



### **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

- Alalwan, A. A. (2020). *Mobile food ordering apps: An empirical study of the factors affecting customer e-satisfaction and continued intention to reuse*. *International Journal of Information Management*, 50(February 2019), 28–44. <https://doi.org/10.1016/j.ijinfomgt.2019.04.008>
- Ardyanto, Ferdian. (Februari 2021). *Pengertian Internet, Sejarah, Fungsi, Manfaat, dan Kelemahannya*. Retrieved September 2021, from <https://hot.liputan6.com/read/4481419/pengertian-internet-sejarah-fungsi-manfaat-dan-kelemahannya>
- Aria, Pingit. (Juni, 2021). *Survei KIC: Generasi Z Makin Banyak Adopsi Layanan Digital Kala Pandemi*. Retrieved September 2021, from <https://katadata.co.id/pingitaria/digital/60b77e0be885b/survei-kicgenerasi-z-makin-banyak-adopsi-layanan-digital-kala-pandemi>
- Arviana, (2021), Cara Lengkap Pendaftaran Mitra Pengemudi ShopeeFood s Secara Online. Retrieved Januari 2022, from <https://shopee.co.id/inspirasi-shopee/cara-pendaftaran-driver-shopee-food/>
- Badan Pusat Statistik. (September, 2020). *Penduduk Kota Blitar Berdasarkan SP2020 (September) Menurut Generasi*. Retrieved Oktober 2021, from Badan Pusat Statistik: <https://blitarkota.bps.go.id/statictable/2021/02/26/1173/penduduk-kota-blitar-berdasarkan-sp2020-september-menurut-generasi.html><https://www.bps.go.id/galeri>
- Bart, Y., Shankar, V., & Urban, G. L. (2005). *Are the Drivers and Role of Online Trust the Same for All Web Sites and Consumers? A Large-Scale*. October. <https://doi.org/10.1509/jmkg.2005.69.4.133>
- Bashir, I., & Madhavaiah, C. (2015). Consumer attitude and behavioural intention towards Internet banking adoption in India. In *Journal of Indian Business*

*Research* (Vol. 7, Issue 1). <https://doi.org/10.1108/JIBR-02-2014-0013>

Bayu, Dimas. (Januari, 2021). *Indonesia Didominasi Milenial dan Generasi Z*.  
Retrieved Oktober 2021, from  
<https://katadata.co.id/ariayudhistira/infografik/6014cb89a6eb7/indonesia-didominasi-milenial-dan-generasi-z>

Chaffey, Dave & Chadwick, F. (2016). *Digital Marketing (Strategy, Implementation, Practice)*.

Chai, L. T., & Yat, D. N. C. (2019). Online Food Delivery Services : Making Food Delivery the New Normal. *Journal of Marketing Advances and Practices, 1*(1), 62–77.

Chen, C., & Tsai, J. (2017). Determinants of behavioral intention to use the Personalized Location-based Mobile Tourism Application : An empirical study by integrating TAM with ISSM Chia-Chen Chen \*, Jia-Lun Tsai Department of Management Information Systems , National Chung Hsing Uni. *Future Generation Computer Systems*.  
<https://doi.org/10.1016/j.future.2017.02.028>

Chinomona, R. (2014). *The influence of perceived ease of use and perceived usefulness on trust and intention to use mobile social software The influence of perceived ease of use and perceived usefulness on trust and intention to use mobile social software. June 2013*.

Chong, A. Y. L., Chan, F. T. S., & Ooi, K. B. (2012). Predicting consumer decisions to adopt mobile commerce: Cross country empirical examination between China and Malaysia. *Decision Support Systems, 53*(1), 34–43.  
<https://doi.org/10.1016/j.dss.2011.12.001>

Cokins, G., Oncioiu, I., Türkes, M. C., Topor, D. I., Capusneanu, S., Pastiu, C. A., Deliu, D., & Solovastru, A. N. (2020). Intention to use accounting platforms in romania: A quantitative study on sustainability and social influence.

*Sustainability (Switzerland)*, 12(15). <https://doi.org/10.3390/su12156127>

Collier, J. E., & Kimes, S. E. (2020). *Only If It Is Convenient Understanding How Convenience Influences Self- Only If It Is Convenient : Understanding How Convenience Influences Self-Service Technology Evaluation*. August. <https://doi.org/10.1177/1094670512458454>

Cronin, J. J., Brady, M. K., & Hult, G. T. M. (2000). *Assessing the Effects of Quality , Value , and Customer Satisfaction on Consumer Behavioral Intentions in Service Environments*. 76(2), 193–218.

