

DAFTAR PUSTAKA

- Ahdiat., A. (2022, November 17). *Ini Nilai Ekonomi Digital Indonesia Tahun 2022 menurut Google*. Databoks. Retrieved from <https://databoks.katadata.co.id/>
- Al-Saedi, Karrar; Al-Emran, Mostafa; Ramayah, T.; Abusham, Eimad (2020). *Developing a general extended UTAUT model for M-payment adoption*. Technology in Society, 62, 101293.
- Anggraheni, D. N. (2021, January 15). *Belanja Online Meningkat Masyarakat Antusias Dalam Penggunaan Digital Keuangan Melalui Smartphone*. Solopos. Retreived from <https://www.solopos.com/>
- Annur., C., M. (2022, Desember 28). *Keunggulan Layanan Online Travel Agent menurut Responden (Desember 2022)*. Databoks. Retrieved from <https://databoks.katadata.co.id/>
- Aren. S., et al. (2013). *Factors Affecting Repurchase Intention to Shop at the Same Website*. Procedia - Social and Behavioral Sciences, 99, 536-544
- Bayu. (2023, Mei 2). *Pengertian Online Travel Agent (OTA) dan Perbedaannya dengan VHO*. Fortuneidn. Retrieved from <https://www.fortuneidn.com/>
- Belas, J., & Gabcova, L. (2016). *The relationship among customer satisfaction, loyalty and financial performance of commercial banks*. Ekonomie a Management, 19(1), 132–147. <https://doi.org/10.15240/tul/001/2016-1-010>
- Budiantara, M., Gunawan, Hamzah & Utami, Endang Sri. (2019). *Perceived Usefulness, Perceived Ease of Use, Trust in Online Store, Perceived Risk sebagai Pemicu Niat Beli Online pada Produk UMKM "Made in Indonesia" melalui Penggunaan E-Commerce Marketplace*. Jurnal Riset Akuntansi Mercu Buana. Vol. 5, No. 1. pp. 19-27.
- C.C. Huang, S.W. Yen, C.Y. Liu, T.P. Chang. (2014) *International Journal of Organization Innovation*, International Associaton of Organizational Innovation. 6,3:106–120(2014).

- Camilleri, M. A. (2021). *E-commerce websites, consumer order fulfillment and after-sales service satisfaction: the customer is always right, even after the shopping cart check-out*. Journal of Strategy Management.
- CNN Indonesia. (2023, Desember 12). *Pepeggi Tutup usia 12 Tahun Beroperasi*. CNN. Retrieved from <https://www.cnnindonesia.com/>
- Cuong. D., T. (2023). *Determinants affecting online shopping consumers' satisfaction and repurchase intention: Evidence from Vietnam*. Innovative Marketing, 19(1), 126-139. [https://doi.org/10.21511/im.19\(1\).2023.11](https://doi.org/10.21511/im.19(1).2023.11)
- Dachyar, M., & Banjarnahor, L. (2017). *Factors influencing purchase intention towards consumer-to-consumer e-commerce*. Intangible Capital, 949.
- Davis, F. D. (1989). *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology*. MIS Quarterly Vol. 13, No. 3, 319-340.
- Dzulqarnain, I. (2019). *Pengaruh Fitur Online Customer Review Terhadap Keputusan Pembelian Produk Pada Marketplace Shopee*. In Jurnal Teknik ITS (Vol. 5, Issue 2).
- Eftekhari. M. & Shaabani. M. & Lotfizadeh. F. (2015). *The Effect of Perceived Quality, Perceived Cost and Repurchase Intention in the Insurance Industry*. International Journal of Management Sciences and Business Research, ISSN (2226-8235) Vol-4, Issue 11.
- eMerchantBroker. (2020, October 12). *Why Travel Businesses are Part of the High-Risk Travel Industry*. Retrieved from <https://emerchantbroker.com/>
- Fallahnda, B. (2023, Desember 13). *Siapa Pemilik Pegipegi dan Penyebab Tutup Setelah 12 Tahun?*. Tirto. Retrieved from <https://tirto.id/>
- Febriani, N. M. A., & Sri Ardani, I. G. A. K. (2021). *The influence of customer experience, ease of use, and trust on repurchase intention (Case study of*

Tokopedia consumers in Denpasar). American Journal of Humanities and Social Sciences Research (AJHSSR). [URL](#)

