

REFERENCES

- Aliakbar, R. K. (2014). Online Repurchase Intention: Testing Expectation Confirmation Model ECM on Online Shopping Context in Iran. *Journal of E-commerce*.
- Angelova, B. (2011). Measuring Customer Satisfaction with Service Quality Using American Customer Satisfaction Model (ACSI Model) . *International Journal of Academic Research in Business and Social Sciences* .
- Bhattacherjee, A. (2001). Understanding information systems continuance: an expectation-confirmation model. *MIS*, 3.
- Bulut, Z. A. (2015). Determinants of Repurchase Intention in Online Shopping: A Turkish Consumer's Perspective. *International Journal of Business and Social Science*.
- Carr, C. L., Carson, T. L., Childers, & J, P. (2001). Hedonic and Utilitarian Motivations for Online Retail Shopping Behaviour. *Journal of retailing*, 77.
- Chen, M. Y., & Ching, I. T. (2013). A comprehensive model of the effects of online store image on purchase intention in an e-commerce environment . *Electronic commerce research*.
- Chiu, C. M., Wang, E. T., Fang, Y. H., & Huang, H. Y. (2014). Understanding customers' repeat purchase intentions in B2C e-commerce: the roles of utilitarian value, hedonic value and perceived risk. *Information systems journalsl*, 85-114.
- Chou, S. W., & Hsu, C. S. (2016). Understanding online repurchase intention: social exchange theory and shopping habit. *Information system management*, 19-45.
- Davis, F. (1898). *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology* . Management Information System Research Center.
- Davis, F. D. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *Journal of manaement information systems*, Vol. 13, No. 3.

- Dianty. (2018). Analyzing Factors Influencing Continuance Intention. *h International Conference on Information and Communication Technology (ICoICT)*.
- Dutta, B. (2016). Exploring the Factors of Consumer Repurchase Intention in Online Shopping. *International Journal of Computer Science and Information Security*, Vol. 14, No.12.
- Essays. (2018, November 5). *Definition available for quantitative research given by different authors.* Retrieved from UKessays: <https://www.ukessays.com/essays/psychology/definitions-available-for-quantitative-research-given-by-different-authors-psychology-essay.php>
- Eyerys. (2017, 08 19). Retrieved from www.eyerys.com: <https://www.eyerys.com/articles/news/alibaba-expands-its-grip-southeast-asia-investing-indonesias-tokopedia>
- Fachri, M. (2019, October 09). *Kompasiana.* Retrieved from www.kompasiana.com: <https://www.kompasiana.com/mfachrip/5d9d44a30d823006e86a7262/online-shop-sejarah-perkembangan-dan-pengaruh-bagi-kehidupan-manusia?page=all>
- fachriansyah, R. (2020, May 3). *TheJakartaPost.* Retrieved from <https://www.thejakartapost.com/news/2020/05/03/data-breach-jeopardizes-more-than-15-million-tokopedia-users-report-finds.html>
- Fitzgibbon, C., & White, L. (2005). The role of attitudinal loyalty in the development of customer relationship management strategy within service firms. *Journal of financial services marketing*, 214-230.
- Franedy, R. (2019, March 01). *cnnbcindonesia.* Retrieved from www.cnbcindonesia.com: <https://www.cnbcindonesia.com/tech/20190301150340-37-58396/tokopedia-vs-bukalapak-vs-shopee-siapa-juaranya>
- Ghazali, I. (2006). *Aplikasi analisis multivariate dengan program SPSS.* Universitas Diponegoro.
- Ghozali. (2009). In *Applikasi Analisis Multivariat dengan menggunakan program SPSS.* Semarang : Badan Penerbit Universitas Diponogoro.

