

DAFTAR PUSTAKA

- Alleyne, Philmore dan Lavine, Marcia. (2013). *Factors Influencing Accountans Behavioral Intentions to Use and Actual Usage of Enterprise Resource Planning Systems in a Global Development Agency*. Retrieved from Emerald Insight
- Bandura, A. (1986). *Social foundation of thought and action: Social cognitive theory*. Eglewoog Cliff, New Jersey: Preenpice Hall.
- Bandura, A. (1997). *Self efficacy in changing societies*. New York: Cambrige University Press.
- Baron, R. A. dan Byrne, D. (1997). *Social pychology* (5th ed). Massachusetts Allyn & Bacon.
- Bank Indonesia. (2017). *Instrumen Pembayaran Non Tunai*. [online]. <http://www.bi.go.id/id/sistem-pembayaran/instrumen-nontunai/unik/Contents/Default.aspx> [26 Oktober 2017]
- _____. (2017). *Statistik Sistem Pembayaran: Jumlah Uang Elektronik*. [online]. <http://www.bi.go.id/id/statistik/sistem-pembayaran/uang-elektronik/Contents/Jumlah%20Uang%20Elektronik.aspx> [6 November 2017]
- _____. (2017). 31 Oktober 2017, Pembayaran di Jalan Tol 100% Nontunai dengan Uang Elektronik.. [online]. <http://www.bi.go.id/id/ruang-media/info-terbaru/Pages/311017-Pembayaran-di-Jalan-Tol-100-Nontunai-dengan-Uang-Elektronik.aspx> [6 November 2017]
- _____. Peraturan Bank Indonesia Nomor 11/12/PBI/2009 tentang Uang Elektronik (*Electronic Money*).
- Buchan, N. R., Johnson, E. J., Croson, R. T. A. (2006). *Let's Get Personal: An International Examination of the Influence of Communication, Culture and Social Distance on Other Regarding Preferences*. Retrieved from Journal of Economic Behavior and Organization.
- Chen, C. C. V., Chen, C. J. (2017). *The Role of Customer Participation for Enhacing Repurchase Intention*. Retrieved from Emerald Insight.

- Chiu, C. M., Lin, H. Y., Sun, S. Y., Hsu, M. H. (2009). *Understanding Customers' Loyalty Intentions Towards Online Shopping: An Integration of Technology Acceptance Model and Fairness Theory*. Behaviour & Information Technology, Vol. 28 No. 4. 347-360.
- Ercis, A., Unal, S., Candan, F. B., Yildirim, H. (2012). *The Effect of Brand Satisfaction, Trust and Brand Commitment on Loyalty and Repurchase Intentions*. Retrieved from Emerald Insight.
- Fang, Y. H., Chiu, C. M., Wang, E. T. G. (2011). *Understanding Customers Satisfaction and Repurchase Intentions (An Integration of IS Success Model, Trust and Justice)*. Retrieved from Emerald Insight.
- Feist, J., Feist, G., Roberts, T. (2013). *Theories of Personality* (8th ed.). Humanities and Social Sciences.
- Gefen, D., Benbasat, I., Pavlou, P. A. (2008). *A Research Agenda for Trust in Online Environments*. Retrieved from Journal of Management Information System/Spring.
- Ghozali, Imam., Latan, Hengky. (2015). *Konsep, Teknik, Aplikasi Menggunakan Smart PLS 3.0 Untuk Penelitian Empiris*. Semarang: BP Undip.
- Gounaris, S., Dimitriadis, S., & Stathakopoulos, V. (2010). *An examination of the effects of service quality and satisfaction on customers' behavioral intentions in e-shopping*. Retrieved from Journal of Services Marketing.
- Hair, J., Black, W., Babin, B., Anderson, R. (2014). *Multivariate data analysis* (7th ed.). Pearson new international edition NJ: Pearson/Prentice Hall.
- Handayani, Sri Niken. (2017, 19 Oktober). Bank Mandiri Luncurkan E-money Citilink. SWA [online]. <https://swa.co.id/swa/trends/marketing/bank-mandiri-luncurkan-e-money-citilink> [6 November 2017]
- Hawkins, D. I., Mothersbaugh, D. L., Best, R. J. (2007). *Consumer Behavior: Building Marketing Strategy* (10th ed.). McGraw-Hill Irwin.
- Hernandez, B., Jimenez, J., Martin, M. J. (2010). *Customer Behavior in Electronic Commerce: The Moderating Effect of E-purchasing Experience*. Retrieved from Journal of Business Research, Vol. 63 Nos 9-10, pp. 964-971.

- 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*. Retrieved from International Journal of Human-Computer Studies, Vol. 64 No. 9, pp. 889-904.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis*. Bandung: PT Refika Aditama.
- Izogo, E. E. (2015). *Structural Equation Test of Relationship Quality (Repurchase Intention – Willingness to Recommend Framework in Retail Banking*. Retrieved from Emerald Insight.
- JPPN.COM. (2016, 11 September). Limit Saldo E-Money Naik Jadi Rp.10 Juta. [online]. <https://www.jpnn.com/news/limit-saldo-e-money-naik-jadi-rp-10-juta?page=2> [6 November 2017].
- Kartini, D. (2017, 18 Oktober). BCA dan Mandiri Rajai Uang Elektronik. Kontan.co.id [online]. <http://keuangan.kontan.co.id/news/bca-dan-mandiri-rajai-uang-elektronik> [6 November 2017]
- Kasim, H. A., (2015). *Antecedents of Knowledge Sharing Behavior – Analyzing the Influence of Performance Expectancy and User’s Attitude*. Retrieved from International Journal of Recent Advances in Organizational Behavior and Decision Sciences (IJRAOB).
- Khalifa, M., Liu, V. (2007). *Online Consumer Retention: Contingent Effects of Online Shopping Habit and Online Shopping Experience*. European Journal of Information system. Vol 16 No. 6. 780-792
- Kim, J., Spielmann, N., McMillan, S. J. (2012). *Experience Effects on Interactivity: Functions, Processes and Perceptions*. Journal of Business Research. Vol 65 No. 11. 1543-1550
- Kinanti, Krizia P. (2017, 13 Juli). Transaksi Non Tunai: Uang Elektronik Terus Dikerek. Kalimantan [online]. <http://kalimantan.bisnis.com/read/20170713/430/670942/transaksi-nontunai-uang-elektronik-terus-dikerek> [26 Oktober 2017]
- Kotler, Philip., & Keller, K. L. (2016). *Marketing Management* (Edisi 15). England: Pearson.

