

## DAFTAR PUSTAKA

- Aberg, J. dan Shahmehri, N. (2000). The Role of Human Web Assistants in E-Commerce: an Analysis and a Usability Study. *Internet Research: Electronic Networking Applications and Policy*. 10(2), 114-125. Retrieved from Emerald.
- Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Processes*. 50(2), 178-211. Retrieved from Researchgate.
- Alwahaishi, S. dan Snásel, V. (2013). Acceptance And Use Of Information And Communications Technology: A UTAUT And Flow Based Theoretical Model. *Journal of Technology Management and Innovation*. 8(2), 61-73. Retrieved from Scielo.
- Anderson, J. E., Schwager, P. H. dan Kerns, R. L. (2006). The Drivers for Acceptance of Tablet PCs by Faculty in a Collage of Business. *Journal of Information Systems Education*. 17(4), 429-440.
- Ba, S., Pavlou, P.A., 2002. Evidence of The Effect of Trust Building Technology In Electronic Markets: Price Premiums and Buyer Behavior. *MIS Quarterly*. 26(3), 243-268. Retrieved from Researchgate.
- Bachrudin, A., dan Harapan, L. T. (2003). *Analisis Data Untuk Penelitian Survei dengan Menggunakan Lisrel 8*. Bandung: Jurusan Statistika FMIPA – Unpad.
- Badan Pusat Statistik Indonesia. (2017). *Statistik Indonesia 2017 (Statistical Yearbooks of Indonesia 2017)*. Indonesia: Badan Pusat Statistik.
- Bendi, R. K. J. dan Aliyanto, A. (2014). Analisis Pengaruh Perbedaan Gender pada Model UTAUT. *Seminar Nasional Teknologi Informasi & Komunikasi Terapan (Semantik 2014)*. Retrieved from Google Scholar.
- Brown, S. A., Dennis, A. R. dan Venkatesh, V. (2010). Predicting Collaboration Technology Use: Integrating Technology Adoption and Collaboration Research. *Journal of Management Information Systems*. 27(2), 9-54. Retrieved from Researchgate.
- Bryman, A. dan Bell, E. (2011). *Business Research Methods (3rd Edition)*. New York: Oxford University Press Inc.

- Chang, H. H. dan Chen, S. W. (2009). Consumer Perception of Interface Quality, Security and Loyalty in Electronic Commerce. *Information & Management*. 46(7), 411-417. Retrieved from Science Direct.
- Chang, H. H., Chen, S. F. dan Jain, H. T. (2015). Modifying UTAUT and Innovation Diffusion Theory to Reveal Online Shopping Behavior: Familiarity and Perceived Risk as Mediators. *Information Development*. 32(5), 1757-1773. Retrieved from SAGE.
- Chang, I. C., Hwang, H. G., Hung, W. F. dan Li, Y. C. (2007). Physicians' Acceptance of Pharmacokinetics-based Clinical Decision Support Systems. *Expert Systems with Applications*. 33(2), 296-303. Retrieved from Science Direct.
- Cheng, D., Liu, G., Qian, C. dan Song, Y. (2008). Customer Acceptance of Internet Banking: Integrating Trust and Quality with UTAUT Model. *National Social Science Fund in the Tenth Five-Year Plan and RUC Project 985 Research Fund*. Retrieved from Google Scholar.
- Celik, H. (2016). Customer Online Shopping Anxiety Within The Unified Theory of Acceptance and Use Technology (UTAUT) Framework. *Asia Pacific Journal of Marketing and Logistics*. 28(2), 278-307. Retrieved from Emerald Insight.
- Darmawan, D. (2013). *Metode Penulisan Kuantitatif*. Bandung: Rosda.
- Davis, F. D. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*. 13(3), 319-339. Retrieved from Semantics Scholar.
- Davis, F. D., Bagozzi, R. P. dan Warshaw, P. R. (1989). User Acceptance of Computer technology: A Comparison of Two Theoretical Models. *Management Science*. 35(8), 982-1002. Retrieved from Researchgate.
- Elvandari, S. D. (2012). Penerimaan Sistem *Online Shopping* Berdasarkan *Unified Theory of Acceptance and Usage of Technology (Online Shopping System Acceptance Based On Unified Theory of Acceptance and Usage of Technology)*. *Jurnal Integra*. 1(1), 72-91.

