



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

## DAFTAR PUSTAKA

- Ahmad, N., Omar, A., & Ramayah, T. (2010). Consumer lifestyles and online shopping continuance intention. *BUSINESS STRATEGY SERIES*, 227-243.
- AL-maghribi, T., Dennis, C., & Halliday, S. V. (2010). ADAPTING TAM AND ECT: CONTINUANCE INTENTION OF E-SHOPPING IN SAUDI ARABIA. *European and Mediterranean Conference on Information Systems*.
- Askari, M. (2015, Juni 26). *Perkembangan yang Terjadi dalam E-Commerce*. Retrieved from  
<https://www.kompasiana.com/ECMjournals/55009dc9a33311376f5119fd/perkembangan-yang-terjadi-dalam-e-commerce>
- Bhattacherjee, A. (2001). Understanding Information Systems Continuance: An Expectation- Confirmation Model. *Information Systems Continuance*, 351-370.
- Bisnis.com. (2019, Februari 17). *Rating Bukalapak di App Store Merosot ke Level 3.0*. Retrieved from <https://bisnis.tempo.co/read/1176472/rating-bukalapak-di-app-store-merosot-ke-level-30/full&view=ok>
- Brown, I., & Jayakody, R. (2008). B2C e-Commerce Success: a Test and Validation of a Revised Conceptual Model. *The Electronic Journal Information Systems Evaluation*, 167-184.
- Chen, S., Liu, M., & Lin, C. (2013). Integrating Technology Readiness into the Expectation–Confirmation Model: An Empirical Study of Mobile Services. *CYBERPSYCHOLOGY, BEHAVIOR, AND SOCIAL NETWORKING*.
- Cheng, Y. (2013). Extending the expectation-confirmation model with quality and flow to explore nurses' continued blended e-learning intention. *Information Technology & People*, 230 - 258.
- Cheong, J., & Park, M. (2005). Mobile internet acceptance in Korea. *Internet Research*, 125-140.
- Chi, T. (2018). Understanding Chinese consumer adoption of apparel mobile commerce: An extended TAM approach. *Journal of Retailing and Consumer Services*, 274-284.
- Chiu, C., Lin, H., Sun, S., & Hsu, M. (2009 ). Understanding customers' loyalty intentions towards online shopping: an integration of technology acceptance model and fairness theory. *Behaviour & Information Technology*, 347–360.

- Chong, L., & Yee, A. (2015). Understanding Mobile Commerce Continuance Intentions: an Empirical Analysis of Chinese Consumers. *Journal of Computer Information Systems*.
- Devaraj, S., Fan, M., & Kohli, R. (2002). Antecedents of B2C Channel Satisfaction and Preference: Validating e-Commerce Metrics. *Information Systems Research*, 316–333.
- eMarketer. (2016, September 8). *Pengguna Smartphone di Indonesia 2016-2019*. Retrieved from <https://databoks.katadata.co.id/datapublish/2016/08/08/pengguna-smartphone-di-indonesia-2016-2019#>
- Fauzi, A. (2019, Januari 4). *Pembayaran Tidak Kunjung Terverifikasi, Transaksi di Bukalapak kedaluwarsa*. Retrieved from <https://mediakonsumen.com/2019/01/04/surat-pembaca/pembayaran-tidak-kunjung-terverifikasi-transaksi-di-bukalapak-kedaluwarsa>
- Fonny. (2019, Maret 19). *Bayar Tagihan Kartu Kredit via Bukalapak, Dana Entah Kemana*. Retrieved from <https://news.detik.com/suara-pembaca/d-4467516/bayar-tagihan-kartu-kredit-via-bukalapak-dana-entah-kemana>
- Franciskus. (2018, Juni 6). *Promo Cashback Bukalapak tidak Sesuai yang Dijanjikan* . Retrieved from <https://news.detik.com/suara-pembaca/d-4054278/promo-cashback-bukalapak-tidak-sesuai-yang-dijanjikan>
- Gimulya, H. (2019, Agustus 20). *Transaksi Dibatalkan karena Aplikasi Bermasalah, CS Bukalapak Tidak Berikan Solusi yang Diharapkan*. Retrieved from <https://mediakonsumen.com/2019/08/20/surat-pembaca/transaksi-dibatalkan-karena-aplikasi-bermasalah-cs-bukalapak-tidak-berikan-solusi-yang-diharapkan>
- Gimulya, H. (2019, November 13). *Voucher Potongan Harga yang Tidak Sesuai di Bukalapak dan Cashback Tidak Diberikan Setelah Lakukan Transaksi*. Retrieved from <https://mediakonsumen.com/2019/11/13/surat-pembaca/voucher-potongan-harga-yang-tidak-sesuai-di-bukalapak-dan-cashback-tidak-diberikan-setelah-lakukan-transaksi>
- Habiburachaman. (2019, Mei 21). *7 Manfaat Smartphone Dalam Kehidupan Sehari - Hari*. Retrieved from <https://www.jagotips.com/7-manfaat-smartphone-dalam-kehidupan-sehari-hari/>
- Hair, J., Celsi, M., Money, A., Samouel, P., & Page, M. (2017). *Essentials of Business Research Methods*. New York and London: Taylor & Francis Group.
- Hair, J., Joseph, F., William, C., & Barry, J. (2014). *Pearson New International Edition*. England: Pearson.
- Halilovic, S., & Cicic, M. (2013). Antecedents of information systems user behaviour – extended expectation-confirmation model. *Behaviour & Information Technology*, 359–370.