- Lee, C. H., Eze, U. C., Ndubisi, N. O. (2010). *Analyzing Key Determinants of Online Repurchase Intentions*. Retrieved from Emerald Insight.
- Lin, C., Lekhawipat, W. (2013). *Factors Affecting Online Repurchase Intention*. Retrieved from Emerald Insight.
- Lovelock, Chirstoper., Jochen Wirtz. (2011). *Service Marketing*. New Jersey USA: Pearson
- Mosavi, Seyed Alireza., & Ghaedi, Mahnoosh. (2012). *Role of perceived value in explaining trust and repurchase intention in e-shopping*. *African Journal of Business Management* Vol. 6(14). Retrieved from Academic Journals.
- Pappas, I. O., Pateli, A. G., Giannakos, M. N., Chrissikopoulos, Vassilios. (2013). *Satisfaction and Repurchase Intention. Moderating Effects of Online Shopping Experience on Customer Satisfaction and Repurchase Intentions*. Retrieved from Emerald Insight.
- Perreault, Jr. W. D., Cannon, J. P., McCarthy, E. J. (2014). *Basic Marketing: A Marketing Strategy Planning Approach* (19th ed.). McGraw-Hill Irwin.
- Sekaran, U., Bougie, R. (2010). *Research Methods for Business: a Skill Building Approach* (5th ed.). United Kingdom: John Wiley and Sons, Ltd.
- _____. (2013) *.Research Methods for Business – A Skill Building Approach* (6th ed.). United Kingdom : John Wiley and Sons, Ltd.
- Shin, Y., Thai, V. V., Grewal, D., Yulseong, K. (2016). *Do Corporate Sustainable Management Activities Improve Customer Satisfaction, Word of Mouth Intention and Repurchase Intention? Empirical Evidence from the Shipping Industry*. Retrieved from Emerald Insight.
- Simamora, Bilson. (2003). *Memenangkan Pasar Dengan Pemasaran Efektif & Profitabel*. Jakarta: PT Gramedia Pustaka Utama.
- Singeh, F. W., Abrizah, A., Karim, N. H. A. (2011). *Malaysian Authors' Acceptance to Self-Archive in Institutional Repositories Towards a Unified View*. Retrieved from Emerald Insight
- Solomon, M. R. (2015). *Consumer Behavior: Buying, Having and Being* (11th ed.). United Kingdom: Pearson Education Limited.
- Strauss, J., Frost, R. D., (2014). *E-Marketing* (7th ed.). Routledge.

- Sugiyono. (2010). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- _____. (2013). *Metode Penelitian Manajemen*. Bandung: Alfabeta.
- Tarofder, A. K., Nikhasemi, S. R., Azam, S. M. F. (2016). *The Mediating Influence of Service Failure Explanation on Customer Repurchase Intention Through Customers Satisfaction*. Retrieved from Emerald Insight.
- Venkatesh, V., Morris, G., Davis, G., and Davis, F. (2003). User Acceptance of Information Technology: Toward a Unified View, *MIS Quarterly*, 27 (3), 425-478.
- Venkatesh, V., Thong, J., and Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology, *MIS Quarterly*, 36 (1), 157-178.
- Wahyuni, Dina. (2012). The Research Design Maze: Understanding Paradigms, Cases, Methods and Methodologies. *Journal of applied management accounting research*, Vol. 10, No. 1, pp. 69-80. Retrieved from Deakin Research Online.
- Waspada, Ikaputera. (2012). *Percepatan Adopsi Sistem Transaksi Teknologi Informasi untuk Meningkatkan Aksesibilitas Layanan Jasa Perbankan*. *Jurnal Keuangan dan Perbankan* Vol 16 No 1 Januari, 122-131.
- Wiyono, Gendro. (2011). *Merancang Penelitian Bisnis dengan Alat SPSS 17.0 & Smart PLS 2.0*. Yogyakarta: UPP STIM YKPN.
- Zalabak, P., Sherwyn, M., Michael, H. (2010). *Building The High Trust*. San Francisco, CA: Jossey-Bass.
- Zboja, J. J., Voorhes, C. M. (2006). *The Impact of Brand Trust and Satisfaction on Retailer Repurchase Intentions*. Retrieved from Emerald Insight.
- Zeng, F., Huang, L., Dou, W. (2009). *Social Factors in User Perceptions and Responses to Advertising in Online Social Networking Communities*. Retrieved from *Journal of Interactive Advertising*, Vol. 10, No. 1, pp. 1-13
- Zernigah, K.I. and Sohail.

Zikmund, W.G., Babin, B.J., Carr, J.C., Griffin, M. (2010). *Business Research Methods* (8th ed). Australia: SouthWestern Cengage Learning