

DAFTAR PUSTAKA

- Ab Hamid. (2017). Discriminant Validity Assessment: Use of Fornell & Larcker criterion versus HTMT Criterion. *Journal of Physics: Conference Series*.
<https://doi.org/10.1088/1742-6596/890/1/012163>
- Ajina, A. S., Joudeh, J. M. M., Ali, N. N., Zamil, A. M., & Hashem, T. N. (2023). The effect of mobile-wallet service dimensions on customer satisfaction and loyalty: An empirical study. *Cogent Business & Management*, 10(2), 2229544. <https://doi.org/10.1080/23311975.2023.2229544>
- Ashiq, R., & Hussain, A. (2024). Exploring the effects of e-service quality and e-trust on consumers' e-satisfaction and e-loyalty: Insights from online shoppers in Pakistan. *Journal of Electronic Business & Digital Economics*, 3(2), 117–141. <https://doi.org/10.1108/JEBDE-09-2023-0019>
- Ayinaddis, S. G., Taye, B. A., & Yirsaw, B. G. (2023). Examining the effect of electronic banking service quality on customer satisfaction and loyalty: An implication for technological innovation. *Journal of Innovation and Entrepreneurship*, 12(1), 22. <https://doi.org/10.1186/s13731-023-00287-y>
- Davis, F. D. (1989a). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*, 13(3), 319–340. <https://doi.org/10.2307/249008>
- Davis, F. D. (1989b). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*, 13(3), 319–340. <https://doi.org/10.2307/249008>

- Department of Aviation Management, School of Civil Aviation, Samsun University, Samsun, Turkey, Bakır, M., Atalık, Ö., & Department of Aviation Management, Faculty of Aeronautics and Astronautics, Eskişehir Technical University, Eskişehir, Turkey. (2021). Application of Fuzzy AHP and Fuzzy MARCOS Approach for the Evaluation of E-Service Quality in the Airline Industry. *Decision Making: Applications in Management and Engineering*, 4(1), 127–152. <https://doi.org/10.31181/dmame2104127b>
- Fan, W., Shao, B., & Dong, X. (2022). Effect of e-service quality on customer engagement behavior in community e-commerce. *Frontiers in Psychology*, 13, 965998. <https://doi.org/10.3389/fpsyg.2022.965998>
- Faudzi, M. A., Cob, Z. C., Ghazali, M., Omar, R., & Sharudin, S. A. (2024). User interface design in mobile learning applications: Developing and evaluating a questionnaire for measuring learners' extraneous cognitive load. *Heliyon*, 10(18), e37494. <https://doi.org/10.1016/j.heliyon.2024.e37494>
- Felicia, Y., Ibrahim, A., Indah, D. R., & Seprina, I. (2024). Innovation in Digitalization of UI/UX Design with User Centered Design to Increase Customer Satisfaction. *Journal of Applied Informatics and Computing*, 8(2), 631–638. <https://doi.org/10.30871/jaic.v8i2.8749>
- Ferreira, M. S., Antão, J., Pereira, R., Bianchi, I. S., Tovma, N., & Shurenov, N. (2023). Improving real estate CRM user experience and satisfaction: A user-centered design approach. *Journal of Open Innovation: Technology*,

Market, and Complexity, 9(2), 100076.
<https://doi.org/10.1016/j.joitmc.2023.100076>

Fredriksson, T. (2024). *Trends in Digital Trade and Ecommerce*. United Nations Conference on Trade and Development.
https://www.unescap.org/sites/default/d8files/event-documents/1.Torbj%C3%B6rn%20Fredriksson_Trends%20in%20Digital%20trade%20and%20E-commercepdf.pdf

Grljević, O., Marić, M., & Božić, R. (2025). Exploring Mobile Application User Experience Through Topic Modeling. *Sustainability*, 17(3), 1109.
<https://doi.org/10.3390/su17031109>

