

## DAFTAR PUSTAKA

- Bhattacharjee, A. (2011). rr Bhatacharje CONTINUANCE : *MIS Quarterly*, 25(3), 351–370.
- Davis, F. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology [Utilidad percibida, facilidad de uso percibida y aceptación de la tecnología de la información por parte del usuario]. *MIS Quarterly*, 13(3), 319–340.
- Duraiswami, R., Zotkin, D. N., & Gumerov, N. A. (2010). *REALITY*. 1–20.
- Fred D. Davis, & Viswanath, V. (2000). A Theoretical Extension of the Technology Acceptance Model: Four Longitudinal Field Studies. *Management Science*, 46(2), 186–204.
- Gao, L., & Bai, X. (2014). An empirical study on continuance intention of mobile social networking services: Integrating the IS success model, network externalities and flow theory. *Asia Pacific Journal of Marketing and Logistics*, 26(2), 168–189. <https://doi.org/10.1108/APJML-07-2013-0086>
- Greco, B., Bielory, L., Stephany, D., Hsu, S., Gascon, P., Nienhuis, A., & Young, N. (1983). Antithymocyte globulin reacts with many normal human cell types. *Blood*, 62(5), 1047–1054. <https://doi.org/10.1182/blood.v62.5.1047.bloodjournal6251047>
- Hamari, J., Hanner, N., & Koivisto, J. (2017). Service quality explains why people use freemium services but not if they go premium: An empirical study in free-to-play games. *International Journal of Information Management*, 37(1), 1449–1459. <https://doi.org/10.1016/j.ijinfomgt.2016.09.004>
- Jr, J. F. H., Black, W. C., Babin, B. J., Anderson, R. E., Black, W. C., & Anderson, R. E. (2018). *Multivariate Data Analysis*. <https://doi.org/10.1002/9781119409137.ch4>

- Kazemi, H., Miller, D., Mohan, A., Griffith, Z., Jin, Y., Kwiatkowski, J., Tran, L., & Crawford, M. (2015). 350mW G-band medium power amplifier fabricated through a new method of 3D-copper additive manufacturing. *2015 IEEE MTT-S International Microwave Symposium, IMS 2015*, 36(1), 157–178. <https://doi.org/10.1109/MWSYM.2015.7167037>
- Keller, K. dan. (2022). Marketing Management. In *Pearson*.
- Kuo, Y. F., Wu, C. M., & Deng, W. J. (2009). The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services. *Computers in Human Behavior*, 25(4), 887–896. <https://doi.org/10.1016/j.chb.2009.03.003>
- L, Richard, O. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17(November), 460–469.
- Lin, C., & Lekhawipat, W. (2014). Factors affecting online repurchase intention. *Industrial Management and Data Systems*, 114(4), 597–611. <https://doi.org/10.1108/IMDS-10-2013-0432>
- Rose, S., Spinks, N., & Canhoto, A. I. (2023). Qualitative and mixed methods research designs. In *Management Research*. <https://doi.org/10.4324/9781003381006-9>
- Sae-tae, K., & Wang, Q. (2024). Satisfied but no payment: The impact of perceived value on continuance intention and purchase intention in music streaming services. *Telematics and Informatics Reports*, 16(800), 100179. <https://doi.org/10.1016/j.teler.2024.100179>
- Schifman, R. B. (1998). Phlebotomists at risk. In *Mayo Clinic Proceedings* (Vol. 73, Issue 7). [https://doi.org/10.1016/S0025-6196\(11\)64898-2](https://doi.org/10.1016/S0025-6196(11)64898-2)
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2016). Unified theory of acceptance and use of technology: A synthesis and the road ahead. *Journal of the Association for Information Systems*, 17(5), 328–376.

