

## DAFTAR REFERENSI

- Al-Qeisi, K., Dennis, C., Alamanos, E., & Jayawardhena, C. (2014). Website design quality and usage behavior: Unified theory of acceptance and use of technology. *Journal of Business Research*, 67(11), 2282–2290. <https://doi.org/10.1016/j.jbusres.2014.06.016>
- Aladwani, A. M. (2006). An empirical test of the link between web site quality and forward enterprise integration with web consumers. *Business Process Management Journal*, 12(2), 178–190. <https://doi.org/10.1108/14637150610657521>
- Aladwani, A. M., & Palvia, P. C. (2002). Developing and validating an instrument for measuring user-perceived web quality. *Information and Management*, 39(6), 467–476. [https://doi.org/10.1016/S0378-7206\(01\)00113-6](https://doi.org/10.1016/S0378-7206(01)00113-6)
- America ' s (2003). *Online Pursuits* The changing picture of who ' s *online* and what they do Findings.. *Director, December*.
- Bahari, A., & Mahmud, R. (2018). Impact of System Quality, Information Quality and Service Quality on Performance. *34th Annual Computer Security Applications Conference*, 3(2), 1–6.
- Benbasat, I., & Barki, H. (2007). Quo vadis, TAM? *Journal of the Association for Information Systems*, 8(4), 211–218. <https://doi.org/10.17705/1jais.00126>
- Berti-Équille, L., Comyn-Wattiau, I., Cosquer, M., Kedad, Z., Nugier, S., Peralta, V., Cherfi, S. S. S., & Thion-Goasdoué, V. (2011). Assessment and analysis of information quality: A multidimensional model and case studies. *International Journal of Information Quality*, 2(4), 300–323. <https://doi.org/10.1504/IJIQ.2011.043780>
- Bilgihan, A., & Bujisic, M. (2015). The effect of website features in *online* relationship marketing: A case of *online* hotel booking. *Electronic Commerce Research and Applications*, 14(4), 222–232. <https://doi.org/10.1016/j.elerap.2014.09.001>
- Blake, B. F., Neuendorf, K. A., & Valdiserri, C. M. (2005). Tailoring new websites to appeal to those most likely to shop *online*. *Technovation*, 25(10), 1205–1214. <https://doi.org/10.1016/j.technovation.2004.03.009>
- Burnette Charles. (2015). The Role of Aesthetics in Design Thinking. *Academia*, 28, 17. [http://www.academia.edu/19251847/The\\_Role\\_of\\_Aesthetics\\_in\\_Design\\_Thinking](http://www.academia.edu/19251847/The_Role_of_Aesthetics_in_Design_Thinking)
- Cai, S., & Xu, Y. (2006). Effects of outcome, process and shopping enjoyment on *online* consumer behaviour. *Electronic Commerce Research and Applications*, 5(4), 272–281. <https://doi.org/10.1016/j.elerap.2006.04.004>

- Cai, S., & Xu, Y. (2011). Designing not just for pleasure: Effects of web site aesthetics on consumer shopping value. *International Journal of Electronic Commerce*, 15(4), 159–188. <https://doi.org/10.2753/JEC1086-4415150405>
- Chae, M., Kim, J., Kim, H., & Ryu, H. (2002). Information Quality for Mobile Internet Services: A Theoretical Model with Empirical Validation. *Electronic Markets*, 12(1), 38–46. <https://doi.org/10.1080/101967802753433254>
- Chao, W., Prybutok, V. R., & Chenyan, X. (2011). *An Integrated Modal For University of North Texas. February 2011.*
- Chek, Y. L., & Ho, J. S. Y. (2016). Consumer Electronics E-retailing: Why the Alliance of Vendors' E-service Quality, Trust and Trustworthiness Matters. *Procedia - Social and Behavioral Sciences*, 219, 804–811. <https://doi.org/10.1016/j.sbspro.2016.05.083>
- Cyr, D., Head, M., & Ivanov, A. (2006). Design aesthetics leading to m-loyalty in mobile commerce. *Information and Management*, 43(8), 950–963. <https://doi.org/10.1016/j.im.2006.08.009>
- Diakopoulos, N., Goldenberg, S., & Essa, I. (2009). Videolyzer: Quality analysis of *online* informational video for bloggers and journalists. *Conference on Human Factors in Computing Systems - Proceedings*, 799–808. <https://doi.org/10.1145/1518701.1518824>
- Edwards, K. (2015). Examining the Security Awareness, Information Privacy, and the Security Behaviors of Home Computer Users. *ProQuest Dissertations and Theses*, 947, 160. [https://nsuworks.nova.edu/gscis\\_etd%0Ahttps://proxy.cecybrary.com/login?url=https://search.proquest.com/docview/1773308920?accountid=26967](https://nsuworks.nova.edu/gscis_etd%0Ahttps://proxy.cecybrary.com/login?url=https://search.proquest.com/docview/1773308920?accountid=26967)
- Enck, W., Ochteau, D., McDaniel, P., & Chaudhuri, S. (2011). A study of android application security. *Proceedings of the 20th USENIX Security Symposium*, 315–330.