- Hoque, M., Ali, M., & Mahfuz, M. (2015). An Empirical Investigation on the Adoption of E-Commerce in Bangladesh. *Asia Pacific Journal of Information Systems*.
- Hsu, H., Chang, M., & Chuang, W. (2015). Understanding the determinants of online repeat purchase intention and moderating role of habit: The case of online group-buying in Taiwan. *International Journal of Information Management*, 45-56.
- Huang, L., Chen, Y., Hsu, C., Tseng, C., & Lee c. (2010). Confirmation of Expectations and Satisfaction with the Internet Shopping: The Role of Internet Self-efficacy. *Computer and Information Science*.
- Hwang, G., & Hung, C. (2007). An exploratory study on the continuance of mobile commerce: an extended expectation-confirmation model of information system use. *International journal Mobile Communications*.
- iPrice. (2020, April 30). *The Map of E-commerce in Indonesia*. Retrieved from <https://iprice.co.id/insights/mapofecommerce/en/>
- Ivan. (2019, Maret 18). *Kecewa dengan Pelayanan Customer Service Bukalapak*. Retrieved from <https://news.detik.com/suara-pembaca/d-4472565/kecewa-dengan-pelayanan-costumer-service-bukalapak>
- Jamaluddin, A. (2019, Agustus 25). *Akun Bukalapak Saya Tidak Bisa Diakses (Login)*. Retrieved from <https://mediakonsumen.com/2019/08/25/surat-pembaca/akun-bukalapak-saya-tidak-bisa-diakses-login>
- Jang, H., Ko, I., & Kim, J. (2013). The Effect of Group-Buy Social Commerce and Coupon on Satisfaction and Continuance Intention. *Hawaii International Conference on System Sciences*.
- Jayani, D. H. (2019, September 9). *Berapa Pengguna Internet di Indonesia?* Retrieved from <https://databoks.katadata.co.id/datapublish/2019/09/09/berapa-pengguna-internet-di-indonesia>
- Jayani, D. H. (2019, Oktober 10). *Tren Pengguna E-Commerce Terus Tumbuh*. Retrieved from <https://databoks.katadata.co.id/datapublish/2019/10/10/tren-pengguna-e-commerce-2017-2023>
- Kalinic, V. (2017). Antecedents of customer satisfaction in mobile commerce: exploring the moderating effect of customization. *Online Information Review*.
- Kalinic, Z., & Marinkovic, V. (2015). Determinants of users' intention to adopt m-commerce: an empirical analysis. *Inf Syst E-Bus Manage*.
- Kassim, N., & Abdullah, N. (2010). The effect of perceived service quality dimensions on customer satisfaction, trust, and loyalty in e-commerce settings. *Asia Pacific Journal of Marketing and Logistics*, 351 - 371.
- Kim, D. (2012). An investigation of the effect of online consumer trust on expectation, satisfaction, and post-expectation. *Inf Syst E-Bus Manage*, 219–240.