Davis, F. D. (1989). *User Acceptance of Computer Technology : A Comparison of Two Theoretical Models User Acceptance of Computer Technology : A Comparison of Two Theoretical Models*. June. <https://doi.org/10.1287/mnsc.35.8.982>

Febrianti, R. A. M. (2021). *Understanding Intention to Use Online Delivery Food in Go Food Application*. 11(6), 791–798. <https://doi.org/10.48047/rigeo.11.06.97>

Francis, T. &. (2008). Usability in online shops : scale construction , validation and the influence on the buyers ' intention and decision. *Usability in Online Shops: Scale Construction, Validation and the Influence on the Buyers' Intention and Decision*, October 2014, 37–41. <https://doi.org/10.1080/0144929031000107072>

Ghozali, I. (2018). *Aplikasi Analisis Multivariate (9th ed.)*. Semarang: Universitas Diponegoro.

Gil, I., Berenguer, G., & Ruiz, M. E. (2009). Wine list engineering: Categorization of food and beverage outlets. *International Journal of Contemporary Hospitality Management*, 21(1), 69–84. <https://doi.org/10.1108/09596110910930197>

Gojek (2022), Kenapa GoFood ? Retrived Januari 2022 from <https://www.gojek.com/gofood/>

Guinalú, M., Flavian, C., Flavian, C., Flavian, C., Belanche, D., & Casalo, L. V. (2012). Website usability , consumer satisfaction and the intention to use a website : The moderating effect of perceived ... Related papers. *Journal of Retailing and Consumer Services*. <https://doi.org/10.1016/j.jretconser.2011.11.001>

Gunawan, F., Ali, M. M., & Nugroho, A. (2019). Analysis of the Effects of Perceived Ease of Use and Perceived Usefulness on Consumer Attitude and Their Impacts on Purchase Decision on PT Tokopedia In Jabodetabek. *European Journal of Business and Management Research*, 4(5), 1–6. <https://doi.org/10.24018/ejbmr.2019.4.5.100>

Gunden, N., Morosan, C., & DeFranco, A. (2020). Consumers' intentions to use online food delivery systems in the USA. *International Journal of Contemporary Hospitality Management*, 32(3), 1325–1345. <https://doi.org/10.1108/IJCHM-06-2019-0595>

Hair, J. F., Anderson, R. E., Tatham, R. L., & Black, W. C. (2019). Multivariate Data Analysis, Multivariate Data Analysis. In *Multivariate Data Analysis, Multivariate Data Analysis B2 - Multivariate Data Analysis, Multivariate Data Analysis* (Vol. 87, Issue 4).

Hossain, M. M., & Prybutok, V. R. (2008). *Consumer Acceptance of RFID Technology : An Exploratory Study*. June. <https://doi.org/10.1109/TEM.2008.919728>

Huang, T. C. K., Liu, C. C., & Chang, D. C. (2012). An empirical investigation of factors influencing the adoption of data mining tools. *International Journal of Information Management*, 32(3), 257–270. <https://doi.org/10.1016/j.ijinfomgt.2011.11.006>

- Hume, M. (2008). Developing a Conceptual Model for Repurchase Intention in the Performing Arts: The Roles of Emotion, Core Service and Service Delivery. *International Journal of Arts Management*, 10(2), 40–55. <http://proxy2.hec.ca:2048/login?url=http://proquest.umi.com/pqdweb?did=1430591261&Fmt=7&clientId=10342&RQT=309&VName=PQD>
- Jayani, Dwi. (Januari, 2021). Potensi Bisnis Pesan-Antar Makanan Daring Makin Besar. Retrived Oktober 2021, from <https://katadata.co.id/muhammadrighoi/analisisdata/60093900cb02f/potensi-bisnis-pesan-antar-makanan-daring-makin-besar>
- Jiang, L., Jiang, N., & Liu, S. (2011). Consumer perceptions of e-service convenience: An exploratory study. *Procedia Environmental Sciences*, 11(PART A), 406–410. <https://doi.org/10.1016/j.proenv.2011.12.065>
- Johnston, R., & Kong, X. (2011). The customer experience: A road-map for improvement. *Managing Service Quality: An International Journal*, 21(1), 5–24. <https://doi.org/10.1108/09604521111100225>
- JP, Slamet. (Juni 2021). Pengguna Internet Indonesia. Retrived September 2021, from <https://kompaspedia.kompas.id/baca/infografik/peta-tematik/pengguna-internet-di-indonesia>
- Kaur, P., Dhir, A., Ray, A., Bala, P. K., & Khalil, A. (2020). Innovation resistance theory perspective on the use of food delivery applications. *Journal of Enterprise Information Management*. <https://doi.org/10.1108/JEIM-03-2020-0091>
- Keller, P. K. & K. L. (2016). Marketing-Management. In *Marketing-Management*. <https://doi.org/10.1515/9783486801125>
- Kim, C., A, M. M., & B, I. L. (2016). *An empirical examination of factors influencing the intention to use mobile payment*.