- Ghozali, I. (2014). *Structural Equation Modeling: Metode Alternatif Dengan Partial Least Square (PLS)*. Semarang: Universitas Diponegoro.
- Gupta, S., & Kim, H. W. (2007). The moderating effect of transaction experience on the decision calculus in on-line repurchase. *International journal of e-commerce*, 127-158.
- Hair, J. F., Black, W. C., Babin , B. J., & Anderson, R. E. (2010). Multivariate Data Analysis. *Pearson Prentice Hall*.
- Hansemark, O. C., & Albinson, M. (2004). Customer Satisfaction and Retention: The Experiences of Individual Employees. *Managing service quality*, 40-57.
- Hellier, G. C. (2003). Customer repurchase intention, a general structural equation model. *European Journal of Marketing*, Vol. 37 No.11/12, pp.1762-800.
- Hellier, P. K., Geursen, G. M., & Rickard, J. A. (2003). Customer Repurchase Intention, A General Structural Equation Model. *European journal marketing*, 1762-1780.
- Hermawan. (2019, 04 29). *Nesabamedia*. Retrieved from www.nesabamedia.com: <https://www.nesabamedia.com/apa-itu-tokopedia/>
- Honorary, T. A. (2016). Factors Deriving Consumers' Repurchase Intention in Online Shopping: a Pakistani Consumer's Perspective. *International Journal of Management Sciences and Business Research*.
- Hsu, M., Yen, C., Chiu, C., & Chang, C. (2006). A longitudinal investigation of continued online shopping behaviour: an extension of the theory of planned behaviour. *International journal of human computer studies*, 64, 889-904.
- Hutauruk, A. (2018, August 08). *Dewina Journal*. Retrieved from www.dewinajournal.com: <http://dewina-journal.foutap.com/kepercayaan-konsumen-pada-e-commerce/>
- Ibzan, E., Balarabe, F., & Jakada, B. (n.d.). Consumer satisfaction and repurchase intentions. *Developing countries studies*, 96-100.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis : Konvergensi Teknologi Komunikasi dan Informasi*. Refika aditama.

- Jarvenpaa, S. L. (2000). Consumer trust in an internet store. *Information management Technology*, 45-71.
- Jayani, D. (2019, October 22). *Databoks*. Retrieved from www.databoks.katadata.co.id:
<https://databoks.katadata.co.id/datapublish/2019/10/22/inilah-10-e-commerce-dengan-pengunjung-terbesar>
- Jayani, D. H. (2019, October 15). *Databoks*. Retrieved from Tokopedia, E-Commerce dengan Nilai Transaksi Terbesar:
<https://databoks.katadata.co.id/datapublish/2019/10/15/2014-2023-nilai-transaksi-tokopedia-terbesar-dibandingkan-e-commerce-lainnya>
- Khalifa, M., & Liu, V. (2007). Online consumer retention: contingent effects of online shopping habit and online shopping experience. *European journal of information systems*, 16, 780-792.
- Kotler, K. (2012). *Marketing Management*. Pearson Education.
- Kotler, P. (2000). Marketing management. *Marketing*.
- Kotler, P., & Keller, K. L. (2009). *Marketing Management* (13th ed., Vol. 13th). Upper Saddle River.
- Kotler, Philip, Kevin L, & Keller. (2016). *Marketing Management*. New Jersey: Pearson.
- Lee, G. G., & Lin, H. F. (2005). Customer perceptions of e-service quality in online shopping. *International journal of retail and distribution management*, 33, 161-175.
- Lin, C., & Lekhawipat, W. (2013). Factors affecting online repurchase intention. *Journal of Industrial Management and Data System*.
- Liu, Y. (2017). The effects of online trust-building mechanisms on trust and repurchase intentions. *Journal of Information Technology and People*.
- Ilias O. Pappas, A. G. (2014). Moderating effects of online shopping experience on customer satisfaction and repurchase intentions . *International Journal of Retail & Distribution Management* , 7.
- marsya, N. (2019, October 14). *Dailysocial*. Retrieved from www.dailysocial.com:
<https://id.techinasia.com/tokopedia-ovo-kredivo-idc>