- Kim, D., Ferrin, D., & Rao, H. (2009 ). Trust and Satisfaction, Two Stepping Stones for Successful E-Commerce Relationships:A Longitudinal Exploration. *Information Systems Research*, 237–257.
- Kontan. (2019, September 19). *Sejak Kemarin Aplikasi Bukalapak Hilang dari Play Store, Ada Apa?* Retrieved from <https://batam.tribunnews.com/2019/09/19/sejak-kemarin-aplikasi-bukalapak-hilang-dari-play-store-ada-apa>
- Kristiadi, N. (2017, Agustus 15). *E-Commerce, Manfaat, dan Keuntungannya*. Retrieved from <https://www.kompasiana.com/novikristiadi/5992634e93be2508e06c5402/e-commerce-manfaat-dan-keuntungannya>
- Kurniawan, R. (2016, Februari 27). *Mengulas Sejarah Bukalapak.com*. Retrieved from Elektronik Bisnis & E-Commerce: <https://elektronikbisnis.wordpress.com/2016/02/27/mengulas-sejarah-bukalapak-com/>
- Lee, H. &. (2014). PERCEIVED QUALITY AS A KEY ANTECEDENT IN CONTINUANCE INTENTION ON MOBILE COMMERCE. *International Journal of Electronic Commerce Studies*, 123-142.
- Lee, M. (2009). Explaining and predicting users' continuance intention toward e-learning: An extension of the expectation-confirmation model. *Computers & Education*, 506–516.
- Lee, Y., & Kwon, O. (2011). Intimacy, familiarity and continuance intention: An extended expectation-confirmation model in web-based services. *Electronic Commerce Research and Applications*, 342–357.
- Li, G., & Shi, X. (2012). An Empirical Study on Consumers' Continuance Intention Model of Online Group-buying. *I.J. Engineering and Manufacturing*, 83-95.
- Lin, F. (2007). The Impact of Website Quality Dimensions on Customer Satisfaction in the B2C E-commerce Context. *Total Quality Management & Business Excellence*, 363-378.
- Lin, J., Wang, B., Wang, N., & Lu, Y. (2014). Understanding the evolution of consumer trust in mobile commerce: a longitudinal study. *Information Technology Management*, 37–49.
- Lind, D., Marchal, W., & Wathen, S. (2012). *Statistical Techniques in Business & Economics*. McGraw-Hill companies.
- Lu, J. (2013). Are personal innovativeness and social influence critical to continue with mobile commerce? *Internet Research*, 134-159.
- Luqman, A., Razak, R. C., & Ismail, M. (2014). A Review on Mobile Commerce Continuance Intention Studies and its Underlying Model. *Journal of Basic and Applied Scientific Research*.

- Luqman, A., Razak, R., Ismail, M., & Alwi, M. (2016). Predicting Continuance Intention in Mobile Commerce Usage Activities: The Effects of Innovation Attributes. *Innovations in Humanities and Social Sciences: Opportunities and Challenges*.
- Malhotra, N. (2010). *Marketing Research*. Pearson.
- Malhotra, N., Nunan, D., & Birks, D. (2017). *Marketing Research an Applied Approach*. Pearson.
- Manzano, J., Perez, R., & Blas, S. (2011). Online information quality as determinant of perceived risk reduction in e-commerce: an application to apparel virtual stores. *Int. J. Internet Marketing and Advertising*.
- Phuong, D., & Trang, D. (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. *Marketing and Branding Research*, 78-91.
- Praditya, D. (2019, Februari 13). *Prediksi Perkembangan Industri E-Commerce Indonesia pada Tahun 2022*. Retrieved from <https://id.techinasia.com/prediksi-ecommerce-indonesia>
- Pratnyawan, A. (2019, Februari 16). *Serem, Rating Aplikasi Bukalapak Anjlok di App Store dan Google Play Store*. Retrieved from <https://www.hitekno.com/gadget/2019/02/16/193000/serem-rating-aplikasi-bukalapak-anjlok-di-app-store-dan-google-play-store>
- Purnomo, H. (2019, Maret 18). *Wah! Hacker Klaim Retas 13 Juta Akun Bukalapak, Benarkah?* Retrieved from <https://www.cnbcindonesia.com/tech/20190318120553-37-61267/wah-hacker-klaim-retas-13-juta-akun-bukalapak-benarkah>
- Pusparisa, Y. (2019, Desember 3). *96% Pengguna Internet di Indonesia Pernah Menggunakan E-Commerce*. Retrieved from <https://databoks.katadata.co.id/datapublish/2019/12/03/96-pengguna-internet-di-indonesia-pernah-gunakan-e-commerce>
- Ranjbarian, B., Sanayei, A., & Kaboli, M. R. (2012). An Analysis of Brand Image , Perceived Quality, Customer Satisfaction and Re-purchase Intention in Iranian Department Stores. *International Journal of Business and Management*.
- Riadi, Y. (2019, Maret 19). *Ini Kata Bukalapak Terkait Data Pengguna yang Diretas*. Retrieved from <https://selular.id/2019/03/ini-kata-bukalapak-terkait-data-pengguna-yang-diretas/>
- Rosana, F. C. (2020, Januari 14). *Bukalapak dan JDID, E-Commerce 2019 Paling Banyak Dikomplain*. Retrieved from <https://bisnis.tempo.co/read/1295124/bukalapak-dan-jdid-e-commerce-2019-paling-banyak-dikomplain/full&view=ok>