<https://doi.org/10.1016/j.chb.2009.10.013>

Kotler, P., Armstrong, G., Harris, L. C., & He, H. (2020). *Principles of Marketing Eighth Europe an Edition*. [www.pearson.com/uk](http://www.pearson.com/uk)

Kucuk, S. (2020). *A Model for Medical Students ' Behavioral Intention to Use Mobile Learning*. <https://doi.org/10.1177/2382120520973222>

Kumlangphaet, W., & Rattanamong, Yossapong Tangsang, B. (2020). *CAUSAL FACTORS OF INTENTION TO USE FOOD DELIVERY SERVICE VIA MOBILE APPLICATION FOOD PANDA FOR CONSUMERS IN NONTHABURI PROVINCE Warinthip*. 3(2017), 54–67. <http://repositorio.unan.edu.ni/2986/1/5624.pdf>

Kwak, S. Y., Cho, W. S., Seok, G. A., & Yoo, S. G. (2020). Intention to use sustainable green logistics platforms. *Sustainability (Switzerland)*, 12(8). <https://doi.org/10.3390/SU12083502>

Lan, H., Ya, L. I., & Shuhua, W. (2016). Improvement of Online Food Delivery Service Based on Consumers ' Negative Comments. *Canadian Social Science*, 12(5), 84–88. <https://doi.org/10.3968/8464>

Lee, E. Y., Lee, S. B., & Jeon, Y. J. J. (2017). Factors influencing the behavioral intention to use food delivery apps. *Social Behavior and Personality*, 45(9), 1461–1474. <https://doi.org/10.2224/sbp.6185>

Lestari, E. D., Wulandari, A., & Rizkalla, N. (2021). *Gen Z Lifestyle and Consumption Habits*. Retrived 28 Januari 2022, from [https://taplink.cc/umn\\_consulting](https://taplink.cc/umn_consulting)

Lew G. Brown. (1989). The Strategic and Tactical Implications of Convenience in Consumer Product Marketing. *Journal of Consumer Marketing*, 6(3), 13–19.

Li, Y.-H., & Huang, J.-W. (2009). Applying Theory of Perceived Risk in TAM. *World Academy of Science, Engineering and Technology*, 53, 919–925.

- Liu, Y., Wang, S., & Wang, X. (2011). *A usability-centred perspective on intention to use mobile payment*. 9(6).
- Malhotra, N. K. (2020). Marketing Research: An Applied Orientation. In *Journal of Marketing Research* (Vol. 31, Issue 1). <https://doi.org/10.2307/3151953>
- Maziriri, E. T., Mapuranga, M., Mushwana, J., & Madinga, N. W. (2020). Antecedents that influence the intention to use the uber mobile application: Customer perspectives in South Africa. *International Journal of Interactive Mobile Technologies*, 14(8), 76–96. <https://doi.org/10.3991/IJIM.V14I08.10632>
- Moslehpour, M., Pham, V. K., Wong, W. K., & Bilgiçli, I. (2018). e-purchase intention of Taiwanese consumers: Sustainable mediation of perceived usefulness and perceived ease of use. *Sustainability (Switzerland)*, 10(1). <https://doi.org/10.3390/su10010234>
- Nayebi, F., Desharnais, J., Abran, A., Technologie, É. De, & Université, S. (2012). *The State of the Art of Mobile Application Usability Evaluation THE STATE OF THE ART OF MOBILE APPLICATION USABILITY EVALUATION*. May 2014. <https://doi.org/10.1109/CCECE.2012.6334930>
- Nelson, M. R., & McLeod, L. E. (2005). Adolescent brand consciousness and product placements: Awareness, liking and perceived effects on self and others. *International Journal of Consumer Studies*, 29(6), 515–528. <https://doi.org/10.1111/j.1470-6431.2005.00429.x>
- Ng, Yorlin. (Januari, 2021). *iii. 2020 food delivery GMV reached \$11.9b in SEA, with Grab leading*. Retrived Oktober 2021, from <https://thelowdown.momentum.asia/press-release-food-delivery-in-south-east-asia-grew-183-in-2020-accelerated-by-covid-19-according-to-momentum-works/>
- Nookhao, S., & Chaveesuk, S. (2019). The Consumer Trust Influencing Intention



to Use Electronic Wallet in Thailand. *2019 11th International Conference on Information Technology and Electrical Engineering, ICITEE 2019*, 7, 1–6. <https://doi.org/10.1109/ICITEED.2019.8929973>

