

DAFTAR PUSTAKA

- Abed, S. S. (2024). Acceptance and Use of Artificial Intelligence in Online Tourism Services by Generation Z in Saudi Arabia. *IEEE Access*, 12, 164533–164542. <https://doi.org/10.1109/ACCESS.2024.3492001>
- Aditi, B., Hafizah, & Hermansyur. (2021). *The Role of E-Services, Quality System and Perceived Value on Customer Satisfaction: An Empirical Study on Indonesian SMEs*. *Journal of Industrial Engineering & Management Research*. <https://jiemar.org/index.php/jiemar/article/view/195/148>
- Akbar Alfitra. (2025). Fenomena Rojali Merambah ke E-Commerce. *Tirto.Id*. <https://tirto.id/fenomena-rojali-merambah-ke-e-commerce-hfnX>
- Anifa, N., & Sanaji, S. (2022). Augmented Reality Users: The Effect of Perceived Ease of Use, Perceived Usefulness, and Customer Experience on Repurchase Intention. *Journal of Business and Management Review*, 3(3), 252–274. <https://doi.org/10.47153/jbmr33.3462022>
- Astro.id. (2025). *Tentang Astro*. Astronauts.Id. astronauts.id/sites/tentang-astro?srsId=AfmBOornOdA0r_8366-AzclbEBj-kkncA8-4rzLSirHgdIENbpyVwuuy
- Boxhero. (2025). Quick Commerce:Revolusi Belanja Instan Bisnis Modern. *BoxHero Website*. <https://www.boxhero.io/id/blog/quick-commerce-revolusi-belanja-instan-bisnis-modern>
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly: Management Information Systems*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- Dewi, I. R. (2022). Kupas Tuntas Bisnis Startup Quick Commerce yang Lagi Menjamur. *CNBC Indonesia*. <https://www.cnbcindonesia.com/tech/20220510095044-37-337690/kupas-tuntas-bisnis-startup-quick-commerce-yang-lagi-menjamur>
- Fan, S., & Ke, Y. X. (2025). Continuous Usage of Mobile Health Applications: A Perspective Integrating the Expectation Confirmation Model and the Information Systems Success Model. *IEEE Access*, 13(1), 180566–180577. <https://doi.org/10.1109/ACCESS.2025.3621427>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). Multivariate Data Analysis. In *Pearson Prentice Hall* (7th ed.).
- Huang, C. H. (2021). Exploring the continuous usage intention of online learning platforms from the perspective of social capital. *Information (Switzerland)*, 12(4), 141. <https://doi.org/10.3390/info12040141>
- Kakkar, A., Kalia, P., Panesar, A., & Sood, R. (2025). Investigating the impact of quality, technology and trust on customers' purchase intention and word-of-mouth in S-commerce. *Aslib Journal of Information Management*. <https://doi.org/10.1108/AJIM-09-2024-0764>