Guo, J., Zhang, W., & Xia, T. (2023). Impact of Shopping Website Design on Customer Satisfaction and Loyalty: The Mediating Role of Usability and the Moderating Role of Trust. *Sustainability*, 15(8), 6347.
<https://doi.org/10.3390/su15086347>

Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). An Introduction to Structural Equation Modeling. In J. F. Hair, G. T. M. Hult, C. M. Ringle, M. Sarstedt, N. P. Danks, & S. Ray, *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R* (pp. 1–29). Springer International Publishing.
https://doi.org/10.1007/978-3-030-80519-7_1

Ighomereho, O. S., Afolabi, T. S., & Oluwakoya, A. O. (2023). Impact of E-service quality on customer satisfaction: A study of internet banking for

- general and maritime services in Nigeria. *Journal of Financial Services Marketing*, 28(3), 488–501. <https://doi.org/10.1057/s41264-022-00164-x>
- Insight, S. (2023). *eCommerce in Indonesia: Shopper Trends & Top Platforms Report*. standard-insights.com/insights/the-rise-of-ecommerce-in-indonesia
- Kemp, S. (2024a). *Digital 2024: Global Overview Report*. DataReportal. <https://datareportal.com/reports/digital-2024-global-overview-report>
- Kemp, S. (2024b). *Digital 2024: Indonesia*. DataReportal. <https://datareportal.com/reports/digital-2024-indonesia>
- Keung, K. L., Lee, C. K. M., & Luk, K.-T. (2025). Determinants of Behavioral Intention in Augmented Reality Filter Adoption: An Integrated TAM and Satisfaction–Loyalty Model Approach. *Journal of Theoretical and Applied Electronic Commerce Research*, 20(3), 186. <https://doi.org/10.3390/jtaer20030186>
- Khaleel Okour, M., Wei Chong, C., Abdulraheem Okour, S., & Abdelfattah, F. (2023). The mediating role of perceived value on electronic service quality and customer satisfaction: Evidence from Malaysia. *Innovative Marketing*, 19(4), 26–39. [https://doi.org/10.21511/im.19\(4\).2023.03](https://doi.org/10.21511/im.19(4).2023.03)
- Mi Alnaser, F., Rahi, S., Alghizzawi, M., & Ngah, A. H. (2023). Does artificial intelligence (AI) boost digital banking user satisfaction? Integration of expectation confirmation model and antecedents of artificial intelligence enabled digital banking. *Heliyon*, 9(8), e18930. <https://doi.org/10.1016/j.heliyon.2023.e18930>

- Migueli, I., Lukitaningsih, A., & Ningrum, N. K. (2024). Pengaruh perceived usefulness dan perceived ease of use terhadap intention to use dengan attitude sebagai variabel intervening pada e-commerce Tokopedia di Yogyakarta. *Journal of Management and Digital Business*, 4(3), 665–680. <https://doi.org/10.53088/jmdb.v4i3.1261>
- Ngubelanga, A., & Duffett, R. (2021). Modeling Mobile Commerce Applications' Antecedents of Customer Satisfaction among Millennials: An Extended TAM Perspective. *Sustainability*, 13(11), 5973. <https://doi.org/10.3390/su13115973>
- Nguyen, H. V., Vu, T. D., Nguyen, B. K., Nguyen, T. M. N., Do, B., & Nguyen, N. (2022). Evaluating the Impact of E-Service Quality on Customer Intention to Use Video Teller Machine Services. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3), 167. <https://doi.org/10.3390/joitmc8030167>
- 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 & Management*, 11(1), 2413376. <https://doi.org/10.1080/23311975.2024.2413376>
- Nurcahyo, R., Prabuwo, A. S., Fainusa, A. F., Wibowo, N., Habiburrahman, M., & Hindriyandhito, K. (2023). Enhancing User Satisfaction in Indonesia's e-wallet Market: A Comprehensive Analysis of Factors and Priorities.

Human Behavior and Emerging Technologies, 2023, 1–19.
<https://doi.org/10.1155/2023/8864865>

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12–40.