Febriari, S. (2024, February 1). *Pengguna Internet di Indonesia Meningkat di 2024.* Metro TV News. Retrieved from <https://www.metrotvnews.com/>

Ginting, Y. M., Chandra, T., Mirana, I., & Yusriadi, Y. (2022). *Repurchase intention of e-commerce customers in Indonesia: An overview of the effect of e-service quality, e-word of mouth, customer trust, and customer satisfaction mediation.* International Journal of Data and Network Science. [URL](#)

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). <https://doi.org/10.24018/ejbm.2019.4.5.100>

Haryanto, A., T. (2024, Februari 1). *Jumlah Pengguna Internet Indonesia 2024 Meningkat, Tapi.* Detik. Retrieved from <https://inet.detik.com/>

Hasrul, A. F., Suharyati, & Sembiring, R. (2021). *Analisis Pengaruh Online Customer Review dan Rating Terhadap Minat Beli Produk Elektronik di Tokopedia.* Konferensi Riset Nasional Ekonomi, Manajemen, Dan Akuntansi, 2(1), 1352–1365.

Hsin Chang, H., & Wang, H. W. 2011. *The moderating effect of customer perceived value on online shopping behaviour.* Online Information Review, 35(3), 333-359. <http://dx.doi.org/10.1108/14684521111151414>

Hui, S.C.S., Dastane, O., Johari, Z., & Roslee, M. (2021). *Enhancing Online Repurchase Intention via Applicationof Big Data Analytics in E-Commerce.* In Handbook of Research on Innovation and Development of E-Commerce and E-Business in ASEAN (395-434). IGI Global. <https://doi.org/10.4018/978-1-7998-4984-1.ch021>

Huseynli, B., & Mammadova, S. (2022). *Determining the moderator role of brand image on brand innovativeness, consumer hope, customer satisfaction, and repurchase intentions*. International Journal of Economics and Business Administration Volume X, Issue 2.

Isma. et al., (2021). *The influence of perceived usefulness, perceived ease of use, and perceived risk on purchase interest and use behavior through Bukalapak application in Samarinda*. International Journal of Economics, Business and Accounting Research (IJEBAR).

Itsnaini, F. M. (2022, September 26). *Tren Pariwisata Indonesia Menurut Google, Healing Jadi Kata Populer*. Kompas.Com. <https://travel.kompas.com/>

Joia, L. A., & Altieri, D. (2018). *Antecedents of continued use intention of e-hailing apps from the passengers' perspective*. Journal of High Technology Management Research, 29(2), 204–215. <https://doi.org/10.1016/j.hitech.2018.09.006>

Junianingrum, S., Apriliyanto, N., & Abdullah, L. Z. (2023). Repurchase intention based on e-service quality and customer trust at three top brand e-commerce Indonesia. *Jurnal Ilmiah Ekonomi Kita*, 12(2), 226-240.

Kamtarin, M. (2012). *The Effect of Electronic Word of Mouth, Trust and Perceived Value on Behavioral Intention from the Perspective of Customers*. International Journal of Academic Research in Economics and Management Sciences, 1(4).

Kahar, A., & Wardi, Y., & Patrisia, D. (2019). *The Influence of Perceived Usefulness, Perceived Ease of Use, and Perceived Security on Repurchase Intention at Tokopedia.com*. Advances in Economics, Business and Management Research, volume 64

Khan, R. U., Salamzadeh, Y., Iqbal, Q., & Yang, S. (2022). *The impact of customer relationshipmanagement and company reputation on customer loyalty: The*

