Perceived Usefulness, Perceived Ease of Use dan Perceived Risk Terhadap Intention to Shop Online (Studi Pada Potensial Pasar Airbnb di Pulau Jawa). *Fakultas Ekonomi Dan Bisnis Universitas Brawijaya Malang*.
- Budhijana, R. B. (2023). The Factors Influence On The Intention To Buy Halal Food Products In Indonesia. *Jurnal Of Namibian Studies*, 35, 1204–1224.
- Evelina, T. Y. (2022). The Effect of Perceived Benefits on Customer Satisfaction and Customer Retention on Indonesian E-Commerce Sites. *International Journal of Electronic Commerce Studies*, 13(2), 99–118. <https://doi.org/10.7903/ijecs.1908>
- Ghozali. (2014). *Structural Equation Modeling, Metode Alternatif dengan Partial Least Square (PLS)*. In Badan Penerbit Universitas Diponegoro.
- GoodStats, J. data. (2022). *Platform E-Commerce Pilihan Masyarakat Indonesia 2022*. Goodstats. <https://goodstats.id/infographic/platform-e-commerce-pilihan-masyarakat-indonesia-2022-KyEJi>
- Hafidhah, Rusnani, R., & Liyanto, L. (2022). Intellectual Capital dan Kinerja Keuangan pada UKM pada masa Pandemi Covid-19: Apakah terkait? *JAK (Jurnal Akuntansi) Kajian Ilmiah Akuntansi*, 9(1), 103–126. <https://doi.org/10.30656/jak.v9i1.3799>
- Hair, J. F., 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*.
- Hanif, M., Hafeez, S., & Riaz, A. (2010). Factors affecting customer satisfaction. *International Research Journal of Finance and Economics*, 60(October), 44–52. <https://doi.org/10.6007/IJARBS/v12-i10/14751>
- Hui Chong, M. (2023). Consumer Satisfaction in E-shopping: Shopee Malaysia Case. *Asia Pacific Journal of Management and Education*, 6(1), 94–107. <https://doi.org/10.32535/apjme.v6i1.2231>
- Indah Yani, M., & Sugiyanto, S. (2022). Pengaruh Kualitas Layanan, Kepercayaan, Citra Merek Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Edwin

- Jeans Indonesia Pada E-Commerce Shopee. *SINOMIKA Journal: Publikasi Ilmiah Bidang Ekonomi Dan Akuntansi*, 1(3), 443–472. <https://doi.org/10.54443/sinomika.v1i3.285>
- Indarsin, T., & Ali, H. (2017). Attitude toward Using m-Commerce: The Analysis of Perceived Usefulness, Perceived Ease of Use, and Perceived Trust: Case Study in Ikens Wholesale Trade, Jakarta-Indonesia. *Saudi Journal of Business and Management Studies*, 2(11), 995–1007. <https://doi.org/10.21276/sjbms.2017.2.11.7>
- Indrasari, Y. (2020). Efisiensi Saluran Distribusi Pemasaran Kopi Rakyat Di Desa Gending Waluh Kecamatansempol (Ijen) Bondowoso. *Jurnal Manajemen Pemasaran*, 14(1), 44–50. <https://doi.org/10.9744/pemasaran.14.1.44-50>
- Kee, D. M. H., Wawi, M. H. H., Zohri, M. H. A., Mok, H. X., Mok, M. N., Rafif, M. I., Lutfiani, L. S., Hafizh, U., & Priyambodo, H. G. (2023). Are You Satisfied With Shopee? A Study of Customer Satisfaction Towards Shopee. *International Journal of Tourism & Hospitality in Asia Pasific*, 6(2), 102–115. <https://doi.org/10.32535/ijthap.v6i2.2342>
- 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>
- Kenneth Laudon, C. T. (2021). *E-Commerce 2020–2021: Business, Technology and Society, Global Edition 16th Edition* (16th ed.). Pearson.
- Kusumaningtyas, N. K., & Wardani, D. (2022). Analisis Faktor-faktor yang Mempengaruhi Sikap Penggunaan Mobile Banking (Studi Penelitian pada Nasabah Bank BUMN). *Jurnal Ekonomi, Manajemen Dan Perbankan (Journal of Economics, Management and Banking)*, 5(2), 64. <https://doi.org/10.35384/jemp.v5i2.245>
- Latifah, N., Widayani, A., & Normawati, R. A. (2020). Pengaruh Perceived Usefulness Dan Trust Terhadap Kepuasan Konsumen Pada E- Commerce Shopee. *BISMA: Jurnal Bisnis Dan Manajemen*, 14(1), 82. <https://doi.org/10.19184/bisma.v14i1.13550>
- Maholtra, N. K. (2016). Marketing research. In *The Marketing Book: Seventh Edition*.
- Mai, D. S., & Cuong, D. T. (2021). Relationships between Service Quality , Brand Image , Customer Satisfaction , and Relationships between Service Quality , Brand Image , Customer Satisfaction , and Customer Loyalty. *Journal of Asian Finance Economics and Business*, 8(March). <https://doi.org/10.13106/jafeb.2021.vol8.no3.0585>
- Michelle Olivia, N. K. M. (2022). The Influence of Perceived Ease of Use and Perceived Usefulness on E-Wallet Continuance Intention: Intervening Role of Customer Satisfaction. *Jurnal Teknik Industri*, 24.

