

## DAFTAR PUSTAKA

- APJII. (2020). *Survei Pengguna Internet APJII 2019-Q2 2020: Ada Kenaikan 25,5 Juta Pengguna Internet Baru di RI.* <https://apjii.or.id/content/read/104/503/BULETIN-APJII-EDISI-74---November-2020>
- Armstrong, G., Adam, S., Denize, S., & Kotler, P. (2014). *Principles of marketing.* Pearson Australia.
- Chin, W. W., & Todd, P. A. (1995). On the use, usefulness, and ease of use of structural equation modeling in MIS research: a note of caution. *MIS Quarterly*, 237–246.
- Chiu, C.-M., & Wang, E. T. G. (2008). Understanding Web-based learning continuance intention: The role of subjective task value. *Information & Management*, 45(3), 194–201.
- Compeau, D. R., & Higgins, C. A. (1995). Application of social cognitive theory to training for computer skills. *Information Systems Research*, 6(2), 118–143.
- crunchbase.com. (2020). *Popular startups, companies & organizations by highest 30-day trend score.* <https://www.crunchbase.com/hub/southeast-asia-unicorn-startups>
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 319–340.
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1992). Extrinsic and intrinsic motivation to use computers in the workplace 1. *Journal of Applied Social Psychology*, 22(14), 1111–1132.
- Enkekes, Y. B., Yanti, K. A., Setiawan, R., Restiana, N., Fadia, Y. R., & Utomo, T. (2020). Analisis Korelasi Sistem Kuliah Lintas Prodi dengan Keefektifan Pembelajaran Mahasiswa Program Studi Matematika Institut Teknologi Sumatera (ITERA). *Indonesian Journal of Applied Mathematics*, 1(1), 31–36.
- Fleury, S., Tom, A., Jamet, E., & Colas-Maheux, E. (2017). What drives corporate carsharing acceptance? A French case study. *Transportation Research Part F: Traffic Psychology and Behaviour*, 45, 218–227.

- Gojek.com. (2020). *Tentang Kami*. <https://www.gojek.com/about/>
- Gunawan, S., & Dharmmesta, B. S. (2008). *The Role of Nature of Service As Moderating Variable On The Effect of Service Quality On Customer Satisfaction And Customer Loyalty*. [Yogyakarta]: Universitas Gadjah Mada.
- Hermawan, I. (2019). *Metodologi Penelitian Pendidikan (Kualitatif, Kuantitatif dan Mixed Method)*. Hidayatul Quran.
- Isradila, I. (2015). Analysis of User Acceptance Towards Online Transportation Technology Using UTAUT2 Model: A Case Study in Uber, Grab, and Go-Jek in Indonesia. *International Journal of Science and Research (IJSR) ISSN (Online)*, 2319–7064.
- Jati, S. A. (2020). Potensi Bisnis Startup Ada di Sektor Finansial. *Detikinet.Com*. [https://inet.detik.com/business/d-5178135/potensi-bisnis-startup-ada-di-sektor-finansial?\\_ga=2.55520875.154458656.1600523733-756774818.1594264854](https://inet.detik.com/business/d-5178135/potensi-bisnis-startup-ada-di-sektor-finansial?_ga=2.55520875.154458656.1600523733-756774818.1594264854)
- Jeon, H.-M., Ali, F., & Lee, S.-W. (2019). Determinants of consumers' intentions to use smartphones apps for flight ticket bookings. *The Service Industries Journal*, 39(5–6), 385–402.
- König, A., & Grippenkoven, J. (2020). The Actual Demand Behind Demand-Responsive Transport: Assessing Behavioral Intention to Use DRT Systems in two Rural Areas in Germany. *Case Studies on Transport Policy*.
- Kurniawan, R. (2016). *Analisis regresi*. Prenada Media.
- Madigan, R., Louw, T., Wilbrink, M., Schieben, A., & Merat, N. (2017). What influences the decision to use automated public transport? Using UTAUT to understand public acceptance of automated road transport systems. *Transportation Research Part F: Traffic Psychology and Behaviour*, 50, 55–64.
- Malik, G., & Rao, A. S. (2019). Extended expectation-confirmation model to predict continued usage of ODR/ride hailing apps: role of perceived value and self-efficacy. *Information Technology & Tourism*, 21(4), 461–482.
- Mensah, I. K., Tianyu, Z., Zeng, G., & Chuanyong, L. (2019). Determinants of the continued intention of college students in China to use DiDi mobile car-