- Ferraro, A. (1998). Electronic Commerce: The Issues and Challenges to Creating Trust and a Positive Image in Consumer Sales on the World Wide Web. *First Monday: Peer-Reviewed Journal on The Internet*. 3(6) [online]. Tersedia: <http://firstmonday.org/ojs/index.php/fm/article/view/601/522> [06 Januari 2018]
- Gefen, D. (2003). TAM or Just Plain Habit: A Look At Experienced Online Shoppers. *Journal of End User Computing*. 15(3), 1-13.
- Gefen, D. dan Straub, D. W. (2004). Consumer Trust in B2C e-Commerce and the Importance of Social Presence: Experiments in e-Products and e-Services. *Omega: The International Journal of Management Science*. 1-18. Retrieved from Science Direct.
- Ghozali, I. (2004). *Model Persamaan Struktural: Konsep dan Aplikasi dengan Program AMOS ver. 5.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. dan Fuad. (2005). *Structural Equation Modeling: Teori, Konsep, dan Aplikasi dengan Program Lisrel 8.54*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis: A Global Perspective (7th edition)*. New Jersey: Pearson Education, Inc.
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E. & Tatham, R. L. (2006). *Multivariate Data Analysis (6th edition)*. New Jersey: Pearson Education, Inc.
- Hansen, T. (2006). Determinants Of Consumers' Repeat Online Buying Of Groceries. *International Review of Retail Distribution & Consumer Research*. 16(1), 93-114. Retrieved from Taylor & Francis Online.
- Haryono, S. (2017). *Metode SEM Untuk Penelitian Manajemen dengan AMOS, LISREL, PLS*. Jakarta: Luxima Metro Media.
- Hartono, J. (2007). *Sistem Informasi Keperluan*. Yogyakarta: CV Andi Offset.
- Hausman, A. V. dan Siekpe, J. S. (2008). The Effect of Web Interface Features On Consumer Online Purchase Intentions. *Journal of Business Research*. 62, 5-13. Retrieved from Science Direct.

- Indrawati. (2015). *Metode Penulisan Manajemen dan Bisnis: Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: PT Refika Aditama.
- Jogiyanto (2008). *Metodologi Penulisan Sistem Informasi*. Yogyakarta: CV Andi Offset.
- Karhanna, E., Agarwal, R. dan Angst, C. M. (2006). Reconceptualizing compatibility beliefs in technology acceptance research. *MIS Quarterly*. 30(4), 781-804. Retrieved from Jstor.
- Kemp, S. (2017, 16 Februari). Digital in Southeast Asia in 2017. Wearesocial [online]. Tersedia: <https://wearesocial.com> [15 Oktober 2017]
- King, R. C., Sen, R. dan Xia, M. (2004). Impact of Web-based E-commerce on Channel Strategy in Retailing. *International Journal of Electronic Commerce*. 8(3), 103-130. Retrieved from Taylor & Francis Online.
- Koufaris, M. dan Hampton-Sosa, W. (2002). Customer Trust Online: Examining The Role of The Experience with The Web Site. *CIS Working Paper Series*. (05). Retrieved from Google Scholar.
- Lallmahomed, M. Z. I., Ab.Rahim, N. Z., Ibrahim, R. dan Abdul Rahman, A. (2013). Predicting Different Conceptualization of System Use: Acceptance in Hedonic Volitional Context (Facebook). *Computers in Human Behavior*. 29(6), 2776-2787. Retrieved from Elsevier.
- Latan, H. (2012). *Structural Equation Modeling: Konsep dan Aplikasi Menggunakan Program LISREL 8.80*. Bandung: Alfabeta.
- Laudon, K. C. dan Laudon, J. P. (2008). *Sistem Informasi Manajemen: Mengelola Perusahaan Digital* (Edisi 10). Jakarta: Salemba Empat.
- Lim, H. dan Dubinsky, A. J. (2005). The Theory of Planned Behavior In E-Commerce: Making A Case For Interdependencies Between Salient Beliefs. *Psychology & Marketing*. 22(10), 833-855. Retrieved from Wiley Online Library.
- Lin, C. P. dan Anol, B. (2008). Learning Online Social Support: An Investigation of Network Information Technology Based on UTAUT. *CyberPsychology & Behavior*. 11(3), 268-272. Retrieved from Google Scholar.