- Fassnacht, M., & Koese, I. (2006). Quality of electronic services: Conceptualizing and testing a hierarchical model. *Journal of Service Research*, 9(1), 19–37. <https://doi.org/10.1177/1094670506289531>
- Fiala, T. G. (2012). What do patients want? Technical quality versus functional quality: a literature review for plastic surgeons. *Aesthetic Surgery Journal / the American Society for Aesthetic Plastic Surgery*, 32(6), 751–759. <https://doi.org/10.1177/1090820X12452555>
- Fresh, D. I., Kota, M., Ekonomi, F., & Manajemen, J. (n.d.). ISSN 2303-1174 Asrianto Balawera,. 1(4), 2117–2129.
- Gao, L., Waechter, K. A., & Bai, X. (2015). Understanding consumers' continuance intention towards mobile purchase: A theoretical framework and empirical study - A case of China. *Computers in Human Behavior*, 53, 249–262. <https://doi.org/10.1016/j.chb.2015.07.014>

- Gefen, D. (2002). Customer Loyalty in E-Commerce. *Journal of the Association for Information Systems*, 3(1), 27–53. <https://doi.org/10.17705/1jais.00022>
- Gerpott, T. J., & Schneider, C. (2016). Buying behaviors when similar products are available under pay-what-you-want and posted price conditions: Field-experimental evidence. *Journal of Behavioral and Experimental Economics*, 65, 135–145. <https://doi.org/10.1016/j.socec.2016.07.003>
- Gorla, N., Somers, T. M., & Wong, B. (2010). Organizational impact of system quality, information quality, and service quality. *Journal of Strategic Information Systems*, 19(3), 207–228. <https://doi.org/10.1016/j.jsis.2010.05.001>
- Gregg, D. G., & Walczak, S. (2010). The relationship between website quality, trust and price premiums at *online* auctions. *Electronic Commerce Research*, 10(1), 1–25. <https://doi.org/10.1007/s10660-010-9044-2>
- Groß, M. (2015). Mobile shopping: A classification framework and literature review. *International Journal of Retail and Distribution Management*, 43(3), 221–241. <https://doi.org/10.1108/IJRDM-06-2013-0119>
- Guan, H., Chen, W., Liu, L., & Yang, H. (2012). *Estimating Security Risk for Web Applications using Security Vectors* *Estimating Security Risk for Web Applications using Security Vectors Acknowledgment This work was sponsored by Liaoning Province Office of Education of China Project Research on Security-*. January 2015.
- Hall, R. H., & Hanna, P. (2004). The impact of web page text-background colour combinations on readability, retention, aesthetics and behavioural intention. *Behaviour and Information Technology*, 23(3), 183–195. <https://doi.org/10.1080/01449290410001669932>
- Huang, Y., & Lee, D. T. (2014). *Web Application Security — Past , Present , and Future Web Application Security — Past , Present , and Future \**. January 2005. <https://doi.org/10.1007/0-387-24006-3>
- Iivari, J. (2005). An Empirical Test of the DeLone-McLean Model of Information System Success. *Data Base for Advances in Information Systems*, 36(2), 8–27. <https://doi.org/10.1145/1066149.1066152>
- Information, M. (2013). User Acceptance of Hedonic Information Systems. *Van 2004*, 28(4), 695–704.