Numanovich, A. I., & Abbosxonovich, M. A. (2020). THE ANALYSIS OF LANDS IN SECURITY ZONES OF HIGH-VOLTAGE POWER LINES (POWER LINE) ON THE EXAMPLE OF THE FERGANA REGION PhD of Fergana polytechnic institute, Uzbekistan PhD applicant of Fergana polytechnic institute, Uzbekistan. *EPRA International Journal of Multidisciplinary Research (IJMR)-Peer Reviewed Journal*, 2, 96–100. <https://doi.org/10.36713/epra2013>

Okumus, B., Ali, F., Bilgihan, A., & Ozturk, A. B. (2018). Psychological factors influencing customers' acceptance of smartphone diet apps when ordering food at restaurants. *International Journal of Hospitality Management*, 72(December 2017), 67–77. <https://doi.org/10.1016/j.ijhm.2018.01.001>

Okumus, B., & Bilgihan, A. (2014). Proposing a model to test smartphone users' intention to use smart applications when ordering food in restaurants. *Journal of Hospitality and Tourism Technology*, 5(1), 31–49. <https://doi.org/10.1108/JHTT-01-2013-0003>

Pal, A., Herath, T., De, R., & Rao, H. R. (2020). *Is the Convenience Worth the Risk? An Investigation of Mobile Payment Usage*.

Pasha, Afifah. (Januari 2019). *9 Macam-macam Jaringan Komputer dan Fungsinya, Sesuai Aspek Penggunaan*. Retrived September 2021, from <https://www.liputan6.com/tekno/read/3871482/9-macam-macam-jaringan-komputer-dan-fungsinya-sesuai-aspek-penggunaan>

Pattnaik, S. (2019). Measuring service quality of food delivery apps-SITEQUAL. *Journal of Advanced Research in Dynamical and Control Systems*, 11(10 Special Issue), 419–423. <https://doi.org/10.5373/JARDCS/V11SP10/20192824>

- Pigatto, G., Machado, J. G. de C. F., Santos, A. dos, & Machado, N. L. M. (1973). British Food Journal. *British Food Journal*, 75(6), 169–200. <https://doi.org/10.1108/eb011695>
- Piotrowicz, W., & Cuthbertson, R. (2014). Introduction to the special issue information technology in retail: Toward omnichannel retailing. *International Journal of Electronic Commerce*, 18(4), 5–16. <https://doi.org/10.2753/JEC1086-4415180400>
- Pratama, R. I., Megadini, D. D., & Kusriandini, T. (2019). Effect of Perceived Ease of Use, Word-of-Mouth Communication, and Brand Image on Decision to Use Lazada E-Commerce Services. *International Journal of Multicultural and Multireligious Understanding*, 6(1), 173. <https://doi.org/10.18415/ijmmu.v6i1.533>
- Princi, E., & Krämer, N. C. (2020). *I Spy with my Little Sensor Eye - Effect of Data-Tracking and Convenience on the Intention to Use Smart Technology*.
- Raman, P. (2020). *Understanding female consumers ' intention to shop online*. <https://doi.org/10.1108/APJML-10-2018-0396>
- Ramayah, T., & Ignatius, J. (2005). Impact of Perceived usefulness , Perceived ease of use and Perceived Enjoyment on Intention to Shop Online. *ICFAI Journal of Systems Management (IJSM)*, 1–16. <http://ramayah.com/journalarticlespdf/impactpeu.pdf>
- Ray, A., & Bala, P. K. (2021). User generated content for exploring factors affecting intention to use travel and food delivery services. *International Journal of Hospitality Management*, 92(November 2020), 102730. <https://doi.org/10.1016/j.ijhm.2020.102730>
- Ray, A., Dhir, A., Kumar, P., & Kaur, P. (2019). Journal of Retailing and Consumer Services Why do people use food delivery apps ( FDA )? A uses and grati fi cation theory perspective. *Journal of Retailing and Consumer*