- Lu, Y., Yang, S., Chau, P., dan Cao, Y. (2011). Dynamics Between The Trust Transfer Process and Intention to use Mobile Payment Services: A Cross-environment Perspective. *Information and Management*. (48), 393-403. Retrieved from Science Direct.
- Mahardy, D. (2015, 30 September). Wow, 40 Juta Pengguna Hilir Mudik Tiap Bulan di Blili.com. Tech.id. [online]. Tersedia: [www.techno.id](http://www.techno.id) [12 Maret 2018]
- Mathieson, K. (1991). Predicting User Intentions: Comparing The Technology Acceptance Model With The Theory of Planned Behavior. *Information Systems Research*. 2(3), 173-191. Retrieved from Researchgate.
- Melisa. (2015). Analisis Penerimaan Konsumen Terhadap Teknologi *Online Travel Agent* Menggunakan Model UTAUT 2 (Studi Pada *E-Commerce* Traveloka Di Indonesia). Skripsi pada FEB Telkom University Bandung.
- Nasir, M. (2013). Evaluasi Penerimaan Teknologi Informasi Mahasiswa di Palembang Menggunakan Model UTAUT. *Seminar Nasional Aplikasi Teknologi Informasi (SNATI) 2013*. 36-40.
- Noviaristanti, S. (2006). Model Penerimaan Sistem ERP (*System Acceptance*) pada fase *post project*. Tesis Magister, Program Studi Teknik dan Manajemen Industri, Institut Teknologi Bandung.
- Novitasari, F. (2016). Analisis Peminat Aplikasi Zalora Berdasarkan *Unified Theory Of Acceptance And Use Of Technology* (UTAUT) Menggunakan *Importance Performance Analysis* (IPA). Skripsi pada FKB Telkom University Bandung.
- Pennington, R., Wilcox, H. D. dan Grover, V. (2003). The Role of System Trust in Business-to-Consumer Transactions. *Journal of Management Information Systems/Winter*. 20(3), 197–226. Retrieved from Researchgate.
- Perdana, J. (2016, 13 Desember). Tahun 2017, Beberapa e-Commerce Mulai Berguguran. Marketeers [online]. Tersedia: [marketeers.com/2017-e-commerce-akan-mulai-berguguran/](http://marketeers.com/2017-e-commerce-akan-mulai-berguguran/) [21 Oktober 2017]
- Pradana, M. (2017). Klasifikasi Bisnis E-Commerce di Indonesia. *MODUS*. 27(2): 163-174. Retrieved from Google Scholar.

- Pratama, A. H. (2017, 18 Januari). Masyarakat Indonesia Adalah Pengunduh Aplikasi Terbanyak Keempat di Google Play. *Techinasia* [online]. Tersedia: <https://id.techinasia.com/appannie-indonesia-salah-satu-negara-pengunduh-aplikasi-terbanyak> [08 Oktober 2017]
- Prayogi, G. (2012, 01 Agustus). Setahun, Blibi.com Catatkan 5 Juta Pengunjung. *Okezonetechno* [online]. Tersedia: <https://techno.okezone.com/read/2012/08/01/55/671658/setahun-blibli-com-catatkan-5-juta-pengunjung#lastread> [21 Oktober 2017]
- Purbo, O. W. dan Wahyudi, A. A. (2001). *Mengenal eCommerce*. Jakarta: PT Elex Media Komputindo.
- Rotter, J. B. (1967). A New Scale for The Measurement of Interpersonal Trust. *Journal of Personality and Social Psychology*. 35(4), 651-665. Retrieved from Google Scholar.
- Sedana, I. G. N. dan Wijaya, St. W. (2009). Penerapan Model UTAUT Untuk Memahami Penerimaan dan Penggunaan Learning Management System Studi Kasus: Experiential E-Learning of Sanata Dharma University. *Journal of Information Systems*. 5(2), 114-120. Retrieved from Google Scholar.
- Shih, H. (2004). "An Empirical Study on Predicting User Acceptance of Shopping on the Web". *Journal of Information and Management*. 41, 351-368. Retrieved from Science Direct.
- Silalahi, U. (2015). *Metode Penulisan Sosial Kuantitatif*. Bandung: PT Refika Aditama.
- Slade, E. L., Dwivedi, Y. K., Piercy, N. C. dan Williams, M. D. (2015). Modeling Consumers' Adoption Intentions Of Remote Mobile Payments In The United Kingdom: Extending UTAUT With Innovativeness, Risk, And Trust. *Psychology & Marketing*. 32(8), 860-873. Retrieved from Wiley Online Library.
- Sudaryono. (2017). *Metodologi Penulisan*. Depok: RajaGrafindo Persada.
- Suharsaputra, U. (2012). *Metode Penulisan: Kuantitatif, Kualitatif, dan Tindakan*. Bandung: Refika Aditama.