- Octaviany, A., Mas'ud, M., & Nasaruddin, F. (2020). Pengaruh Kecerdasan Emosional Dan Karakteristik Personal Auditor Terhadap Kualitas Audit Pada Kantor Akuntan Publik Di Makassar. *Journal of Accounting and Finance (JAF)*, 1(1), 102–114. <https://doi.org/10.52103/jaf.v1i1.126>
- Oktafiana, H., Saidani, B., & Yohana, C. (2021). Pengaruh Perceived Ease of Use dan Perceived Usefulness terhadap Customer Satisfaction E-Wallet X. *Jurnal Bisnis, Manajemen, Dan Keuangan*, 2(2), 5–24.
- Pikkarainen, T., Pikkarainen, K., Karjaluoto, H., & Pahlila, S. (2004). Consumer acceptance of online banking: An extension of the technology acceptance model. *Internet Research*, 14(3), 224–235. <https://doi.org/10.1108/10662240410542652>
- Ramayah, T., & Ignatius, J. (2005). Impact of Perceived usefulness, Perceived ease of use and Perceived Enjoyment on Intention to Shop Online. *ICFAI Journal of Systems Management (IJSM)*, 1–16. <http://ramayah.com/journalarticlespdf/impactpeu.pdf>
- Sandra F, Chuanlan L, D. S. (2007). Development Of a Scale To Measure The Perceived Benefits And Risks Of Online Shopping. *Journal of Interactive Marketing*, 21(3), 2–20. <https://doi.org/10.1002/dir>
- Shah, H. J., & Attiq, S. (2018). Impact of Technology Quality, Perceived Ease of Use and Perceived Usefulness in the Formation of Consumer's Satisfaction in the Context of E-learning. *Abasyn Journal of Social Sciences*, 9(11), 201–210.
- Sugiyono. (2013). Metode Penelitian Kualitatif dan R and D. In *Bandung: Alfabeta* (Vol. 3, Issue April).
- Triandewo, M. A. (2021). The Impact Of Perceived Benefits, Perceived Web Quality And Trust On Attitude Towards Online Shopping On Female Consumer Who Use Shopee Application In Jakarta. *International Journal of Business, Economics and Law*, 24(3), 33–43.
- Tyas, E. I., & Darma, E. S. (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. *Reviu Akuntansi Dan Bisnis Indonesia*, 1(1), 25–35. <https://doi.org/10.18196/rab.010103>
- Wafiyah, R. S., & Kusumadewi, N. M. W. (2021). The Effect of Perceived Usefulness, Perceived Ease Of Use, And Trust On Repurchase Intention On E-Commerce Shopee. *IJISSET-International Journal of Innovative Science, Engineering & Technology*, 8(7), 428–434. www.ijiset.com
- Wardani, D. (2022). Niat Penggunaan Fintech Sistem Pembayaran Pada Kalangan Milenium Di Masa Pandemi Covid-19. *Jurnal Sistem Informasi Bisnis (JUNSIBI)*. <http://ejournal-ibik57.ac.id/index.php/junsibi/article/view/435>

- Wijanarto, A. L., & Wardani, D. (2022). Peran Penggunaan Internet Banking terhadap Kepuasan Nasabah Bank BCA (Studi pada Nasabah Pengguna Fasilitas M-BCA di Kota Depok). *Jurnal Ekonomi, Manajemen Dan Perbankan (Journal of Economics, Management and Banking)*, 6(1), 1. <https://doi.org/10.35384/jemp.v6i1.228>
- Wilson, F. (2021). User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust. *Nankai Business Review Internationa*, Vol. 5(No. 3), 258–274.
- Wu, J., Liu, L., & Huang, L. (2017). Consumer acceptance of mobile payment across time Antecedents and moderating role of diffusion stages. *Industrial Management and Data Systems*, 117(8), 1761–1776. <https://doi.org/10.1108/IMDS-08-2016-0312>
- Yo, P. W., Kee, D. M. H., Yu, J. W., Hu, M. K., Jong, Y. C., Ahmed, Z., Gwee, S. L., Gawade, O., & Nair, R. K. (2021). The influencing factors of customer satisfaction: A case study of shopee in malaysia. *Estudios de Economia Aplicada*, 39(12), 1–16. <https://doi.org/10.25115/eea.v39i12.6839>
- Yolanda, A., & Widijoko, W. (2014). Pengaruh Persepsi Manfaat, Persepsi Kemudahan, Persepsi Kenyamanan, Dan Norma Subjektif Terhadap Minat Menggunakan Electronic Commerce (E-commerce). *Jurnal Ilmiah Mahasiswa FEB*, 2(2), 1–20. <https://jimfeb.ub.ac.id/index.php/jimfeb/article/view/1122>
- Zainol, N. R. (2021). Cashless Transactions : A Study on Intention and Adoption of e-Wallets. *Sustainability*, 2019, 1–18.
- Zendy Artades Pranata. (2019). Analisis Pengaruh Fungsi Aplikasi, Kegunaan, Dan Manfaat Yang Dirasakan Terhadap Kepuasan Pelanggan Shopee Belanja Online Di Yogyakarta. *Jurnal Ekobis Dewantara*, 2(1), 50–63.