

REFERENCES

- Aslam, W., *et al.*, (2019) “Underlying factors influencing consumers’ trust and loyalty in e-commerce,” *Business Perspectives and Research*, 8(2), pp. 186–204. <https://doi.org/10.1177/2278533719887451>.
- Asyifa, N. N. (2021). PENGARUH KUALITAS SISTEM, KUALITAS INFORMASI, KUALITAS LAYANAN DAN KEMUDAHAN PENGGUNAAN TERHADAP KEPUASAN PENGGUNA SISTEM INFORMASI AKADEMIK MAHASISWA (SIAM) UNIVERSITAS BRAWIJAYA. *Jurnal Ilmiah Mahasiswa FEB*, 9(2).
- Chandra, A., & Henriette, Pattyranie, Tan, P., (2022) “Analysis of factors affecting e-loyalty with E-Trust and E-satisfaction as mediation variables on Halodoc application users in Indonesia,” *Quantitative Economics and Management Studies*, 3(6), pp. 983–997. <https://doi.org/10.35877/454ri.qems1272>.
- Chang, Y., *et al.*, (2018) “The role of privacy policy on consumers’ perceived privacy,” *Government Information Quarterly*, 35(3), pp. 445–459. <https://doi.org/10.1016/j.giq.2018.04.002>.
- Chellappa, R. K. (2008). Consumers’ trust in electronic commerce transactions: The role of perceived privacy and perceived security. under submission, 13.
- Dewi, S. N. P., & Millanyani, H. (2014). Pengaruh Community Marketing Terhadap Loyalitas Pelanggan Pada Anggota Telkomsel School Community

di Sekolah Menengah Atas dan Sederajat di Kota Bandung. *Jurnal Manajemen Indonesia*, 14(3), 233-246.

Fatikasari, C. D. (2018). Pengaruh persepsi keamanan, persepsi privacy, dan brand awareness terhadap kepercayaan konsumen online dengan kepuasan sebagai variabel mediasi (studi pada pengguna media sosial instagram di yogyakarta). *Jurnal Manajemen Bisnis Indonesia (JMBI)*, 7(2), 136-147.

Galitz, W.O., (2007) *The Essential Guide to User Interface Design an introduction to GUI design principles and Techniques*. Chichester: Wiley Publishing Inc.

Indrawati, I., Ramantoko, G., Widarmanti, T., Aziz, I. A., & Khan, F. U. (2022). Utilitarian, hedonic, and self-esteem motives in online shopping. *Spanish Journal of Marketing-ESIC*, 26(2), 231-246.

Indrawati., Yones, P. C. P., & Muthaiyah, S. (2023). eWOM via the TikTok application and its influence on the purchase intention of something products. *Asia Pacific Management Review*, 28(2), 174-184. <https://doi.org/10.1016/j.apmr.2022.07.007>

Kinasih, B, S., & Albari, A., (2012) “Pengaruh Persepsi Keamanan Dan Privasi terhadap Kepuasan Dan Kepercayaan Konsumen Online,” *Jurnal Siasat Bisnis*, 16(1). <https://doi.org/10.20885/jsb.vol16.iss1.art3>.

Lee, A., & Levy, Y., (2014) “The effect of Information Quality on trust in e-government systems ' transformation,” *Transforming Government: People,*

Process and Policy, 8(1), pp. 76–100. <https://doi.org/10.1108/tg-10-2012-0011>.

McDowell, W. C., Harris, M. L., & Gibson, S. G., (2013) “The influence of Communication and information quality on trust in the Small Business Supply Chain,” *The Journal of Applied Management and Entrepreneurship*, 18(2), pp. 21–38. <https://doi.org/10.9774/gleaf.3709.2013.ap.00004>.

Mudzakir, M. F., & Nurfarida, I. N., (2015) “*The influence of Brand Awareness on Brand Trust through brand image,*” *SSRN Electronic Journal* <https://doi.org/10.2139/ssrn.2670597>.

Pratama, M. A., & Cahyadi, A. T., (2020) “Effect of user interface and user experience on application sales,” *IOP Conference Series: Materials Science and Engineering*, 879(1), p. 012133. <https://doi.org/10.1088/1757-899x/879/1/012133>.

Salsabila, A., & Widarmanti, T. (2023). PENGARUH CUSTOMER EXPECTATION, PERCEIVED ENJOYMENT, PERCEIVED EASE OF USE DAN SATISFACTION TERHADAP ONLINE REPURCHASE INTENTION PRODUK SECONDHAND DI TIKTOK. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 7(2), 1353-1371.

Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta

Tanuwijaya, G. H., & Suharto, Y. (2019). The influence of user interface design and user experience to E-loyalty (case study of online transportation: GO-JEK). Proceeding book of the 4th ICMEM, 829-834.

Yashmi, N., Momenzadeh, E., Anvari, S. T., Adibzade, P., Moosavipoor, M., Sarikhani, M., & Feridouni, K. (2020, May). The effect of interface on user trust; user behavior in e-commerce products. In Proceedings of the Design Society: DESIGN Conference (Vol. 1, pp. 1589-1596). Cambridge University Press. <https://doi.org/10.1017/dsd.2020.103>.