- Sujarweni, V. W. (2015). *Metodologi Penulisan Bisnis dan Ekonomi*. Yogyakarta: Pustakabarupress.
- Sumanto (2014). *Teori dan Aplikasi Metode Penulisan: Psikologi, Pendidikan, Ekonomi Bisnis, dan Sosial*. Yogyakarta: Center of Academic Publishing Service (CAPS).
- Taiwo, A. A., Mahmood, A. K., dan Downe, A. G. (2012). User Acceptance of eGovernment: Integrating Risk and Trust Dimensions with UTAUT Model. *International Conference on Computer & Information Science (ICCIS)*. Retrieved from Google Scholar.
- Tarhini, A., El-Masri, M., Ali, M. dan Serrano, A. (2016). Extending The UTAUT Model to Understand The Customers' Acceptance and Use of Internet Banking in Lebanon: A Structural Equation Modeling Approach. *Information Technology & People*. 29(4), 830-849. Retrieved from Emerald Insight.
- Tarhini, A., Hone, K. dan Liu, X. (2013). User Acceptance Towards Web-based Learning Systems: Investigating The Role of Social, Organizational and Individual Factors in European Higher Education. *Procedia Computer Science*. 17(1), 189-197. Retrieved from Science Direct.
- Taylor, S. dan Todd, P. A. (1995a). Assessing IT Usage: The Role of Prior Experience. *MIS Quarterly*. 19(2), 561-570. Retrieved from Jstor.
- Taylor, S. dan Todd, P. A. (1995b). Understanding Information Technology Usage: A Test of Competing Models. *Information Systems Research*. 6(4), 144-176. Retrieved from Researchgate.
- Thompson, R. L., Higgins, C. A. dan Howell, J. M. (1991). Personal Computing: Toward a Conceptual Model of Utilization. *MIS Quarterly*. 15(1), 124-143. Retrieved from Jstor.
- Vaithianathan, S. (2010). A Review of E-commerce Literature on India and Research Agenda For The Future. *Electronic Commerce Research*. 10(1), 83-97. Retrieved from Springer.

- Venkatesh, V. dan Davis, F. D. (2000). A Theoretical Extension of The Technology Acceptance Model: Four Longitudinal Field Studies. *Management Science*. 46(2), 186-204. Retrieved from Researchgate.
- Venkatesh, V. dan Morris, M.G. (2000). Why Don't Men Ever Stop To Ask For Directions? Gender, Social Influence, And Their Role In Technology Acceptance And Usage Behavior. *MIS Quarterly*. 24(1), 115-139. Retrieved from Jstor.
- Venkatesh, V., Morris, M. G., Davis, G. B. dan Davis, F. D. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly*. 27(3), 425-478. Retrieved from Google Scholar.
- Venkatesh, V., Thong, J. Y. L. dan 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. Retrieved from Researchgate.
- Venkatesh, V. dan Zhang, X. (2010). Unified Theory of Acceptance and Use of Technology: US vs. China. *Journal of Global Information Technology Management*. 13(1), 5-27. Retrieved from Taylor & Francis Online.
- Widarjono, Agus. (2015). *Analisis Multivariat Terapan dengan Program SPSS, AMOS, dan SMARTPLS*. Edisi 2. Yogyakarta: UPP STIM YKPN.
- Widodo, T. (2015). *The Effect of Transformative IT Capability on Sustainable Competitive Advantage*. 2015 3<sup>rd</sup> International Conference on Information and Communication Technology (ICoICT), Nusa Dua, 2015, 352-357.
- Yang, K. (2010). Determinants of US Consumer Mobile Shopping Services Adoption: Implications for Designing Mobile Shopping Services. *Journal of Consumer Marketing*. 27(3), 262-270. Retrieved from Emerald Insight.
- Yu, C. S. (2012). Factors Affecting Individuals to Adopt Mobile Banking: Empirical Evidence from The UTAUT Model. *Journal of Electronic Commerce Research*. 13(2), 104-121. Retrieved from Researchgate.
- Zhou, T. (2013). An Empirical Examination of Continuance Intention of Mobile Payment Services. *Decision Support Systems*. (54), 1085-1091. Retrieved from Science Direct