

DAFTAR PUSTAKA

- Abdullah, K., Jannah, M., Aiman, U., Hasda, S., Fadilla, Z., Taqwin, Masita, Ardiawan, K. N., & Sari., M. E. (2021). Metodologi Penelitian Kuantitatif. In Metodologi Penelitian Kuantitatif (Issue May).
- Abed, S. (2018). An empirical examination of Instagram as an s-commerce channel. *Journal of Advances in Management Research*, 15(2). <https://doi.org/10.1108/JAMR-05-2017-0057>
- Abed, S. S., Dwivedi, Y. K., & Williams, M. D. (2016). Social commerce as a business tool in Saudi Arabia's SMEs. *International Journal of Indian Culture and Business Management*, 13(1). <https://doi.org/10.1504/ijicbm.2016.077634>
- Ahmad Fauzi, Teguh Widodo, T. D. (2018). Pengaruh Behavioral Intention Terhadap Use Behavior Pada Penggunaan Aplikasi Transportasi Online (Studi Kasus Pada Pengguna Go-Jek Dan Grab Di Kalangan Mahasiswa Telkom University). *E-Proceeding of Management*, 5(2).
- Ahmad, S. N., & Laroche, M. (2017). Analyzing electronic word of mouth: A social commerce construct. *International Journal of Information Management*, 37(3). <https://doi.org/10.1016/j.ijinfomgt.2016.08.004>
- Ajak Rukajat. (2018). Pendekatan Penelitian Kuantitatif: Quantitative Research Approach - Ajak Rukajat - Google Buku. In CV. Budi Utama.
- Algharabat, R. S., & Rana, N. P. (2021). Social Commerce in Emerging Markets and its Impact on Online Community Engagement. *Information Systems Frontiers*, 23(6). <https://doi.org/10.1007/s10796-020-10041-4>
- Al-Tit, A. A., Omri, A., & Hadj, T. B. (2020). The driving factors of the social commerce intention of Saudi Arabia's online communities. *International Journal of Engineering Business Management*, 12. <https://doi.org/10.1177/1847979019899746>
- APJII. (2023). Survei Penetrasi & Perilaku Internet 2023. In Asosiasi Penyelenggara Jasa Internet Indonesia.
- Arbaini, P. (2020). Pengaruh consumer online rating dan review terhadap keputusan pembelian pada pengguna marketplace tokopedia. *Jurnal Bisnis Dan Manajemen*, 7(1). <https://doi.org/10.26905/jbm.v7i1.3897>
- Burhanudin, B., Ramadhani, R., & Ledesma-Gumasing, R. (2023). Encouraging Trust In Social Media And Social Commerce Intention: Do Informational Support And Emotional Support Matter? *Jurnal Manajemen Indonesia*, 23(2). <https://doi.org/10.25124/jmi.v23i2.5521>
- Chen, C. C., Hsiao, K. L., & Wu, S. J. (2018). Purchase intention in social commerce: An empirical examination of perceived value and social awareness. *Library Hi Tech*, 36(4). <https://doi.org/10.1108/LHT-01-2018-0007>
- Dwivedi, Y. K., Ismagilova, E., Sarker, P., Jeyaraj, A., Jasil, Y., & Hughes, L. (2023). A Meta-Analytic Structural Equation Model for Understanding Social Commerce Adoption. *Information Systems Frontiers*, 25(4). <https://doi.org/10.1007/s10796-021-10172-2>

- Ervina, E., Taufiq, R., & Ratna, R. (2023). Hotel Post Covid-19: How Preparedness Affects Guest Satisfaction In A Mid-Scales Hotel. *Jurnal Manajemen Indonesia*, 23(1). <https://doi.org/10.25124/jmi.v23i1.4610>
- Filieri, R. (2015). What makes online reviews helpful? A diagnosticity-adoption framework to explain informational and normative influences in e-WOM. *Journal of Business Research*, 68(6). <https://doi.org/10.1016/j.jbusres.2014.11.006>
- Fitriani, N. (2018). The effect of service quality and customer satisfaction towards establishment on higher education student word of mouth in private college jakarta. *Jurnal Manajemen Indonesia*, 18(1).
- Ghozali, I. (2021). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25 (Sembilan) Edisi 10. In Semarang, Universitas Diponegoro.
- Hair, J. F., Jr., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). A primer on partial least squares structural equations modeling (PLS-SEM). Sage Publications. *Journal of Tourism Research*, 6(2).
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019a). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1). <https://doi.org/10.1108/EBR-11-2018-0203>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019b). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hajli, N. (2015a). Social commerce constructs and consumer's intention to buy. *International Journal of Information Management*, 35(2). <https://doi.org/10.1016/j.ijinfomgt.2014.12.005>
- Hajli, N. (2015b). Social commerce constructs and consumer's intention to buy. *International Journal of Information Management*, 35(2), 183–191. <https://doi.org/10.1016/j.ijinfomgt.2014.12.005>
- Hajli, N., Lin, X., Featherman, M., & Wang, Y. (2014). Social word of mouth: How trust develops in the market. *International Journal of Market Research*, 56(5). <https://doi.org/10.2501/ijmr-2014-045>
- Harsono, L. D., & Suryana, L. A. (2014). Factors Affecting the Use Behavior of Social Media Using UTAUT 2 Model. *Proceedings of the First Asia-Pacific Conference on Global Business, Economics, Finance and Social Sciences*, August.
- Hauff, S., Richter, N. F., Sarstedt, M., & Ringle, C. M. (2024). Importance and performance in PLS-SEM and NCA: Introducing the combined importance-performance map analysis (cIPMA). *Journal of Retailing and Consumer Services*, 78. <https://doi.org/10.1016/j.jretconser.2024.103723>
- Indrawati. (2015). Metode Penelitian Manajemen dan Bisnis: Konvergensi Teknologi Komunikasi dan Informasi. In Bandung: PT Refika Aditama.
- Irawan, H., Santoso, H. Z., Anisa, M. P., & Maria Giovanni, N. B. (2021). Extracting Linguistic Properties to Predict Customer Satisfaction. *International Conference on Information Science and Communications Technologies: Applications, Trends and Opportunities, ICISCT 2021*. <https://doi.org/10.1109/ICISCT52966.2021.9670351>

- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing seventeenth edition: Creating Customer Value and Engagement*. Principles of Marketing.
- Kotler, P., Keller, K. L., & Chernev, A. (2022). *Marketing Management 16/E*. Global Edition. In Pearson Practice Hall.
- Li, Y., & Wang, X. (2018). Seeking health information on social media: A perspective of trust, self-determination, and social support. *Journal of Organizational and End User Computing*, 30(1). <https://doi.org/10.4018/JOEUC.2018010101>
- Lin, J., Li, L., Yan, Y., & Turel, O. (2018). Understanding Chinese consumer engagement in social commerce: The roles of social support and swift guanxi. *Internet Research*, 28(1). <https://doi.org/10.1108/IntR-11-2016-0349>
- Nadeem, W., Khani, A. H., Schultz, C. D., Adam, N. A., Attar, R. W., & Hajli, N. (2020). How social presence drives commitment and loyalty with online brand communities? the role of social commerce trust. *Journal of Retailing and Consumer Services*, 55. <https://doi.org/10.1016/j.jretconser.2020.102136>
- Oliveira, T., Alinho, M., Rita, P., & Dhillon, G. (2017). Modelling and testing consumer trust dimensions in e-commerce. *Computers in Human Behavior*, 71. <https://doi.org/10.1016/j.chb.2017.01.050>
- Purwanza, S. W., Wardhana, A., Mufidah, A., Renggo, Y. R., Hudang, A. K., Setiawan, J., & Darwin. (2022). *Metodologi Penelitian Kuantitatif, Kualitatif dan Kombinasi*. In *Media Sains Indonesia (Issue March)*.
- Riyanto, S., & Hatmawan, A. A. (2020). *Metode Riset Penelitian Kuantitatif Penelitian di Bidang Manajemen, Teknik, Pendidikan dan Eksperimen*. In Deepublish.
- Rizki, A., Rangga, A. H., Indriani, R., Gupita, R. L., Natsir, S. Z. M., Boyfala, E. J., Fazahra, A., Pratama, N. Z., Afifah, A., Citra, L. Y., Handika, H., Sandjadirja, L. M., & Aristana, W. (2021). *Status Literasi Digital di Indonesia 2021*. In Kominfo.
- Saputra, D. I. S., Berlilana, & Handani, S. W. (2018). Social commerce as a media to create brand equity of higher education. *Proceedings - 2018 3rd International Conference on Information Technology, Information Systems and Electrical Engineering, ICITISEE 2018, 2018-November*. <https://doi.org/10.1109/ICITISEE.2018.8721024>
- Sekaran, U. (2021). *Research Methods for Busniness*. In *The Encyclopedia of Research Methods in Criminology and Criminal Justice: Volume II: Parts 5-8*.
- Sekaran, U., & Bougie, Roger. (2016). *Research methods for business : a skill-building approach / Uma Sekaran and Roger Bougie*. In *Nucleic Acids Research*.
- Shanmugam, M., Sun, S., Amidi, A., Khani, F., & Khani, F. (2016). The applications of social commerce constructs. *International Journal of Information Management*, 36(3), 425–432. <https://doi.org/10.1016/j.ijinfomgt.2016.01.007>
- Sheikh, Z., Yezheng, L., Islam, T., Hameed, Z., & Khan, I. U. (2019). Impact of social commerce constructs and social support on social commerce intentions. *Information Technology and People*, 32(1). <https://doi.org/10.1108/ITP-04-2018-0195>

- Sugiat, M. A., & Maria Silalahi, F. S. (2022). Analysis of Antecedents and Effect of Social Media Word of Mouth Toward Luxury Brand Purchase Intention Using Structural Equation Model (SEM). Proceedings - International Conference Advancement in Data Science, E-Learning and Information Systems, ICADEIS 2022. <https://doi.org/10.1109/ICADEIS56544.2022.10037406>
- Sugiyono. (2022). Metode Penelitian Kuantitatif, Kualitatif, dan R&D – MPKK – Toko Buku Bandung. In Alfabeta cv.
- Sutarsih, T., & Maharani, K. (2022). Statistik Telekomunikasi Indonesia 2022. In Balai Statistik Indonesia (Vol. 6, Issue 1).
- Wang, H., & Xie, J. (2020). A Review of Social Commerce Research. American Journal of Industrial and Business Management, 10(04). <https://doi.org/10.4236/ajibm.2020.104053>
- Zaelani, I., & Ariyanti, M. (2019). Perceived Benefits from Loyalty Program and its Influence on Relationship Quality. Proceedings of the 1st International Conference on Economics, Business, Entrepreneurship, and Finance (ICEBEF 2018). <https://doi.org/10.2991/icebef-18.2019.156>
- Zhang, H., Lu, Y., Gupta, S., & Zhao, L. (2014). What motivates customers to participate in social commerce? the impact of technological environments and virtual customer experiences. Information and Management, 51(8). <https://doi.org/10.1016/j.im.2014.07.005>