- Safa, N., & Ismail, M. (2013). A customer loyalty formation model in electronic commerce. *Economic Modelling*, 559–564.
- Salameh, A. A., & Hassan, S. B. (2015). Measuring Service Quality in M-commerce Context:A Conceptual Model. *International Journal of Scientific and Research Publications*.
- Setyowati, D. (2018, September 31). *McKinsey: Pasar E-Commerce RI Melonjak Jadi Rp 910 Triliun pada 2022*. Retrieved from <https://katadata.co.id/berita/2018/08/31/mckinsey-pasar-e-commerce-ri-melonjak-jadi-rp-910-triliun-pada-2022>
- Smith, T. (2008). Senior Citizens and E-commerce Websites: The Role of Perceived Usefulness, Perceived Ease of Use, and Web Site Usability. *Informing Science: the International Journal of an Emerging Transdiscipline*.
- SoftwareSeni. (2018, Desember 31). *5 Model Bisnis eCommerce (B2B, B2C, C2C, C2B ,B2G) Untuk Dicoba di 2020*. Retrieved from <https://www.softwareseni.co.id/5-model-bisnis-ecommerce-b2b-b2c-c2c-c2b-b2g/>
- Sulselsatu. (2019, Februari 16). *Sudah 2 Hari Aplikasi Bukalapak Dihujani Ulasan Bintang 1*. Retrieved from <https://www.sulselsatu.com/2019/02/16/politik/sudah-2-hari-aplikasi-bukalapak-dihujani-ulasan-bintang-1.html>
- Tribunnews. (2019, Maret 18). *Data Pengguna Bukalapak Dikabarkan Diretas dan Dijual di Dark Web*. Retrieved from <https://m.tribunnews.com/section/2019/03/18/data-pengguna-bukalapak-diretas-dan-dijual-di-dark-web?page=all>
- Walther, S., Eden, R., Phadke, G., & Torsten, E. (2015). The Role of Past Experience with On-Premise on the Confirmation of the Actual System Quality of On-Demand Enterprise Systems. *The Role of Past Experience with On-Premise*, 238–246.
- Wardani, A. S. (2020, Januari 10). *Ulang Tahun ke-10, Bukalapak Kantongi 70 Juta Pengguna Aktif*. Retrieved from <https://www.liputan6.com/tekno/read/4152631/ulang-tahun-ke-10-bukalapak-kantongi-70-juta-pengguna-aktif>
- Wei, T., Marthandan, G., Chong, A., Ooi, K., & Arumugam, S. (2008). What drives Malaysian m-commerce adoption? An empirical analysis. *Industrial Management & Data Systems*, 370 - 388.
- Winarto. (2019, November 11). *Pesanan Bukalapak Hilang Saat Pengiriman, Belum Ada Solusi*. Retrieved from <https://news.detik.com/suara-pembaca/d-4779747/pesanan-bukalapak-hilang-saat-pengiriman-belum-ada-solusi>

- Yang, Z., Jun, M., & Peterson, R. (2004). Measuring customer perceived online service quality. *International Journal of Operations & Production Management*, 1149-1174.
- Zamzuri, N., Mohamed, N., & Hussein, R. (2008). Antecedents of Customer Satisfaction in Repurchase Intention in the Electronic Commerce Environment.
- Zhou , T. (2011). An empirical examination of users' post-adoption behaviour of mobile services. *Behaviour & Information Technology*, 241–250.
- Zhou , T. (2013). Understanding continuance usage intention of mobile internet sites. *Univ Access Inf Soc*.
- Zhou , T., & Zhang , S. (2009). Examining the Effect of E-commerce Website Quality on User Satisfaction. *Second International Symposium on Electronic Commerce and Security*.
- Zhou, T. (2010). Examining the critical success factors of mobile website adoption. *Online Information Review*, 636-652.