- Jahng, J., Jain, H. K., & Ramamurthy, K. (2006). An empirical study of the impact of product characteristics and electronic commerce interface richness on consumer attitude and purchase intentions. *IEEE Transactions on Systems, Man, and Cybernetics Part A:Systems and Humans*, 36(6), 1185–1201. <https://doi.org/10.1109/TSMCA.2006.878977>

- Jung W (2004). A Review of Research: An Investigation of the Impact of Data Quality on Decision Performance. *ACM International Conference Proceeding Series, Proceedings of the 2004 international symposium on Information and communication technologies*, 90, 16-171.
- Kahn, B. K., Strong, D. M., & Wang, R. Y. (2002). Information quality benchmarks. *Communications of the ACM*, 45(4), 184. <https://doi.org/10.1145/505248.506007>
- Kandari, J., Jones, E. C., Nah, F. F. H., & Bishu, R. R. (2011). Information quality on the World Wide Web: Development of a framework. *International Journal of Information Quality*, 2(4), 324–343. <https://doi.org/10.1504/IJIQ.2011.043784>
- Kang, G. Du. (2006). The hierarchical structure of service quality: Integration of technical and functional quality. *Managing Service Quality*, 16(1), 37–50. <https://doi.org/10.1108/09604520610639955>
- Katawetawarks, C., & Wang, C. L. (2011). Online Shopper Behavior Influences.pdf. *Asian Journal of Business Research*, 1(2), 66–74.
- Kendall, J. D., Tung, L. L., Chua, K. H., Ng, C. H. D., & Tan, S. M. (2001). Receptivity of Singapore's SMEs to electronic commerce adoption. *Journal of Strategic Information Systems*, 10(3), 223–242. [https://doi.org/10.1016/S0963-8687\(01\)00048-8](https://doi.org/10.1016/S0963-8687(01)00048-8)
- Kenyon, G., & Sen, K. (2011). *Customer's Perceptions and the Dimensions of Quality*. January. <https://doi.org/10.13140/2.1.4738.4326>
- Kettinger, W. J., & Lee, C. C. (2005). Zones of tolerance: Alternative scales for measuring information systems service quality. *MIS Quarterly: Management Information Systems*, 29(4), 607–623. <https://doi.org/10.2307/25148702>
- Kim, D. J., Ferrin, D. L., & Rao, H. R. (2008). A trust-based consumer decision-making model in electronic commerce: The role of trust, perceived risk, and their antecedents. *Decision Support Systems*, 44(2), 544–564. <https://doi.org/10.1016/j.dss.2007.07.001>
- Kim, J. H., Kim, M., & Kandampully, J. (2009). Buying environment characteristics in the context of e-service. *European Journal of Marketing*, 43(9), 1188–1204. <https://doi.org/10.1108/03090560910976438>
- Kim, M. J., Chung, N., Lee, C. K., & Preis, M. W. (2016). Dual-route of persuasive communications in mobile tourism shopping. *Telematics and Informatics*, 33(2), 293–308. <https://doi.org/10.1016/j.tele.2015.08.009>
- Kim, U., Park, Y., Kim, U., & Park, Y. (2006). Indigenous and Cultural Psychology. *Indigenous and Cultural Psychology*, 27–48. <https://doi.org/10.1007/0-387-28662-4>
- Laohapensang, O. (2009). Factors influencing internet shopping behaviour: A

- survey of consumers in Thailand. *Journal of Fashion Marketing and Management*, 13(4), 501–513. <https://doi.org/10.1108/13612020910991367>
- Lim, Y. J., Osman, A., Salahuddin, S. N., Romle, A. R., & Abdullah, S. (2016). Factors Influencing *Online* Shopping Behavior: The Mediating Role of Purchase Intention. *Procedia Economics and Finance*, 35(October 2015), 401–410. [https://doi.org/10.1016/s2212-5671\(16\)00050-2](https://doi.org/10.1016/s2212-5671(16)00050-2)
- Liu, C., & Arnett, K. P. (2000). Exploring the factors associated with Web site success in the context of electronic commerce. *Information and Management*, 38(1), 23–33. [https://doi.org/10.1016/S0378-7206\(00\)00049-5](https://doi.org/10.1016/S0378-7206(00)00049-5)
- L. Schultz, (2005) Effects of graphical elements on perceived usefulness of a library , 4.