<https://doi.org/10.17705/1jais.00428>

- Wu, L. Y., Chen, K. Y., Chen, P. Y., & Cheng, S. L. (2014). Perceived value, transaction cost, and repurchase-intention in online shopping: A relational exchange perspective. *Journal of Business Research*, 67(1), 2768–2776. <https://doi.org/10.1016/j.jbusres.2012.09.007>
- Bhattacharjee, A. (2011). rr Bhatacharje CONTINUANCE : *MIS Quarterly*, 25(3), 351–370.
- Davis, F. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology [Utilidad percibida, facilidad de uso percibida y aceptación de la tecnología de la información por parte del usuario]. *MIS Quarterly*, 13(3), 319–340.
- Duraiswami, R., Zotkin, D. N., & Gumerov, N. A. (2010). *REALITY*. 1–20.
- Fred D. Davis, & Viswanath, V. (2000). A Theoretical Extension of the Technology Acceptance Model: Four Longitudinal Field Studies. *Management Science*, 46(2), 186–204.
- Gao, L., & Bai, X. (2014). An empirical study on continuance intention of mobile social networking services: Integrating the IS success model, network externalities and flow theory. *Asia Pacific Journal of Marketing and Logistics*, 26(2), 168–189. <https://doi.org/10.1108/APJML-07-2013-0086>
- Greco, B., Bielory, L., Stephany, D., Hsu, S., Gascon, P., Nienhuis, A., & Young, N. (1983). Antithymocyte globulin reacts with many normal human cell types. *Blood*, 62(5), 1047–1054. <https://doi.org/10.1182/blood.v62.5.1047.bloodjournal6251047>
- Hamari, J., Hanner, N., & Koivisto, J. (2017). Service quality explains why people use freemium services but not if they go premium: An empirical study in free-to-play games. *International Journal of Information Management*, 37(1), 1449–1459. <https://doi.org/10.1016/j.ijinfomgt.2016.09.004>

- Jr, J. F. H., Black, W. C., Babin, B. J., Anderson, R. E., Black, W. C., & Anderson, R. E. (2018). *Multivariate Data Analysis*.  
<https://doi.org/10.1002/9781119409137.ch4>
- Kazemi, H., Miller, D., Mohan, A., Griffith, Z., Jin, Y., Kwiatkowski, J., Tran, L., & Crawford, M. (2015). 350mW G-band medium power amplifier fabricated through a new method of 3D-copper additive manufacturing. *2015 IEEE MTT-S International Microwave Symposium, IMS 2015*, 36(1), 157–178.  
<https://doi.org/10.1109/MWSYM.2015.7167037>
- Keller, K. dan. (2022). Marketing Management. In *Pearson*.
- Kuo, Y. F., Wu, C. M., & Deng, W. J. (2009). The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services. *Computers in Human Behavior*, 25(4), 887–896. <https://doi.org/10.1016/j.chb.2009.03.003>
- L, Richard, O. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17(November), 460–469.
- Lin, C., & Lekhawipat, W. (2014). Factors affecting online repurchase intention. *Industrial Management and Data Systems*, 114(4), 597–611.  
<https://doi.org/10.1108/IMDS-10-2013-0432>
- Rose, S., Spinks, N., & Canhoto, A. I. (2023). Qualitative and mixed methods research designs. In *Management Research*.  
<https://doi.org/10.4324/9781003381006-9>
- Sae-tae, K., & Wang, Q. (2024). Satisfied but no payment: The impact of perceived value on continuance intention and purchase intention in music streaming services. *Telematics and Informatics Reports*, 16(800), 100179.  
<https://doi.org/10.1016/j.teler.2024.100179>
- Schifman, R. B. (1998). Phlebotomists at risk. In *Mayo Clinic Proceedings* (Vol. 73, Issue 7). [https://doi.org/10.1016/S0025-6196\(11\)64898-2](https://doi.org/10.1016/S0025-6196(11)64898-2)

Venkatesh, V., Thong, J. Y. L., & Xu, X. (2016). Unified theory of acceptance and use of technology: A synthesis and the road ahead. *Journal of the Association for Information Systems*, 17(5), 328–376.  
<https://doi.org/10.17705/1jais.00428>

Wu, L. Y., Chen, K. Y., Chen, P. Y., & Cheng, S. L. (2014). Perceived value, transaction cost, and repurchase-intention in online shopping: A relational exchange perspective. *Journal of Business Research*, 67(1), 2768–2776.  
<https://doi.org/10.1016/j.jbusres.2012.09.007>