- Services*, 51(May), 221–230. <https://doi.org/10.1016/j.jretconser.2019.05.025>
- Reily, Michael. (Maret, 2019). Tersebar ke 178 Kota, GrabFood Klaim Pengirim Tumbuh 10 Kali Lipat. Retrived Januari 2022, from <https://katadata.co.id/sortatobing/berita/5e9a5513107e9/tersebar-ke-178-kota-grabfood-klaim-pengirim-tumbuh-10-kali-lipat>
- Rizkalla, N., & Suzanawaty, L. (2012). The Effect of Store Image And Service Quality on Private Label Brand Image and Purchase. *ASEAN Marketing Journal*, 4(2), 90–99.
- Roh, M., & Park, K. (2019). Adoption of O2O food delivery services in South Korea: The moderating role of moral obligation in meal preparation. *International Journal of Information Management*, 47(September), 262–273. <https://doi.org/10.1016/j.ijinfomgt.2018.09.017>
- Saha, G. C. (2009). *Service quality , satisfaction , and behavioural intentions A study of low-cost airline carriers in Thailand*. <https://doi.org/10.1108/09604520910955348>
- Salloum, S. (2019). Understanding the Quality Determinants that Influence the Intention to Use the Mobile Learning Platforms : A Prac ... *Understanding the Quality Determinants That Influence the Intention to Use the Mobile Learning Platforms: A Practical Study*.
- Samaranayake, S. U., & Takemura, T. (2020). Does Perceived Social Pressure Play a Vital Role in Emerging Adults' Future Multiple Role Balance? Evidence From Sri Lanka. *Family Journal*, 28(4), 420–431. <https://doi.org/10.1177/1066480719887923>
- See-kwong, G. O. H., & Lily, C. (2017). *OUTSOURCING TO ONLINE FOOD DELIVERY SERVICES : PERSPECTIVE OF F & B BUSINESS OWNERS*. 22(2).

- Shemi, Helmi. (Juli, 2019). Begini Lho Perilaku Belanja Gen Z, Kamu Termasuk Gak? . Retrived Oktober 2021, from <https://www.idntimes.com/business/economy/helmi/begini-lho-perilaku-belanja-gen-z-kamu-termasuk-gak/4>
- Shimp, J. C. A. and T. A. (2018). Integrated marketing communications. In *Journal of Promotion Management* (Vol. 1, Issue 1). [https://doi.org/10.1300/J057v01n01\\_07](https://doi.org/10.1300/J057v01n01_07)
- Thamizhvanan, A., & Xavier, M. J. (2013). Article information : *Determinants of Customers' Online Purchase Intention: An Empirical Study in India*.
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User Acceptance of Information Technology: Toward a Unified View. *User Acceptance of Information Technology: Toward a Unified View*, 27(3), 425–478.
- Verhoef, P. C., Lemon, K. N., Parasuraman, A., Roggeveen, A., Tsiros, M., & Schlesinger, L. A. (2009). *Customer Experience Creation : Determinants , Dynamics and Management Strategies*. 85(2007), 31–41. <https://doi.org/10.1016/j.jretai.2008.11.001>
- Verkijika, S. F. (2018). Factors influencing the adoption of mobile commerce applications in Cameroon. *Telematics and Informatics*, 35(6), 1665–1674. <https://doi.org/10.1016/j.tele.2018.04.012>
- Walker, L. S. (2015). Social Influence. *The Blackwell Encyclopedia of Sociology*. <https://doi.org/10.1002/9781405165518.wbeoss154.pub2>
- Walter, U., Edvardsson, B., & Öström, Å. (2010). Drivers of customers' service experiences: A study in the restaurant industry. *Managing Service Quality*, 20(3), 236–258. <https://doi.org/10.1108/09604521011041961>

- We Are Social. (2021, Februari 11). *DIGITAL 2021: INDONESIA*. Retrieved September 2021, from Datareportal: <https://andi.link/hootsuite-we-are-social-indonesian-digital-report-2021/>
- Wei, T. T., Marthandan, G., Chong, A. Y. L., Ooi, K. B., & Arumugam, S. (2009). What drives Malaysian m-commerce adoption? An empirical analysis. *Industrial Management and Data Systems*, 109(3), 370–388. <https://doi.org/10.1108/02635570910939399>
- Wu, S., Ren, M., Pitafi, A. H., & Islam, T. (2020). Self-Image Congruence, Functional Congruence, and Mobile App Intention to Use. *Mobile Information Systems*, 2020. <https://doi.org/10.1155/2020/5125238>
- Yuchen, G. (2020). Factors Affecting Online Food Quality Control among Delivers in Delivery Process in Malaysia. *IOSR Journal of Business and Management*, 22(5), 26–29. <https://doi.org/10.9790/487X-2205012629>
- Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2009). *Business Research Methods*.