- McElroy, T., & Seta, J. J. (2003). Framing effects: An analytic-holistic perspective. *Journal of Experimental Social Psychology*, 39(6), 610–617. [https://doi.org/10.1016/S0022-1031\(03\)00036-2](https://doi.org/10.1016/S0022-1031(03)00036-2)
- Moshagen, M., Musch, J., & Göritz, A. S. (2009). A blessing, not a curse: Experimental evidence for beneficial effects of visual aesthetics on performance. *Ergonomics*, 52(10), 1311–1320. <https://doi.org/10.1080/00140130903061717>
- Müller, A., Steins-Loeber, S., Trotzke, P., Vogel, B., Georgiadou, E., & de Zwaan, M. (2019). *Online* shopping in treatment-seeking patients with buying-shopping disorder. *Comprehensive Psychiatry*, 94, 152120. <https://doi.org/10.1016/j.comppsych.2019.152120>
- Mylonas, A., Kastania, A., & Gritzalis, D. (2013). Delegate the *smartphone* user? Security awareness in *smartphone* platforms. *Computers and Security*, 34, 47–66. <https://doi.org/10.1016/j.cose.2012.11.004>
- Nwoffiah, L. C. (2006). *E-commerce: the impact of internet technology on retailing*. March.
- Pandey, S., & Chawla, D. (2014). E-lifestyles of Indian *online* shoppers: A scale validation. *Journal of Retailing and Consumer Services*, 21(6), 1068–1074. <https://doi.org/10.1016/j.jretconser.2014.06.012>
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- Park, C. H., & Kim, Y. G. (2003). Identifying key factors affecting consumer purchase behavior in an *online* shopping context. *International Journal of Retail & Distribution Management*, 31(1), 16–29. <https://doi.org/10.1108/09590550310457818>

- Pilík, M., & Juřičková, E. (2016). Trust and Security As Significant Factors Influencing on-Line Buying Behavior in the Czech Republic Důvěra a Bezpečnost Jako Významné Faktory Ovlivňující Nákupní Chování Na Internetu V České Republice. *Emi*, 8(2), 1805–353. [www.emijournal.cz](http://www.emijournal.cz)
- Rai, A., Lang, S. S., & Welker, R. B. (2002). Assessing the validity of IS success models: An empirical test and theoretical analysis. *Information Systems Research*, 13(1), 50–69. <https://doi.org/10.1287/isre.13.1.50.96>
- Rizki, K., Astuti, E., & Susilo, H. (2015). Pengaruh Kemudahan Dan Kualitas Informasi Terhadap Minat Dan Keputusan Pembelian Secara Online (Survei Pada Konsumen [www.ardiansmx.com](http://www.ardiansmx.com)). *Administrasi Bisnis*, 28(1), 56–63.
- Roche, M. J., Pincus, A. L., Lukowitsky, M. R., Ménard, K. S., & Conroy, D. E. (2013). An integrative approach to the assessment of narcissism. *Journal of Personality Assessment*, 95(3), 237–248. <https://doi.org/10.1080/00223891.2013.770400>
- Rogus, S., Guthrie, J. F., Niculescu, M., & Mancino, L. (2020). Online Grocery Shopping Knowledge, Attitudes, and Behaviors Among SNAP Participants. *Journal of Nutrition Education and Behavior*, 52(5), 539–545. <https://doi.org/10.1016/j.jneb.2019.11.015>
- Rouse, J. (2012). Mobile devices - The most hostile environment for security? *Network Security*, 2012(3), 11–13. [https://doi.org/10.1016/S1353-4858\(12\)70045-4](https://doi.org/10.1016/S1353-4858(12)70045-4)
- Sadeh, S., Sadeh, E., Mousavi, L., & Asgari, F. (2011). The Effects of Website Quality Dimensions on Customer Satisfaction in E-Retailing System. *Middle-East Journal of Scientific Research*, 10(3), 366–369.