- sharing services. *SAGE Open*, 9(4), 2158244019893697.
- Moore, G. C., & Benbasat, I. (1991). Development of an instrument to measure the perceptions of adopting an information technology innovation. *Information Systems Research*, 2(3), 192–222.
- Moore, G. C., & Benbasat, I. (1996). Integrating diffusion of innovations and theory of reasoned action models to predict utilization of information technology by end-users. In *Diffusion and adoption of information technology* (pp. 132–146). Springer.
- Namkung, Y., & Jang, S. (2007). Does food quality really matter in restaurants? Its impact on customer satisfaction and behavioral intentions. *Journal of Hospitality & Tourism Research*, 31(3), 387–409.
- Oxford Business Group. (2018). Popularity of ride-hailing apps surges in Indonesia. *Transport Chapter of The Report: Indonesia 2018*. <https://oxfordbusinessgroup.com/analysis/making-inroads-popularity-ride-hailing-apps-continues-surge>
- Pusparisa, Y. (2020). Berapa Jumlah Pengguna Smartphone Dunia. *Databoks*. <https://databoks.katadata.co.id/datapublish/2020/01/20/berapa-jumlah-pengguna-smartphone-dunia>
- Riyanto, S., & Hatmawan, A. A. (2020). *Metode Riset Penelitian Kuantitatif Penelitian Di Bidang Manajemen, Teknik, Pendidikan Dan Eksperimen*. Deepublish.
- Sa'idadah, N. (2017). Analisis Penggunaan Sistem Pendaftaran Online (E-Health) berdasarkan Unified Theory of Acceptance and Use of Technology (UTAUT). *Jurnal Administrasi Kesehatan Indonesia*, 5(1), 72–81.
- Sanjaya, W. (2014). *Perencanaan Pembelajaran, Mengembangkan Standar Kompetensi Guru*. Bandung: PT Remaja Rosdakarya.
- Statista. (2020). *Ride-Hailing & Taxi:Indonesia*. <https://www.statista.com/outlook/368/120/ride-hailing-taxi/indonesia>
- Sugiyono. (2015). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. ALFABETA. Bandung.
- Sugiyono, P. (2011). *Metodologi penelitian kuantitatif kualitatif dan R&D*.

- Bandung:Alpabeta.
- Thompson, R. L., Higgins, C. A., & Howell, J. M. (1991). Personal computing: toward a conceptual model of utilization. *MIS Quarterly*, 125–143.
- Tjiptono, F., & Chandra, G. (2005). Service, quality & satisfaction. Yogyakarta: Andi Offset.
- Venkatesh, V, Moris, M. G., Davis, G. B., & Davis, F. D. (2003). *User acceptance of information technology: Toward a unified view. MIS quarterly*.
- Venkatesh, Viswanath, Thong, J. Y. L., & Xu, X. (2012). Consumer acceptance and use of information technology: extending the unified theory of acceptance and use of technology. *MIS Quarterly*, 157–178.
- Vieira, K. C., Carvalho, E. G., Sugano, J. Y., & do Prado, J. W. (2018). The impact of network externalities on acceptance and use of an app of peer-to-peer platform: a study with Uber users. *Revista Gestão & Tecnologia*, 18(3), 23–46.
- Walpole, R. (1995). *Pengantar Statistika Edisi ke-4*. (4th ed.). Gramedia:Pustaka Utama.
- Wardani, T. U. (2017). *Pengaruh kualitas pelayanan terhadap kepuasan konsumen pada bisnis jasa transportasi gojek (studi kasus mahasiswa Febi UIN Sumatera Utara)*. Universitas Islam Negeri Sumatera Utara.
- Widhiarso, W. (2017). *Uji normalitas*.
- Wirtz, J., Brah, S., Baron, S., Patterson, A., & Harris, K. (2006). Beyond technology acceptance: understanding consumer practice. *International Journal of Service Industry Management*.
- YLKI. (2017). *Warta Konsumen: Transportasi Online; Kawan atau Lawan?* <http://ylki.or.id/2017/07/warta-konsumen-transportasi-online-kawan-atau-lawan/>