- Kharisma, G. (2022). Dari Astro hingga Trans, Quick Commerce Banjir Pendanaan karena Butuh Modal Besar? *Tech in Asia*. <https://id.techinasia.com/model-bisnis-quick-commerce>
- Koo, M., & Yang, S. (2025). *Likert-Type Scale*. 1–11.
- Li, F., Tolessa Negera, D., Adnan Zahid Chudhery, M., Zhao, Q., & Gao, L. (2024). *IoT and Motion Recognition-Based Healthcare Rehabilitation Systems (IMRHRS): An Empirical Examination From Physicians' Perspective Using Stimulus-Organism-Response Theory*. *IEEE Access*. <https://doi.org/10.1109/ACCESS.2024.3464101>
- Li, Y., & Shang, H. (2020). Service quality, perceived value, and citizens' continuous-use intention regarding e-government: Empirical evidence from China. *Information and Management*, 57(3). <https://doi.org/10.1016/j.im.2019.103197>
- Li, Y., Nishimura, N., Yagami, H., & Park, H. S. (2021). An empirical study on online learners' continuance intentions in China. *Sustainability (Switzerland)*, 13(2), 1–18. <https://doi.org/10.3390/su13020889>
- Lv, H., Ning, Y., Li, X., Meng, L., Yang, C., Jiang, Y., Li, X., Tang, L., & Li, X. (2025). Factors Influencing Medical Students' Acceptance of Clinical Virtual Simulation Experiments: A Combined TAM and TPB Approach. *IEEE Access*, 13, 49801–49816. <https://doi.org/10.1109/ACCESS.2025.3547901>
- Lyu, K., Kanjanarat, K., He, J., & Xu, Z. (2026). Is China's National Smart Education Platform Bridging the Urban–Rural Education Gap? *Sustainability (Switzerland)*, 18(3), 1181. <https://doi.org/10.3390/su18031181>
- M Ayyoub, A. A., Abu Eidah, B. A., Khlaif, Z. N., Ahmad EL-Shamali, M., & Sulaiman, M. R. (2023). Understanding online assessment continuance intention and individual performance by integrating task technology fit and expectancy confirmation theory. *Heliyon*, 9(11). <https://doi.org/10.1016/j.heliyon.2023.e22068>
- Masri, N. W., You, J. J., Ruangkanjanes, A., Chen, S. C., & Pan, C. I. (2020). Assessing the effects of information system quality and relationship quality on continuance intention in e-tourism. *International Journal of Environmental Research and Public Health*, 17(1), 174. <https://doi.org/10.3390/ijerph17010174>
- Mordor Intelligence. (2026). *Indonesia Quick Commerce Market Size & Share Analysis - Growth Trends And Forecast (2026 - 2031)*. <https://www.mordorintelligence.com/industry-reports/indonesia-quick-commerce-market>
- Naji, G. M. A., Alzoraiki, M., Rao, N. S., & Iskandar, Y. H. P. (2026). Factors influencing intention to use AI in business decision making among professional employees in Malaysia's financial industry. *Frontiers in Artificial Intelligence*, 9, 1779573. <https://doi.org/10.3389/frai.2026.1779573>
- Netinant, P., Pukdesree, S., & Rukhiran, M. (2025). Bridging System Development Perspectives and Quantitative Analysis of User Adoption in Educational Information Systems. *IEEE Access*, 13, 172987–173015. <https://doi.org/10.1109/ACCESS.2025.3616630>

- NielsenIQ & GfK. (2024). *Spend Z: Gen Z Changes Everything – Global Gen Z Spending Report*. <https://nielseniq.com/global/en/landing-page/spend-z/>
- Nuralam, I. P., Yudiono, N., Fahmi, M. R. A., Yuliaji, E. S., & Hidayat, T. (2024). Perceived ease of use, perceived usefulness, and customer satisfaction as driving factors on repurchase intention: the perspective of the e-commerce market in Indonesia. *Cogent Business and Management*, 11(1). <https://doi.org/10.1080/23311975.2024.2413376>
- Oktania, D. E., & Indarwati, T. A. (2022). *Pengaruh Perceived Usefulness, Perceived Ease of Use, dan Compatibility With Lifestyle Terhadap Niat Beli Di Social Commerce*. *Jurnal Ilmu Manajemen Fakultas Ekonomika Dan Bisnis Universitas Negeri Surabaya*. <https://journal.inspirasi.or.id/nomicpedia/article/view/138/53>
- Qiu, N., Li, H., Pan, C., Wu, J., & Guo, J. (2024). The study on the relationship between perceived value, satisfaction, and tourist loyalty at industrial heritage sites. *Heliyon*, 10(17). <https://doi.org/10.1016/j.heliyon.2024.e37184>
- Rohman, A., Asmara, R., & Andriani, D. (2023). The Effect of Multidimensional Consumer Perceived Value on Customer Satisfaction and Purchase Intention of Organic Food. *Habitat*, 34(2), 213–224. <https://doi.org/10.21776/ub.habitat.2023.034.2.19>
- Rout, K., Sahoo, P. R., Bhuyan, A., Tripathy, A., & Smrutirekha. (2022). Online grocery shopping behavior during COVID-19 pandemic: An interdisciplinary explanation. *Cogent Business and Management*, 9(1), 2084969. <https://doi.org/10.1080/23311975.2022.2084969>
- Ru-Zhuc, J., Rakangthong, N. K., Kim, L., Npueng, S., & Issayeva, G. (2025). Electronic Banking Ease of Use, Usefulness, Value, and Innovation Influencing Customer Satisfaction. *International Journal of Asian Business and Information Management*, 16(1), 1–18. <https://doi.org/10.4018/IJABIM.370562>
- 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. <https://doi.org/10.1016/j.teler.2024.100179>
- Safitri, K., Rakhma, S., & Setiawan, D. (2024). *Astro Kebangkan Layanan “Quick Commerce,” Belanja Jadi Lebih Cepat*. Kompas. <https://money.kompas.com/read/2024/07/23/203144026/astro-kebangkan-layanan-quick-commerce-belanja-jadi-lebih-cepat?page=all>
- Samsukha, A. (2022). Quick Commerce: An Ever-Changing E-Commerce Prospect. *Forbes*. <https://www.forbes.com/councils/forbestechcouncil/2022/04/22/quick-commerce-an-ever-changing-e-commerce-prospect/>
- Song, H. G., & Jo, H. (2023). Understanding the Continuance Intention of Omnichannel: Combining TAM and TPB. *Sustainability (Switzerland)*, 15(4), 1–20. <https://doi.org/10.3390/su15043039>
- Song, Y., Gui, L., Wang, H., & Yang, Y. (2023). Determinants of Continuous Usage Intention in Community Group Buying Platform in China: Based on the Information System Success Model and the Expanded Technology