- Salisbury, W. D., Pearson, R. A., Pearson, A. W., & Miller, D. W. (2001). Perceived security and World Wide Web purchase intention. *Industrial Management & Data Systems*, 101(4), 165–177. <https://doi.org/10.1108/02635570110390071>
- Sharma, N., & Patterson, P. G. (1999). The impact of communication effectiveness and service quality on relationship commitment in consumer, professional services. *Journal of Services Marketing*, 13(2), 151–170. <https://doi.org/10.1108/08876049910266059>
- Shergill, G., & Chen, Z. (2005). Web-Based Shopping: Consumers' Attitudes towards Online Shopping in New Zealand. *Journal of Electronic Commerce Research*, 6(2), 78.
- Sohn, S. (2017). A contextual perspective on consumers' perceived usefulness: The case of mobile online shopping. *Journal of Retailing and Consumer Services*, 38(May), 22–33. <https://doi.org/10.1016/j.jretconser.2017.05.002>
- Sussman, S. W., & Siegal, W. S. (2003). Informational influence in organizations: An integrated approach to knowledge adoption. *Information Systems Research*, 14(1), 47–65. <https://doi.org/10.1287/isre.14.1.47.14767>

- Teimouri, M. E., Heydari, A. R., & Avar, R. A. (2010). *the Role of It Security on Customers ' Online Purchasing*. 9(August), 174–181.
- Teodoro, N., & Serrão, C. (2011). Web application security: Improving critical web-based applications quality through in-depth security analysis. *International Conference on Information Society, i-Society 2011, January*, 457–462. <https://doi.org/10.1109/i-society18435.2011.5978496>
- Tractinsky, N. (2007). (n.d.). *Web-Store Aesthetics in E- Retailing : A Conceptual Framework and Some Theoretical Implications Web-Store Aesthetics in E-Retailing : A Conceptual Framework and Some Theoretical l Implications*. 11(1).
- Van der Heijden, H. (2003). Factors influencing the usage of websites: The case of a generic portal in The Netherlands. *Information and Management*, 40(6), 541–549. [https://doi.org/10.1016/S0378-7206\(02\)00079-4](https://doi.org/10.1016/S0378-7206(02)00079-4)
- van Schaik, P., & Ling, J. (2009). The role of context in perceptions of the aesthetics of web pages over time. *International Journal of Human Computer Studies*, 67(1), 79–89. <https://doi.org/10.1016/j.ijhcs.2008.09.012>
- Vishanatah Venkatesh et al 2003. (2003). UNDERSTANDING USABILITY in Mobile Commerce. *Communications of the ACM*, 46(12), 53–56. <https://doi.org/10.1145/953460.953488>
- Wang, Y. J., Hernandez, M. D., & Minor, M. S. (2010). Web aesthetics effects on perceived *online* service quality and satisfaction in an e-tail environment: The moderating role of purchase task. *Journal of Business Research*, 63(9–10), 935–942. <https://doi.org/10.1016/j.jbusres.2009.01.016>
- Warren, I., Meads, A., Srirama, S., Weerasinghe, T., & Paniagua, C. (2014). Push notification mechanisms for pervasive *smartphone* applications. *IEEE Pervasive Computing*, 13(2), 61–71. <https://doi.org/10.1109/MPRV.2014.34>
- Yarimoglu, E. K. (2014). A Review on Dimensions of Service Quality Models. *Journal of Marketing Management*, 2(2), 79–93.
- Yong, L. S., & Bojei, J. (2013). Effects of technical quality , functional quality on trust. *Banker Journal Malaysia, October*, 4–12.
- Yoon, C. (2009). The effects of national culture values on consumer acceptance of e-commerce: *Online* shoppers in China. *Information and Management*, 46(5), 294–301. <https://doi.org/10.1016/j.im.2009.06.001>