- mediating role of customersatisfaction. Journal of Relationship Marketing, 21(1), 1-26
- Kotler, P., & Keller, K. L. (2016). *Marketing Magement* (Global Edi). Harlow: Pearson Education Limited.
- Kotler, Philip dan Keller, Kevin Lane. (2018). *Manajemen Pemasaran*. PT Indeks.
- Laparojkit, S., & Suttipun, M. (2021). *The influence of customer trust and loyalty on repurchase intention of domestic tourism: A case study in Thailand during COVID-19 crisis*. Journal of Asian Finance, Economics and Business Vol 8 No 5 (2021) 0961–0969.
- Larasetiati, M., & Ali, H. (2019). *Model of consumer trust: Analysis of perceived usefulness and security toward repurchase intention in online travel agent*. Saudi Journal of Economics and Finance. [URL](#)
- Lukito, S., & Ikhsanb, R. B. (2020). *Repurchase intention in e-commerce merchants: Practical evidence from college students*. Management Science Letters, 10(13), 3089–3096. <https://doi.org/10.5267/j.msl.2020.5.014> .
- Mahendrayanti, M., & Wardana, I. M. (2021). *The Effect of Price Perception, Product Quality, and Service Quality on Repurchase Intention*. American Journal of Humanities and Social Sciences Research (AJHSSR), 5(1), 182-188.
- Malhotra, N. K. (2020). *Marketing Research an Applied Orientation*. United Kingdom: Pearson Education Limited.
- Mamduh, M. (2024, February 26). *DTI-CX 2024 Siap Dorong Percepatan Transformasi Digital di Indonesia*. Medcom.id. Retrieved from <https://www.medcom.id/>
- Moorman, C., Deshpande, R., & Zaltman, G. (1993). *Factors affecting trust in market research relationships*. Journal of mar-keting, 57(1), 81-101

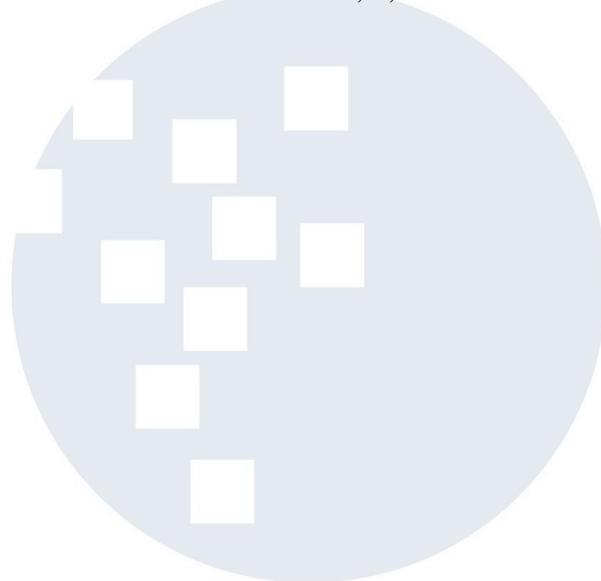
- Natalia, D. D. (2023). *Teori Permainan untuk Mengkaji Strategi Pelanggan Optimal pada Traveloka dan Tiket.com*. Jurnal Matematika, 9(1), 22-32. <https://ejournal.unesa.ac.id/>
- Ningsih, R. A., & Tania, K. D. (2023). *Perbandingan user experience aplikasi Tiket.com dan Pegipegi menggunakan metode User Experience Questionnaire*. Jurnal Ilmiah Teknologi Informasi dan Sistem Informasi, 1(1), 1–10. <http://dx.doi.org/10.28932/jutisi.v9i2.6079>.
- Nopenita, W., G. (2021). *The Influence Of E-Service Quality and Price OnCustomer Satisfaction in Forming Repurchase Intention*. Econosains, 19(2), P 41-54.
- Palma, M. A., & Andjarwati, A. L. (2016). *Pengaruh Kualitas Produk, Kemudahan, dan Harga terhadap Niat Beli Ulang dengan Kepuasan sebagai Variabel Intervening (Studi pada Pelanggan Produk Fashion melalui Toko Online di Surabaya)*. Journal od Research in Economics and Management, 84-104.
- Pantouw, R. T., & Aruan, D. T. (2019). *Influence of Game Design and Playability Toward Continuance Intention Using TAM Framework*. IPTEK Journal of Proceedings Series no. (5).
- Prasetyo, J., H. et al. (2021). *E-Commerce: The Importance Role of Customer Perceived Value in Increasing Online Repurchase Intention*. Dinasti International Journal of Digital Business Management. Volume 2, Issue 6. <https://doi.org/10.31933/dijdbm.v2i6>
- Prianika, G. G. P., & Bertuah, E. (2023). *The Effect of Rating, Online Consumer Review, and Sales Promotion on Purchase Intention on the Gofood Application*. Formosa Journal of Social Science Research. Vol.2, No.3, 2023: 565-590.