- Mcknight, D. H., & N, L. C. (2001). What trust means in e-commerce customer relationship. *E-commerce*.
- Mothersbaugh, D. L. (2020). *Consumer behavior: building marketing strategy*. New York: McGraw-Hill Education.
- Pavlou, P. A., & Gefen, D. (2004). Building effective online marketplaces with institution-based trust. *Information system research*.
- Pfeffer, J. (1982). Organization and organizations Theory. *Pitman*.
- Phuong, N. n. (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. *Journal of Marketing and Branding Research*.
- Phuong, N. N., & Dat, N. T. (2017). The effect of country-of-origin on customer purchase intention: A study of functional products in Vietnam. . *Journal of Asian Finance*, 75-83.
- pratama, A. (2019, November 31). *Technisia*. Retrieved from www.technisia.com: <https://id.technasia.com/tokopedia-ovo-kredivo-idc>
- Radner, R., & Rothschild, M. (1975). *On the Allocation of Effort*. Journal of economic Theory.
- Revels, J., Tojib, D., & Tsarenko, Y. (2010). *Understanding consumer intention to use mobile services* (Vol. 18). Australasian Marketing Journal.
- Riffenburgh. (2012). Statistics in medicine. *Science*.
- Schein , E. H. (1980). Organizational psychology . *Prentice hall*.
- Seiders, K. G. (2005). Do Satisfied Customers Buy More? Examining Moderating Influences in a Retailing Context. *Journal of Marketing*, Vol. 69, No. 4, pp.26-43.
- Sekaran, U. (2003). *Research Methods for Business*. Wiley.
- Sekaran, U. (2011). *Research Methods for Business*. Jakarta: Salemba.
- Sekaran, U., & Bougie, R. (2013). *Research Methods for Business: A SkillBuilding Approach* (6 ed.). Wiley.

- Simon Kemp, S. M. (2019, September 18). *Datareportal*. Retrieved from www.datareportal.com: <https://datareportal.com/reports/digital-2019-ecommerce-in-indonesia>
- Sugiyono. (2010). *Metodologi Penelitian Bisnis*. Bandung: Alfabeta.
- Sulaiman, W. (2004). *Analisis Regresi Menggunakan SPSS Contoh Kasus dan Pemecahannya*. Yogyakarta: Andi.
- Tribun. (2018, February 18). *Tribunnews*. Retrieved from www.tribunnews.com: <https://www.tribunnews.com/techno/2018/02/18/ini-pesan-penting-kampanye-iklan-tokopedia-terbaru-garapan-flock-untuk-pemuda-indonesia>
- Ulaan, R. V., Pangemanan, S. S., & Lambey, L. (2016). The effect of perceived enjoyment on intention to online shop. *Journal Riset Ekonomi, Management, Bisnis and Accountant*.
- Vankatesh, M. D. (2003). *User Acceptance of Information Technology: Toward a Unified View*. MIS Quarterly.
- Wicaksono, A. (2019, February 04). *Cnn Indonesia*. Retrieved from www.cnnindonesia.com: <https://www.cnnindonesia.com/teknologi/20190201173813-185-365769/netizen-indonesia-paling-gemar-belanja-online>
- Wulandari, D. (2018, February 14). *Mix.co*. Retrieved from www.mix.co.id: <https://mix.co.id/marcomm/brand-communication/advertising/flock-garap-kampanye-mulaiajadulu-dari-tokopedia/>
- Yang, K. (2012). Consumer technology traits in determining mobile shopping adoption: an application of the extended theory of planned behavior. *Journal of retailing and consumer services*, 19, 484-491.
- Yi, Y., & La, S. (2004). What influences the relationship between customer satisfaction and repurchase intention? Investigating the effects of adjusted expectations and customer loyalty. *Psychology and marketing*, 351-373.
- yusra, Y. (2018, 12 12). *Dailysocial*. Retrieved from www.dailysocial.com: <https://dailysocial.id/post/dua-pendiri-tokopedia-secara-total-disebut-miliki-kurang-dari-8-persen-saham>
- Zairi, M. (2000). Managing Customer Dissatisfaction Through Effective Complaint Management Systems. *The TQM Magazine*.

Zeithaml, V. A. (2000). Service quality, profitability and the economic worth of customers: what we know and what we need to learn. *Journal of Academy of Marketing Science*, 28, 67-85.

Zhou, L., Dai, L., & Zhang, D. (2007). *Online shopping acceptance model*. a critical survey of consumer factors.

Zikmund, W., Babin, B. J., & Griffin, M. (2010). *Business research methods* (8th ed.). Mason.