- Acceptance Model. *Behavioral Sciences*, 13(11), 941.
<https://doi.org/10.3390/bs13110941>
- Statista. (2025). *Quick Commerce - Indonesia*. Statista Inc.
<https://www.statista.com/outlook/emo/online-food-delivery/grocery-delivery/quick-commerce/india>
- Sugiyono. (2023). *Metode Penelitian Kuantitatif, Kualitatif Dan R&D*. Alfabeta.
<https://online.fliphtml5.com/cyqfr/jppo/#p=4>
- Sun, F. (2024). Continuous Use of NFT Trading Platforms: A Perspective Integrating the Expectation Confirmation Model and the Information Systems Success Model. *IEEE Access*, 12, 396–408.
<https://doi.org/10.1109/ACCESS.2023.3346448>
- Tedja, B., Musadieg, M. Al, Yulianto, E., & Kusumawati, A. (2024). Sustaining Success in B2B Partnerships: Exploring Intention to Continue the Relationship. *Sustainability (Switzerland)*, 16(10).
<https://doi.org/10.3390/su16104211>
- Tseng, T. H., Haq, M. D. ul, Lathifah, A., & Susanto, A. (2026). Beyond price and quality: How perceived price suitability shapes consumer outcomes in ride-sharing services. *Research in Transportation Business and Management*, 64.
<https://doi.org/10.1016/j.rtbm.2025.101547>
- Tseng, Y., Lee, B., Chen, C., & He, W. (2022). Understanding Agri-Food Traceability System User Intention in Respond to COVID-19 Pandemic: The Comparisons of Three Models. *International Journal of Environmental Research and Public Health*, 19(3), 1371.
<https://doi.org/10.3390/ijerph19031371>
- Xu, X., & Hu, Z. (2022). Effect of introducing virtual community and community group buying on customer's perceived value and loyalty behavior: A convenience store-based perspective. *Frontiers in Psychology*, 13(September), 1–22. <https://doi.org/10.3389/fpsyg.2022.989463>
- Yap, Y. Y., Tan, S. H., & Chan, M. S. (2025). E-grocery continuance among older Malaysians: extending the technology acceptance model with psychological and physical health factors. *Cogent Business and Management*, 12(1), 2541307. <https://doi.org/10.1080/23311975.2025.2541307>
- Zahra, A. (2021). Mengenal Astro, Startup Quick Commerce Indonesia. *Idn Times*.
<https://www.idntimes.com/business/economy/mengenal-astro-startup-quick-commerce-indonesia-00-sv47t-p7zknc?utm>
- Zeithaml, V. A. (1988). *Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence*. *Journal of Marketing*.
<https://doi.org/10.2307/1251446>