Pusat Data Kontan. (2025). *Transaksi Ecommerce Indonesia 2019-2024*.
<https://pusatdata.kontan.co.id/infografik/88/Transaksi-Ecommerce-Indonesia-2019-2024>

Putri Sekti Ari, D., & Hanum, L. (2021). PENGARUH KUALITAS PELAYANAN WEBSITE DJP TERHADAP KEPUASAN PENGGUNA DENGAN MODIFIKASI E GOVQUAL. *Profit*, 15(01), 104–111.
<https://doi.org/10.21776/ub.profit.2021.015.01.11>

PwC. (2023). *February 2023 Global Consumer Insights Pulse Survey*. PwC.
https://www.pwc.com/gx/en/consumer-markets/global-consumer-insights-survey-2023-01/feb-2023-global-consumer-insights-survey-pulse-5-pwc-global.pdf?utm_source=chatgpt.com

Rachmi, I. F., Asta, F. R., & Kartiko, N. D. (2023). The Effects of Perceived Ease of Use, Perceived Usefulness, and Computer Self-Efficacy on *e-Nofa* Application User Satisfaction. *E3S Web of Conferences*, 388, 04017.
<https://doi.org/10.1051/e3sconf/202338804017>

Sharabati, A.-A. A., Al-Haddad, S., Al-Khasawneh, M., Nababteh, N., Mohammad, M., & Abu Ghoush, Q. (2022). The Impact of TikTok User

- Satisfaction on Continuous Intention to Use the Application. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3), 125.
<https://doi.org/10.3390/joitmc8030125>
- Sirclo. (2025). *Menelaah Lanskap E-Commerce Indonesia: Tren 2024 dan Proyeksi 2025 Versi SIRCLO*.
<https://sirclo.com/press/menelaah-lanskap-e-commerce-indonesia-tren-2024-dan-proyeksi-2025-versi-sirclo#topofpage>
- Sugiyono. (2023). *Metode Penelitian Kuantitatif dan R&D*.
- Sutrisno, G. B. (2025). *Indonesia emerges as TikTok Shop's US\$6.2b engine, second only to US*.
<https://www.marketing-interactive.com/indonesia-emerges-as-tiktok-shop-s-us-6-2b-engine-second-only-to-us>
- Talmera, A. T., Wardhana, M., & Ratnasari, V. (2025). Analysis of the Impact of UI/UX Elements on User Satisfaction and Loyalty In E-Commerce Platforms: An Empirical Study on the Tokopedia Platform. *Journal of Social Research*, 4(7), 1756–1766.
<https://doi.org/10.55324/josr.v4i7.2613>
- Tang, Y. M., Lau, Y., & Ho, U. L. (2023). Empowering Digital Marketing with Interactive Virtual Reality (IVR) in Interior Design: Effects on Customer Satisfaction and Behaviour Intention. *Journal of Theoretical and Applied Electronic Commerce Research*, 18(2), 889–907.
<https://doi.org/10.3390/jtaer18020046>

- Utami, T. L. W. (2021). Technology adoption on online learning during Covid-19 pandemic: Implementation of technology acceptance model (TAM). *Diponegoro International Journal of Business*, 4(1), 8–19. <https://doi.org/10.14710/dijb.4.1.2021.8-19>
- Uzir, M. U. H., Al Halbusi, H., Lim, R., Jerin, I., Abdul Hamid, A. B., Ramayah, T., & Haque, A. (2021). Applied Artificial Intelligence and user satisfaction: Smartwatch usage for healthcare in Bangladesh during COVID-19. *Technology in Society*, 67, 101780. <https://doi.org/10.1016/j.techsoc.2021.101780>
- Yoo, S., Lee, D.-J., & Atamja, L. (2023). Influence of Online Information Quality and Website Design on User Shopping Loyalty in the Context of E-Commerce Shopping Malls in Korea. *Sustainability*, 15(4), 3560. <https://doi.org/10.3390/su15043560>