- Priyatma, J., E. (2022). *The Impact of Perceived Usefulness and Perceived Ease-Of-Use on Repurchase Intention of Online Shopping App User*. International Journal of Social Science and Human Research. Volume 05, 4764-4769
- Purwowidhu, C. (2023). *Kian Melesat di 2023, Pariwisata Indonesia Bersiap Menuju Level Prapandemi*. Kemenkeu.Go.Id.
<https://mediakeuangan.kemenkeu.go.id/>
- Puspitasari, I., & Briliana, V. (2018). *Pengaruh perceived ease-of-use, perceived usefulness, trust dan perceived enjoyment terhadap repurchase intention (studi kasus pada website Zalora Indonesia)*. Jurnal Bisnis Dan Akuntansi, 19(2), 171–182. <https://doi.org/10.34208/jba.v19i2.270>
- Rahmawati, A. P., Prihastuty, R., & Azis, A. (2018). *Pengaruh Kepuasan Konsumen Terhadap Repurchase Intention*. Intuisi Jurnal Psikologi Ilmiah, 10(3), 293-298.
- Rahmiati, & Yuannita, I. I. (2019). *The influence of trust, perceived usefulness, perceived ease of use, and attitude on purchase intention*. Jurnal Kajian Manajemen Bisnis, 8(1) 2019: 27-34. [URL](#)
- Riyanto, G., P. & Pertiwi, W., K. (2024, Februari 4). *Pengguna Internet Indonesia Tembus 221 Juta, Didominasi Gen Z*. Tekno Kompas. Retrieved from <https://tekno.kompas.com/>
- Riyanto., A., D. (2024, Februari 21). *Hootsuite (We are Social): Data Digital Indonesia 2024*. Hootsuite. Retrieved from <https://andi.link/hootsuite-we-are-social-data-digital-indonesia-2024/>
- Rosana, F., C. (2019, December 26). 2020, *Wishnutama Minta Agen Travel Konvensional Go Digital*. Tempo. Retrieved from <https://bisnis.tempo.co/>
- Santika., E., F. (2023, April 20) *Nilai Online Booking Pariwisata dan Proyeksinya (2017-2027)*. Databoks. Retrieved from <https://databoks.katadata.co.id/>

- Shafinah, K., Sahari, N., Sulaiman, R., Yusoff, M. S., & Ikram, M. M. (2013). *Determinants of User Behavior Intention (BI) on Mobile Services: A Preliminary View*. Procedia Technology 11.
- Subagio, H., & Jessica, J. 2020. *Pengaruh Perceived Usefulness, Perceived Ease of Use, Subjective Norm, dan Customer Experience Terhadap Intention to Use MyTelkomsel (Studi Kasus Pada Mahasiswa Universitas Kristen Petra Surabaya)*. Jurnal Ekonomi dan Bisnis. Vol. 2 No. 1
- Suhaily, L., & Soelasih, Y. (2017). *What effects repurchase intentionof online shopping*. International Business Research, 10(12), 113-122. <https://doi.org/10.5539/ibr.v10n12p113>
- Tenk, T. T., Yew, H. C., & Heang, L. T. (2020). *E-Wallet Adoption: A Case in Malaysia*. International Journal of Research in Commerce and Management Studies, 2(02), 216–233. <http://ijrcms.com>
- Tiket.com. (2024). *About Us*. Retrieved from <https://m.tiket.com/info/about-us>
- Wen. C., & Prybutok, V. R., & Xu, C. (2011). *An integrated model for customer online repurchases intention*. Journal of Computer Information Systems, 52(1), 14-23.
- Widjaja, A. & Widjaja, Y. G. (2022). *The influence of interaction, learner characteristics, perceived usefulness, and perceived satisfaction on continuance intention in e-learning system*. International Journal of Research in Business and Social Science, (2147-4478), 11(2), 381-390.
- Wijaya, H. R., & Astuti, S. R. T., (2018), *The Effect of Trust and Brand Image to Repurchase Intention in Online Shopping*. International Conference on Economics, Business and Economic Education 2018, KnE Social Sciences, pages 915–928.
- Wilson, N., Alvita, M., & Wibisono, J. (2021). *The Effect of Perceived Ease of Use and Perceived Security Toward Satisfaction and Repurchase Intention*. Jurnal

Muara Ilmu Ekonomi Dan Bisnis, 5(1), 145.
<https://doi.org/10.24912/jmieb.v5i1.10489>

Yani, E., Lestari, A. F., Amalia, H., & Puspita, A. (2018). Pengaruh Internet Banking terhadap Minat Nasabah dalam Bertransaksi dengan Technology Acceptance Model. Jurnal Informatika, 5, 34-42.



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA