

DAFTAR PUSTAKA

- Abbasi, A. Z., Qummar, H., Bashir, S., Ting, D. H., et al. (2024). Customer engagement in Saudi food delivery apps through social media marketing: Examining the antecedents and consequences using PLS-SEM and NCA. *Journal of Retailing and Consumer Services*, 76, 103578. <https://doi.org/10.1016/j.jretconser.2024.104001>
- Agusinta, L., Amelya, A., Endri, E., & Gutomo, T. (2024). Service quality, punctual cargo delivery, and customer loyalty: The mediating role of customer decisions. *Uncertain Supply Chain Management*, 12(3), 1735–1744. <https://doi.org/10.5267/j.uscm.2024.5.014>
- Ahmad, B., & Akbar, M. I. U. D. (2021). Validating a multidimensional perspective of relationship marketing on brand attachment, customer loyalty and purchase intentions: A serial mediation model. *Journal of Strategic Marketing*. <https://doi.org/10.1080/0965254X.2021.1969422>
- Ahmad, P., Kumar, A., Bellamkonda, R. S., & Kumari, P. (2025). Design matters, and so does the consumption value in consumers' intention to reuse food delivery apps. *British Food Journal*, 127(3), 987–1005. <https://doi.org/10.1108/BFJ-10-2024-1044>
- Ahmad, P., Ram, N., Bellamkonda, R. S., & Kumar, A. (2025). Consumer satisfaction and reuse intention of food delivery apps: Integration of service quality model and expectation confirmation theory. *Journal of Quality Assurance in Hospitality & Tourism*, 26(1), 1–22. <https://doi.org/10.1080/1528008X.2025.2462994>
- Aiken, K. D., MacKoy, R., Liu, B. S.-C., & Osland, G. (2008). Dimensions of internet commerce trust. *Journal of Internet Commerce*, 7(2), 151–176. <https://doi.org/10.1080/15332860802086136>
- Alamsyah, D. P., Farrell, T., Kristian, K., & Pratama, C. A. (2023). The antecedents of purchase intention in sustainable marketing. *AIP Conference Proceedings*, 2595(1), 012010. <https://doi.org/10.1063/5.0109134>
- Alaux, C., & Neaves, T. T. (2018). Trust in government. Dalam *Global Encyclopedia of Public Administration, Public Policy, and Governance*. Springer. https://doi.org/10.1007/978-3-030-66252-3_3052

- Allah Pitchay, A., Ganesan, Y., Zulkifli, N. S., & Khaliq, A. (2022). Determinants of customers' intention to use online food delivery application through smartphone in Malaysia. *British Food Journal*, 124(11), 3623–3642. <https://doi.org/10.1108/BFJ-01-2021-0075>
- Ambad, S. N. A., Haron, H., & Ishar, N. I. M. (2022). Determinants of consumers' purchase behaviour towards online food delivery ordering (OFDO). *Pertanika Journal of Social Sciences and Humanities*, 30(2), 613–631. <https://doi.org/10.47836/pjssh.30.3.08>
- An, H. S., Park, A., Song, J. M., & Chung, C. (2025). Analysis of consumer response to online same-day grocery delivery service: The case of South Korea. *Digital Business*, 5(1), 100148. <https://doi.org/10.1016/j.digbus.2025.100148>
- Arli, D., van Esch, P., & Weaven, S. (2024). The impact of SERVQUAL on consumers' satisfaction, loyalty, and intention to use online food delivery services. *Journal of Promotion Management*, 30 (2), 217–236. <https://doi.org/10.1080/10496491.2024.2372858>
- Ashraf, S., & Iqbal, M. Z. (2023). The impact of e-commerce on consumer online purchase intention: An evidence from Pakistani consumers. Dalam *Springer Proceedings in Business and Economics* (hlm. 145–160). https://doi.org/10.1007/978-3-031-18663-9_12
- Astudillo, A. L., Moreno, M. H., Tabares, E. L. C., & Cano, A. R. (2017). Supply chain quality management (SCQM): Understanding how it integrates into the service and manufacturing sectors. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 1667–1677. <http://ieomsociety.org/bogota2017/papers/379.pdf>
- Awad, N. F., & Ragowsky, A. (2008). Establishing trust in electronic commerce through online word of mouth: An examination across genders. *Journal of Management Information Systems*, 24(4), 101–121. <https://doi.org/10.2753/MIS0742-1222240404>
- Azwardi, Andaiyani, S., & Igamo, A. M. (2023). Digital entrepreneurship: Socio-demographics and consumer behavior in Indonesia. *Problems and Perspectives in Management*, 21(2), 456–468. [https://doi.org/10.21511/ppm.21\(3\).2023.23](https://doi.org/10.21511/ppm.21(3).2023.23)

- Baharuddin, N. A., & Yaacob, M. (2020). Dimensions of EWOM credibility on the online purchasing activities among consumers through social media. *Jurnal Komunikasi: Malaysian Journal of Communication*, 36(1), 136–151. <https://doi.org/10.17576/JKMJC-2020-3603-21>
- Bashir, M. A., Saraih, U. N. B., Gundala, R., & Ahmed, S. (2024). Digital influence: Examining social media marketing dynamics and how they affect consumer brand loyalty. *WSEAS Transactions on Business and Economics*, 21, 446–459. <https://doi.org/10.37394/23207.2024.21.128>
- Bawana, S. P. D., Maulidah, S., Isaskar, R., & Laili, F. (2025). Analyzing perceived risk and E-WOM influence on healthy food choices among Generation Z in Malang City, Indonesia. *Agro Bali: Agricultural Journal*, 8(1), 45–58. <https://doi.org/10.37637/ab.v8i2.2126>
- Becerra, E., Badrinarayanan, V., & Henriquez-Daza, M. C. (2018). Perceived security risk and shopping behavior: An exposition in emerging markets. *Developments in Marketing Science: Proceedings of the Academy of Marketing Science*, 657–661. https://doi.org/10.1007/978-3-319-66023-3_213
- Belanche, D., Casaló, L. V., & Guinaliú, M. (2011). Fostering future purchase intentions through website interactivity: The mediating role of consumer trust. *Advances in Information Sciences and Service Sciences*, 3(6), 87–95. <https://doi.org/10.4156/aiss.vol3.issue5.24>
- Best, R. J., Hawkins, D. I., & Lillis, C. M. (2015). Obtaining a premium price by managing the firm's reputation for quality. *Developments in Marketing Science: Proceedings of the Academy of Marketing Science*, 1–6. https://doi.org/10.1007/978-3-319-13254-9_63
- Bloomberg Technoz. (2023, 17 Januari). *Siapa Raja Bisnis Jasa Antar Makanan Online di Kawasan ASEAN?*. Diakses pada 5 Maret 2026, dari <https://www.bloombergtechnoz.com/detail-news/98020/siapa-raja-bisnis-jasa-antar-makanan-online-di-kawasan-asean/2>
- Boldureanu, D., Gutu, I., & Boldureanu, G. (2025). Understanding the dynamics of e-WOM in food delivery services: A SmartPLS analysis of consumer acceptance. *Journal of Theoretical and Applied Electronic Commerce Research*, 20(1), 1–18. <https://doi.org/10.3390/jtaer20010018>

- Bougie, R., & Sekaran, U. (2019). *Research Methods for Business: A Skill Building Approach* (Edisi ke-8). John Wiley & Sons.
- Božek, P., Nikitin, Y., & Krenický, T. (2021). The basic characteristics of elements reliability. In *Studies in Systems, Decision and Control* (Vol. 318, pp. 51–63). Springer. https://doi.org/10.1007/978-3-030-67055-9_1
- Brown, J., Broderick, A. J., & Lee, N. (2007). Word of mouth communication within online communities: Conceptualizing the online social network. *Journal of Interactive Marketing*, 21(3), 2–20. <https://doi.org/10.1002/dir.20082>
- Brun, I., Rajaobelina, L., Ricard, L., & Berthiaume, B. (2017). Impact of customer experience on loyalty: A multichannel examination. *Service Industries Journal*, 37(5–6), 317–340. <https://doi.org/10.1080/02642069.2017.1322959>
- Bulsara, H. P., & Vaghela, P. S. (2023). Trust and online purchase intention: A systematic literature review through meta-analysis. *International Journal of Electronic Business*, 19(1), 1–22. <https://doi.org/10.1504/IJEB.2022.10053045>
- Burkov, I., Gorgadze, A., & Trabskaia, I. (2023). Satisfaction dimensions influencing consumers' behavioral intentions through structural topic modeling analysis of restaurant reviews. *Consumer Behavior in Tourism and Hospitality*, 18(2), 89–105. <https://doi.org/10.1108/CBTH-06-2022-0126>
- Candra, S., Tulangow, C. E., & Winalda, F. T. (2022). A preliminary study of consumer behavior from the online marketplace in Indonesia. *International Journal of Asian Business and Information Management*, 13(2), 1–15. <https://doi.org/10.4018/IJABIM.297846>
- Chakraborty, A., Kumar, N., Chawla, M., & Pawar, B. R. (2024). Understanding the drivers of continued use of online food delivery platforms among Indian consumers. *Indian Journal of Agricultural Economics*, 79(2), 215–229. <https://doi.org/10.63040/25827510.2024.02.007>
- Chakraborty, D. (2025). Exploring the drivers of continuance and recommendation intentions in online food delivery services: A technology continuance theory perspective. *British Food Journal*, 127(3), 945–963. <https://doi.org/10.1108/BFJ-06-2025-0826>

- Chen, K.-S., Yu, C.-M., Chang, T.-C., & Chen, H.-Y. (2024). Fuzzy evaluation of product reliability based on ratio-based lifetime performance index. *Annals of Operations Research*, 331(1), 415–436. <https://doi.org/10.1007/s10479-022-04988-7>
- Chen, S., & Hung, H.-F. (2016). Formative measurement test of supplier evaluation indicators and weight models. *Journal of Testing and Evaluation*, 44(3), 1362–1373. <https://doi.org/10.1520/JTE20140426>
- Chen, S.-C. (2016). Customer experience of value in the service encounter. In *Making a difference through marketing: A quest for diverse perspectives* (pp. 67–82). Springer. https://doi.org/10.1007/978-981-10-0464-3_11
- Chen, Y., & Chi, T. (2024). Beyond the storefront: Empirical insights into consumers' responses to omnichannel apparel retailers. *Marketing Intelligence & Planning*, 42(3), 456–472. <https://doi.org/10.1108/MIP-06-2023-0306>
- Chen, Y.-S., & Chang, C.-H. (2012). Enhance green purchase intentions: The roles of green perceived value, green perceived risk, and green trust. *Management Decision*, 50(3), 502–520. <https://doi.org/10.1108/00251741211216250>
- Cheng, K. M., Wijaya, L., Ng, K. C., & Anthonysamy, L. (2024). Decoding consumer behaviour in Indonesian e-commerce: A stimulus-organism-response analysis. *Journal of Telecommunications and the Digital Economy*, 12(2), 15–30. <https://doi.org/10.18080/jtde.v12n4.1009>
- Chinelato, F. B., & Hoyos Vallejo, C. A. (2024). Beyond convenience: Understanding the nexus of food biosafety, service quality, and brand image in online food delivery services. *Journal of Foodservice Business Research*, 27(1), 1–20. <https://doi.org/10.1080/15378020.2024.2377426>
- Chong, B., Yang, Z., & Wong, M. (2003). Asymmetrical impact of trustworthiness attributes on trust, perceived value and purchase intention. Dalam *Proceedings of the 5th ACM Conference on Electronic Commerce* (hlm. 213–219). <https://doi.org/10.1145/948005.948033>
- Choudhary, W., Haider, S. W., Raza, A., & Dias, J. C. (2024). Understanding the dynamics of customer satisfaction and repurchase intentions in the era of platform service supply chain: A case study of Foodpanda in Pakistan. *Journal of Foodservice Business Research*, 27(1), 1–22. <https://doi.org/10.1080/15378020.2024.2402117>

- Christou, E. (2011). Exploring online sales promotions in the hospitality industry. *Journal of Hospitality Marketing & Management*, 20(7), 814–828. <https://doi.org/10.1080/19368623.2011.605038>
- Čirjevskis, A. (2019). Designing organizational eco-map to develop a customer value proposition for a “slow tourism” destination. *Administrative Sciences*, 9(2), 1–18. <https://doi.org/10.3390/admsci9030057>
- Clarke, S., & Collier, S. (2015). Research essentials: How to critique quantitative research. *Nursing Children and Young People*, 27(2), 12. <https://doi.org/10.7748/ncyp.27.9.12.s14>
- Das, D., & Pecht, M. (2009). Process capability and process control. In *Product reliability, maintainability, and supportability handbook* (2nd ed., pp. 209–238). CRC Press. <https://doi.org/10.1201/9781420009897>
- DeMoranville, C. W. (2015). The effects of service attributes on perceived risk components: A structural model. *Developments in Marketing Science: Proceedings of the Academy of Marketing Science*, 38, 327–331. https://doi.org/10.1007/978-3-319-13162-7_106
- Dias, R. P., Wisker, Z. L., & Alani, N. H. S. (2025). Between firewalls and feelings: Modelling trust and commitment in digital banking platforms. *Journal of Cybersecurity and Privacy*, 5(1), 1–20. <https://doi.org/10.3390/jcp5040089>
- Dsouza, D., & Sharma, D. (2021). Online food delivery portals during COVID-19 times: An analysis of changing consumer behavior and expectations. *International Journal of Innovation Science*, 13(2), 218–232. <https://doi.org/10.1108/IJIS-10-2020-0184>
- Eaint, M. (2024). An assessment of e-service quality for online food delivery services in Yangon, Myanmar. *Suranaree Journal of Social Science*, 18(2), 45–63. <https://so05.tci-thaijo.org/index.php/sjss/article/view/271783>
- Eggert, A., Ulaga, W., Frow, P., & Payne, A. (2018). Conceptualizing and communicating value in business markets: From value in exchange to value in use. *Industrial Marketing Management*, 69, 80–90. <https://doi.org/10.1016/j.indmarman.2018.01.018>

- Elfekair, A., Fellahi, M., & Laradi, S. (2024). Deciphering consumer-based brand equity, brand preference, and intentions in Algeria's home appliance market. *Asian Journal of Business and Accounting*, 17(1), 1–25. <https://doi.org/10.22452/ajba.voll7no1.6>
- Fatema, M., Islam, M. A., & Bakar, R. (2018). Halal purchase intention: A study on Islamic banks of Bangladesh. *Journal of Social Sciences Research*, 4(12), 90–97. <https://doi.org/10.32861/jssr.412.402.412>
- Fernandes, A., Figueiredo, M., Neves, J., & Vicente, H. (2021). Customers' satisfaction assessment in water laboratories. *Aqua Water Infrastructure, Ecosystems and Society*, 70(4), 583–596. <https://doi.org/10.2166/aqua.2021.006>
- Forrest, J. Y.-L., & Liu, Y. (2022). When effective consumer value propositions emerge. *Contributions to Management Science*, 1–18. https://doi.org/10.1007/978-3-030-82898-1_14
- Frederick, D. P., Fernandes, A. S., Frank, R. A., & Giri, P. (2026). Multi-criteria decision analysis for food quality in online delivery: AHP and TOPSIS perspectives. In *Studies in Systems, Decision and Control* (Vol. 523, pp. 145–162). Springer. https://doi.org/10.1007/978-3-031-89771-9_70
- Ganapathy, V. (2025). Decoding customer engagement: A data-driven analysis of food delivery apps in Bangalore. Dalam *Practical Strategies and Case Studies for Online Marketing 6.0* (hlm. 55–72). IGI Global. <https://doi.org/10.4018/979-8-3373-2058-8.ch012>
- Gauri, D. K., Bhatnagar, A., & Rao, R. (2008). Role of word of mouth in online store loyalty. *Communications of the ACM*, 51(3), 89–95. <https://doi.org/10.1145/1325555.1325574>
- Ghosh, M. (2024). Meta-analytic review of online purchase intention: Conceptualising the study variables. *Cogent Business & Management*, 11(1), 2294567. <https://doi.org/10.1080/23311975.2023.2296686>
- Glover, S., & Benbasat, I. (2010). A comprehensive model of perceived risk of e-commerce transactions. *International Journal of Electronic Commerce*, 15(2), 47–78. <https://doi.org/10.2753/JEC1086-4415150202>

- Gneezy, A., Gneezy, U., & Lauga, D. O. (2014). A reference-dependent model of the price–quality heuristic. *Journal of Marketing Research*, *51*(2), 153–164. <https://doi.org/10.1509/jmr.12.0407>
- Gómez, M., & Rozano, M. (2012). Consumer dynamics in a nonmature generic drugs market: A causal model explaining intention to purchase in Spain. *Drug Information Journal*, *46*(4), 462–471. <https://doi.org/10.1177/0092861511435907>
- Graf, A., & Maas, P. (2008). Customer value from a customer perspective: A comprehensive review. *Journal für Betriebswirtschaft*, *58*(1), 1–20. <https://doi.org/10.1007/s11301-008-0032-8>
- Grieves, M. W. (2010). Product lifecycle quality (PLQ): A framework within product lifecycle management (PLM) for achieving product quality. *International Journal of Manufacturing Technology and Management*, *19*(1–3), 73–85. <https://doi.org/10.1504/IJMTM.2010.031367>
- Guenzi, P., & Georges, L. (2010). Interpersonal trust in commercial relationships: Antecedents and consequences of customer trust in the salesperson. *European Journal of Marketing*, *44*(1/2), 114–138. <https://doi.org/10.1108/03090561011008637>
- Gumzej, R., & Gajšek, B. (2013). Introducing quality of service criteria into supply chain management for excellence. In *Technological Solutions for Modern Logistics and Supply Chain Management* (pp. 45–56). IGI Global. <https://doi.org/10.4018/ijal.2011010101>
- Gunawan. (2022). ICT development and food consumption: An impact of online food delivery services. *Proceedings of the 24th International Conference on Enterprise Information Systems (ICEIS 2022)*, *1*, 312–319. <https://doi.org/10.5220/0011043100003179>
- Gupta, S., Chopra, R., Tanwar, S., & Manjhi, S. K. (2021). Consumer trust in mobile food delivery apps: Exploring the antecedents and consequences. *International Journal of Mobile Human–Computer Interaction*, *13*(4), 1–20. <https://doi.org/10.4018/IJMHCI.2021010103>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). *A primer on partial least squares structural equation modeling (PLS-SEM)* (Edisi ke-3). Sage Publications.

- Haixia, G. (2006). Research on components of consumer perceived risk. *Proceedings of the IEEE International Engineering Management Conference*, 286–290. <https://doi.org/10.1109/IEMC.2006.4279880>
- Hamenda, A. (2018). An integrated model of service quality, price fairness, ethical practice and customer perceived values for customer satisfaction of sharing economy platform. *International Journal of Business and Society*, 19(3), 505–524
- Harahap, M. F. B., Mubarak, A., & Suzianti, A. (2020). Designing a green food delivery packaging with QFD for environment (QFDE) and TRIZ. *IOP Conference Series: Earth and Environmental Science*, 426(1), 012156. <https://doi.org/10.1088/1755-1315/464/1/012004>
- Helmold, M. (2019). *Excellence in PM*. Management for Professionals. Springer. https://doi.org/10.1007/978-3-030-20534-8_3
- Hong, C., Choi, E.-K. C., & Joung, H.-W. D. (2023). Determinants of customer purchase intention toward online food delivery services: The moderating role of usage frequency. *Journal of Hospitality and Tourism Management*, 54, 179–188. <https://doi.org/10.1016/j.jhtm.2022.12.005>
- Hong, I. B., & Cha, H. S. (2013). The mediating role of consumer trust in an online merchant in predicting purchase intention. *International Journal of Information Management*, 33(6), 927–939. <https://doi.org/10.1016/j.ijinfomgt.2013.08.007>
- Hoyos Vallejo, C. A., & Chinelato, F. B. (2025). Delivering trust: How food safety performance drives loyalty across the online ordering journey. *International Journal of Quality and Reliability Management*, 42(1), 45–63. <https://doi.org/10.1108/IJQRM-12-2023-0399>
- Hoyos-Vallejo, C. A., Carrión-Bósquez, N., & Cardona-Prada, J. (2023). Consumer perceptions of online food delivery services: Examining the impact of food biosafety measures and brand image. *Global Business Review*, 24(6), 1080–1096. <https://doi.org/10.1177/09721509231168442>
- Huma, Z., Alotaibi, N. M., Aziz, A., & Shah, S. A. (2020). The moderating effect of eWOM on online purchase: A perspective from the viewpoint of Pakistan customer. *International Journal for Quality Research*, 14(4), 1189–1206. <https://doi.org/10.1177/09721509231215739>

- Hussain, S., Ahmed, W., Jafar, R. M. S., Rabnawaz, A., & Jianzhou, Y. (2017). eWOM source credibility, perceived risk and food product customer's information adoption. *Computers in Human Behavior*, 66, 96–102. <https://doi.org/10.1016/j.chb.2016.09.034>
- Iba, Z., & Wardhana, A. (2023). *Metode Penelitian*. Eureka Media Aksara.
- Jabbour Al Maalouf, N., Sayegh, E., Makhoul, W., & Sarkis, N. (2025). Consumers' attitudes and purchase intentions toward food ordering via online platforms. *Journal of Retailing and Consumer Services*, 75, 103–118. <https://doi.org/10.1016/j.jretconser.2024.104151>
- Jalilvand, M. R., & Samiei, N. (2015). The effect of word of mouth on inbound tourists' decision for traveling to Islamic destinations (The case of Isfahan as a tourist destination in Iran). Dalam *Developments in Marketing Science: Proceedings of the Academy of Marketing Science* (hlm. 105–112). Springer. <https://doi.org/10.1108/17590831211206554>
- Javed, M. K., Nazam, M., Ahmad, J., & Qadeer, T. (2015). Role of web in an online setting: Consumers perceived risk toward online purchase intention. *Advances in Intelligent Systems and Computing*, 316, 187–196. https://doi.org/10.1007/978-3-662-47241-5_52
- Jayanti, R. K. (2021). An institutional theory perspective on retailer loyalty. *Journal of Relationship Marketing*, 20(2), 89–109. <https://doi.org/10.1080/15332667.2020.1756025>
- Jin, D.-Z., & Wang, C.-X. (2010). Construction and testing of customer value identification model. In *Proceedings of the 2010 International Conference on Management Science and Engineering (ICMSE)* (pp. 1184–1189). <https://doi.org/10.1109/ICMSE.2010.5719863>
- Jingzu, G., Siyu, L., Mengling, W., & Hayat, N. (2024). Sustainable entrepreneurship through customer satisfaction and reuse intention of online food delivery applications: Insights from China. *Journal of Innovation and Entrepreneurship*, 13(1), 45. <https://doi.org/10.1186/s13731-024-00399-z>
- Johnson, D., & Grayson, K. (2005). Cognitive and affective trust in service relationships. *Journal of Business Research*, 58(4), 500–507. [https://doi.org/10.1016/S0148-2963\(03\)00140-1](https://doi.org/10.1016/S0148-2963(03)00140-1)

- Jun, K., Yoon, B., Lee, S., & Lee, D.-S. (2022). Factors influencing customer decisions to use online food delivery service during the COVID-19 pandemic. *Foods*, *11*(19), 1–15. <https://doi.org/10.3390/foods11010064>
- Kanani, R., & Buvik, A. (2018). The effect of product quality uncertainty on quality-screening efforts: Does the purchase frequency and procurement channel choice matter? *International Journal of Procurement Management*, *11*(3), 345–362. <https://doi.org/10.1504/IJPM.2018.092774>
- Karahan, M. O. (2025). Factors impacting consumers' continuance intention for online food delivery services in Turkey. *International Review of Management and Marketing*, *15*(2), 273–284. <https://doi.org/10.32479/irmm.17928>
- Katadata. (2025, 12 Maret). *Infografik: Persaingan Bisnis Pesan Antar Makanan di Indonesia*. Diakses pada 5 Maret 2026, dari <https://katadata.co.id/infografik/67d2350365526/infografik-persaingan-bisnis-pesan-antar-makanan-di-indonesia>
- Kartiasih, F., Nachrowi, N. D., Wisana, I. D. G. K., & Handayani, D. (2023). Inequalities of Indonesia's regional digital development and its association with socioeconomic characteristics: A spatial and multivariate analysis. *Information Technology for Development*, *29*(4), 879–901. <https://doi.org/10.1080/02681102.2022.2110556>
- Kaynak, H., & Hartley, J. L. (2008). A replication and extension of quality management into the supply chain. *Journal of Operations Management*, *26*(4), 468–489. <https://doi.org/10.1016/j.jom.2007.06.002>
- Khalifa, A. S. (2004). Customer value: A review of recent literature and an integrative configuration. *Management Decision*, *42*(5), 645–666. <https://doi.org/10.1108/00251740410538463>
- Kharouf, H., Lund, D. J., & Sekhon, H. (2014). Building trust by signaling trustworthiness in service retail. *Journal of Services Marketing*, *28*(5), 367–378. <https://doi.org/10.1108/JSM-01-2013-0005>
- Kim, D. J. (2012). An investigation of the effect of online consumer trust on expectation, satisfaction, and post-expectation. *Information Systems and e-Business Management*, *10*(2), 219–240. <https://doi.org/10.1007/s10257-010-0136-2>

- Kim, H.-S., Choi, Y.-S., & Shin, C.-S. (2019). Relationship among restaurant owner's SNS marketing, trust, purchase intention, and word of mouth intention. *Journal of Distribution Science*, 17(2), 37–47. <https://doi.org/10.15722/JDS.17.7.201907.27>
- Kim, S.-D. (2025). Associations between extraversion–introversion characteristics and e-commerce behavior: Implications for sustainable consumer practices. *Sustainability*, 17(2), 1–15. <https://doi.org/10.3390/su17219818>
- Kluwe Rodrigues, B., & Rohden, S. F. (2025). Grocery delivery platforms: Repurchase and positive word-of-mouth drivers. *International Journal of Retail & Distribution Management*, 53(1), 45–63. <https://doi.org/10.1108/IJRDM-01-2025-0009>
- Ko, H.-C., & Chang, Y.-T. (2023). The factors affecting consumers' continuance intention to use online food delivery platforms: A service quality perspective. Dalam *Proceedings of the 13th International Workshop on Computer Science and Engineering (WCSE 2023)* (hlm. 312–318). [doi: 10.18178/wcse.2023.06.042](https://doi.org/10.18178/wcse.2023.06.042)
- Kotler, P., & Keller, K. L. (2016). *Marketing Management* (Edisi ke-15). Pearson Education.
- Kurniawan, A. A., Kartawan, M., Murni, S., & Wihuda, F. (2019). Assessing the effects of service convenience on customer behavioral intention in low-cost hotel: The mediating role of customer satisfaction and perceived service value. *International Journal of Scientific and Technology Research*, 8(10), 220–225.
- Kurniawan, A. C., Rachmawati, N. L., Ayu, M. M., & Redi, A. A. N. P. (2024). Determinants of satisfaction and continuance intention towards online food delivery service users in Indonesia post the COVID-19 pandemic. *Heliyon*, 10(1), e23588. <https://doi.org/10.1016/j.heliyon.2023.e23298>
- Lakshmi, P., & Shree, B. (2025). Sustainable retail marketing practices for building long-term consumer trust and loyalty. Dalam *Proceedings of the World Skills Conference on Universal Data Analytics and Sciences (WorldSUAS 2025)*.

- Lao, A. (2016). Mental imagery and its determinants as factors of consumers emotional and behavioral responses: Situation analysis in online shopping. Dalam *Developments in Marketing Science: Proceedings of the Academy of Marketing Science* (hlm. 1011–1023). Springer. https://doi.org/10.1007/978-3-319-11815-4_4
- Lee, J., Ahn, J.-H., & Myeong, J. (2025). The behavioral impact of 5G adoption: Evidence from individual-level transaction data. *Telecommunications Policy*, 49(1), 102–118. <https://doi.org/10.1016/j.telpol.2025.103112>
- Lee, S.-H., Kwak, M.-K., & Cha, S.-S. (2020). Consumers' choice for fresh food at online shopping in the time of COVID-19. *Journal of Distribution Science*, 18(9), 33–41. <https://doi.org/10.15722/jds.18.9.202009.33>
- Li, Z., & Zhu, L. (2025). Exploring the influence of online reviews on consumer purchase intentions in the take-out O2O platform. *Journal of Computational Methods in Sciences and Engineering*, 25(1), 1–14. <https://doi.org/10.1177/14727978251369207>
- Liang, J.-M., & Wei, H.-Y. (2011). Impact of perceived risk on purchase intention in product-harm crisis. *Proceedings of the International Conference on Information Systems for Crisis Response and Management (ISCRAM)*. <https://doi.org/10.1109/ISCRAM.2011.6184090>
- Liao, S.-H., Hu, D.-C., & Chen, C.-J. (2025). Perceived service quality and electronic word-of-mouth on food delivery services: Extended theory of planned behaviour. *British Food Journal*, 127(2), 456–473. <https://doi.org/10.1108/BFJ-06-2024-0612>
- Lim, K. B., Tan, V. W. J., Yeo, S. F., & Tan, C. L. (2024). Digital marketing dynamics: Investigating influential factors in consumer purchase behaviour. *Paper Asia*, 40(1b), 154–162. <https://doi.org/10.59953/paperasia.v40i3b.104>
- López, M., & Sicilia, M. (2014). How to develop WOM marketing. Dalam *Marketing and Consumer Behavior: Concepts, Methodologies, Tools, and Applications* (hlm. 120–138). IGI Global. [doi:10.4018/978-1-4666-7357-1.ch032](https://doi.org/10.4018/978-1-4666-7357-1.ch032)
- Luo, H., & Yan, D. (2023). Impact of price and regional factors on the word-of-mouth in the food delivery sector. *Applied Economics Letters*, 30(18), 2475–2479. <https://doi.org/10.1080/13504851.2022.2098233>

- Luthfia, A., Ramadanty, S., Anita, T. L., & Sudarto, S. (2023). Exploring consumer experience and continuance intentions towards food delivery applications in Indonesia. *ICBIR 2023 – Proceedings: 8th International Conference on Business and Industrial Research*. [10.1109/ICBIR57571.2023.10147497](https://doi.org/10.1109/ICBIR57571.2023.10147497)
- Lysanov, D. M., Karamyshev, A. N., & Eremina, I. I. (2017). Comparative evaluation of quality characteristics of process equipment. *Astra Salvensis*, 5(10), 251–260.
- Ly, B. (2025). Understanding customer loyalty in digital services: Insights from food delivery in emerging markets. *Journal of Innovation and Entrepreneurship*, 14(1), 22. <https://doi.org/10.1186/s13731-025-00552-2>
- Macias, W., Rodriguez, K., & Barriga, H. (2023). Determinants of satisfaction with online food delivery providers and their impact on restaurant brands. *Journal of Hospitality and Tourism Technology*, 14(4), 567–584. <https://doi.org/10.1108/JHTT-04-2021-0117>
- Mai, X. T., & Nguyen, T. (2025). Understanding users' trust transfer mechanism in food delivery apps. *Journal of Hospitality and Tourism Insights*, 8(1), 1–18. <https://doi.org/10.1108/JHTI-05-2024-0449>
- Marcella, S., Wiyana, T., & Anita, T. L. (2024). The effect of delivery experience, ease of use, and customer satisfaction on intention to reuse food delivery application in Jakarta. *2024 9th International Conference on Business and Industrial Research (ICBIR)*, 512–517. [10.1109/ICBIR61386.2024.10875973](https://doi.org/10.1109/ICBIR61386.2024.10875973)
- Martín, S. S., Gutiérrez, J., & Camarero, C. (2004). Trust as the key to relational commitment. *Journal of Relationship Marketing*, 3(2–3), 53–75. https://doi.org/10.1300/J366v03n01_04
- Marvella, Gunadi, W., & Taylor, S. A. (2025). Factors influencing e-commerce repurchase intention: Customer experience and e-service quality. Dalam *Proceedings of the 4th International Conference on Creative Communication and Innovative Technology (ICCIT 2025)*.
- Merniawanda, A., & Sfenrianto. (2023). Factors affecting satisfaction of intention to repurchase, intention to recommend, and willingness to pay more in online food delivery applications. *Journal of Theoretical and Applied Information Technology*, 101(5), 1345–1360.

- Molina-Castillo, F.-J., Calantone, R. J., Stanko, M. A., & Munuera-Alemán, J.-L. (2013). Product quality as a formative index: Evaluating an alternative measurement approach. *Journal of Product Innovation Management*, 30(5), 984–1000. <https://doi.org/10.1111/j.1540-5885.2012.01005.x>
- Morwitz, V. (2014). Consumers' purchase intentions and their behavior. *Foundations and Trends in Marketing*, 7(3), 181–230. <https://doi.org/10.1561/17000000036>
- Munikrishnan, U. T., Huang, K., Mamun, A. A., & Hayat, N. (2023). Perceived risk, trust, and online food purchase intention among Malaysians. *Business Perspectives and Research*, 11(2), 305–320. <https://doi.org/10.1177/22785337211043968>
- Murugavel, R. (2017). Information systems software quality: An overview. *International Journal of Mechanical Engineering and Technology*, 8(8), 384–390.
- Newberry, C. R., Klemz, B. R., & Boshoff, C. (2003). Managerial implications of predicting purchase behavior from purchase intentions: A retail patronage case study. *Journal of Services Marketing*, 17(6), 609–620. <https://doi.org/10.1108/08876040310495636>
- Ni, H. (2013). Online purchase intention in B2C e-commerce: An empirical study. Dalam *Proceedings of the 12th Wuhan International Conference on E-Business (WHICEB)* (hlm. 112–120).
- Nikhashemi, S. R., & Valaei, N. (2018). The chain of effects from brand personality and functional congruity to stages of brand loyalty: The moderating role of gender. *Asia Pacific Journal of Marketing and Logistics*, 30(1), 84–105. <https://doi.org/10.1108/APJML-01-2017-0016>
- Nuttavuthisit, K., & Thøgersen, J. (2017). The importance of consumer trust for the emergence of a market for green products: The case of organic food. *Journal of Business Ethics*, 140(2), 323–337. <https://doi.org/10.1007/s10551-015-2690-5>
- Nuzula, I. F., & Wahyudi, L. (2022). Effects of brand attitude, perceived value, and social WOM on purchase intentions in luxury product marketing. *Innovative Marketing*, 18(2), 45–56. [http://dx.doi.org/10.21511/im.18\(3\).2022.01](http://dx.doi.org/10.21511/im.18(3).2022.01)

- Ooi, S. K., Yeap, J. A. L., & Low, Z. (2022). Loyalty towards telco service providers: The fundamental role of consumer brand engagement. *European Business Review*, 34(1), 1–22. <https://doi.org/10.1108/EBR-10-2019-0271>
- Osman, I., Omar, E. N., Ratnasari, R. T., & Sultan, M. A. (2024). Perceived service quality and risks towards satisfaction of online halal food delivery system: From the Malaysian perspectives. *Journal of Islamic Marketing*, 15(2), 456–472. <https://doi.org/10.1108/JIMA-06-2023-0176>
- Pandey, S., & Khare, A. (2017). The role of retailer trust and word of mouth in buying organic foods in an emerging market. *Journal of Food Products Marketing*, 23(4), 442–459. <https://doi.org/10.1080/10454446.2017.1266543>
- Paramita, B., Jintar, C., Iranita, I., & Hakimi, B. (2024). The impact of product quality, service quality and price on purchasing decisions of processed marine products. *BIO Web of Conferences*, 78, 02010. <https://doi.org/10.1051/bioconf/202413406003>
- Park, C. W., Sutherland, I., & Lee, S. K. (2021). Effects of online reviews, trust, and picture-superiority on intention to purchase restaurant services. *Journal of Hospitality and Tourism Management*, 46, 281–289. <https://doi.org/10.1016/j.jhtm.2021.03.007>
- Park, K. K.-C., Jun, J. Y., & Kim, J. M. (2025). Safety as a sustainable trust mechanism: The lingering emotional impact of the pandemic and digital safety communication in the restaurant industry. *Sustainability*, 17(3), 1124. <https://doi.org/10.3390/su17125657>
- Piccolo, R., & Boero, M. (2025). Emotional and experiential dimensions of modern marketing. Dalam *Emotional and Experiential Dimensions of Modern Marketing* (hlm. 1–25). IGI Global. [10.4018/979-8-3373-7615-8](https://doi.org/10.4018/979-8-3373-7615-8)
- Pillai, S. G., Kim, W. G., Haldorai, K., & Kim, H.-S. (2022). Online food delivery services and consumers' purchase intention: Integration of theory of planned behavior, theory of perceived risk, and the elaboration likelihood model. *International Journal of Hospitality Management*, 102, 103127. <https://doi.org/10.1016/j.ijhm.2022.103275>
- Poon, W. C., & Tung, S. E. H. (2023). Consumer risk perception of online food delivery during the COVID-19 Movement Control Order (MCO) in

- Malaysia. *Journal of Foodservice Business Research*, 26(4), 567–589. <https://doi.org/10.1080/15378020.2022.2054657>
- Purba, I. D., Christina, I., & Yuniarty, W. (2022). The effect of online food delivery application servitisation on repurchase intention. Dalam *Proceedings of the 7th International Conference on Business and Industrial Research (ICBIR 2022)* (hlm. 321–326). [10.1109/ICBIR54589.2022.9786483](https://doi.org/10.1109/ICBIR54589.2022.9786483)
- Purwianti, L., Nurjanah, L., Aqmi, A. L. Z., & Yulianto, E. (2025). Integrating TAM, TPB, and time-saving orientation to predict continued use of online food delivery: Customer experience in distribution services. *Journal of Distribution Science*, 23(1), 1–12. <https://doi.org/10.15722/jds.23.03.202503.79>
- Ramalingam, M., & Das, M. (2025). From clicks to cuisine: Unveiling the impact of attitude and positive word of mouth in food delivery app usage. *Journal of International Food and Agribusiness Marketing*, 37(2), 185–204. <https://doi.org/10.1080/08974438.2023.2284922>
- Ratnawati, A., & Ratnasari, S. W. (2023). Customer engagement in online food delivery. Dalam *Lecture Notes on Data Engineering and Communications Technologies* (hlm. 451–460). https://doi.org/10.1007/978-3-031-35734-3_25
- Renaldi, A., Hati, S. R. H., Ghazali, E., & Ramayah, T. (2024). The determinants of customer loyalty in the sharing economy: A study of the largest local food delivery apps in Indonesia. *Cogent Business and Management*, 11(1), 2312678. <https://doi.org/10.1080/23311975.2024.2364055>
- Repovienė, R., & Pažėraitė, A. (2023). Content marketing towards customer value creation. *International Journal of Internet Marketing and Advertising*, 18(2/3), 157–173. <https://doi.org/10.1504/IJIMA.2023.129666>
- Ribbink, D., Streukens, S., Van Riel, A. C. R., & Liljander, V. (2004). Comfort your online customer: Quality, trust and loyalty on the internet. *Managing Service Quality: An International Journal*, 14(6), 446–456. <https://doi.org/10.1108/09604520410569784>
- Riofita, H. (2025). Is MyPertamina a solution or problem maker? Developing customer trust to answer. *Journal of Science and Technology Policy Management*, 16(1), 45–60. <https://doi.org/10.1108/JSTPM-09-2022-0161>

- Robinson, C. J., & Malhotra, M. K. (2005). Defining the concept of supply chain quality management and its relevance to academic and industrial practice. *International Journal of Production Economics*, 96(3), 315–337. <https://doi.org/10.1016/j.ijpe.2004.06.055>
- Rombach, M., Kartikasari, A., Dean, D. L., & Chen, B. T. (2023). Determinants of customer loyalty to online food service delivery: Evidence from Indonesia, Taiwan, and New Zealand. *Journal of Hospitality Marketing and Management*, 32(4), 456–478. <https://doi.org/10.1080/19368623.2023.2211061>
- Rosário, A. T., & Casaca, J. A. (2025). The importance of trust in relationship marketing: A literature review. *Micro and Macro Marketing*. <https://doi.org/10.1431/117308>
- Rudolph, R., & Akhavan, R. (2014). The effects of salient risk-reducing advertisements on consumer attitudes and purchase intentions. *Journal of Current Issues and Research in Advertising*, 35(2), 157–171. <https://doi.org/10.1080/10641734.2014.866842>
- Sahoo, T., Sonwani, S., Pandya, R., & Rane, N. (2024). Advanced food delivery: Efficiency, safety, and satisfaction innovations. In *Proceedings of the 2nd World Conference on Communication and Computing (WCONF 2024)* (pp. 1–6). IEEE. [10.1109/WCONF61366.2024.10692311](https://doi.org/10.1109/WCONF61366.2024.10692311)
- Sahu, A. K., Khan, M. Z., & Gupta, P. (2025). Instant food on your table: The role of logistics service quality dimensions in the adoption of instant online food delivery services. *Transportation Research Part E: Logistics and Transportation Review*, 185, 103594. <https://doi.org/10.1016/j.tre.2025.104205>
- Said, M., Setiawan, L., Darmono, M., & Fahlevi, M. (2025). Exploring factors influencing actual usage of freight forwarding services in Indonesia: A study on desire, outcome expectations, perceived self-efficacy and moderating roles of delivery risk and perceived trust. *Decision Science Letters*, 14(1), 112–126. <https://doi.org/10.5267/j.dsl.2024.10.002>
- Santoso, A. B., Oktafien, S., & Saudi, M. H. M. (2019). Review of consumer purchase intention for Nokia smartphones and Nokia 3310 feature phone. *Journal of Advanced Research in Dynamical and Control Systems*, 11(5), 123–131

- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach* (Edisi ke-7). John Wiley & Sons.
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan-Keahlian* (Edisi 6, Buku 1). Salemba Empat.
- Sharifpour, Y., Khan, M. N. A. A., Alizadeh, M., Mahmodi, E., et al. (2016). The influence of electronic word-of-mouth on consumers' purchase intentions and brand awareness in Iranian telecommunication industry. *International Journal of Supply Chain Management*, 5(3), 167–176.
- Sharma, S., Devi, K., Naidu, S., & Slack, N. (2023). From brick and mortar to click and order: Consumers' online food delivery service perceptions post-pandemic. *British Food Journal*, 125(9), 3210–3226. <https://doi.org/10.1108/BFJ-04-2023-0351>
- Shukla, J. V., & Deshpande, A. (2024). Online food delivery, the new normal: A systematic study of determinants of consumer buying behavior. *Multidisciplinary Science Journal*, 7(1), e2025031. <https://doi.org/10.31893/multiscience.2025031>
- Siau, K., & Shen, Z. (2003). Building customer trust in mobile commerce. *Communications of the ACM*, 46(4), 91–94. <https://doi.org/10.1145/641205.641211>
- Siddiqi, K. O., Rahman, J., Tanchangya, T., & Rahman, H. (2024). Investigating the factors influencing customer loyalty and the mediating effect of customer satisfaction in online food delivery services: Empirical evidence from an emerging market. *Cogent Business & Management*, 11(1), 2294567. <https://doi.org/10.1080/23311975.2024.2431188>
- Simová, J. (2009). Conceptual models of customer value: Implications for clothing retailing. *E&M Ekonomie a Management*, 12(2), 87–98.
- Singh, S. P., Dash, B. P., Sachan, A., & Adhikari, A. (2024). Price or quality? Consumers' preferences and willingness to pay (WTP) for online food delivery services in the COVID-19 era. *The TQM Journal*, 36(2), 312–329. <https://doi.org/10.1108/TQM-04-2023-0112>
- Situmorang, S. H. (2020). Middle class millennial experiences in the digital market. Dalam *Handbook of Research on Innovation and Development of E-*

Commerce and E-Business in ASEAN (hlm. 210–224). IGI Global.
[10.4018/978-1-7998-4984-1.ch008](https://doi.org/10.4018/978-1-7998-4984-1.ch008)

Slevitch, L., & Sharma, A. (2008). Management of perceived risk in the context of destination choice. *International Journal of Hospitality & Tourism Administration*, 9(1), 85–103.<https://doi.org/10.1080/15256480801910574>

Sugiyono. (2019). *Metodologi Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.

Suhartanto, D., Dean, D., Leo, G., & Triyuni, N. N. (2019). Millennial experience with online food home delivery: A lesson from Indonesia. *Interdisciplinary Journal of Information, Knowledge, and Management*, 14, 277–294.
<https://doi.org/10.28945/4386>

Suhartanto, D., Helmi Ali, M., Tan, K. H., Kusdiby, L., & Sjahrudin, H. (2019). Loyalty toward online food delivery service: The role of e-service quality and food quality. *Journal of Foodservice Business Research*, 22(1), 81–97.
<https://doi.org/10.1080/15378020.2018.1546076>

Suhartanto, D., Kartikasari, A., Najib, M., & Leo, G. (2022). COVID-19: Pre-purchase trust and health risk impact on M-commerce experience – Young customers experience on food purchasing. *Journal of International Food and Agribusiness Marketing*, 34(4), 412–428.
<https://doi.org/10.1080/08974438.2021.1880514>

Suhartanto, D., Lu, C. Y., Hussein, A. S., & Chen, B. T. (2018). Scrutinizing shopper and retailer perception on shopping destination image. *Advances in Hospitality and Tourism Research*, 6(1), 1–20.
<https://doi.org/10.30519/ahtr.444449>

Sunarso, R. V. P., & Wibowo, B. S. (2023). The impact of consolidating on-demand food delivery on sustainability: A simulation study. *LOGI – Scientific Journal on Transport and Logistics*, 14(1), 112–123.
<https://doi.org/10.2478/logi-2023-0026>

- Sutapa, I. N., Rachmad, A. D., Tarigan, Z. J. H., & Wullur, M. (2025). Enhancing dine-out decisions: The role of precautionary measures and digital marketing in mitigating perceived risk at small eateries in Bali's tourist hubs. *International Journal of Data and Network Science*, 9(1), 312–324. [10.5267/j.ijdns.2024.10.009](https://doi.org/10.5267/j.ijdns.2024.10.009)
- Taheri, B., Banerji, D., Hosen, M., & Sharma, G. D. (2025). From click to cuisine: Unpacking the interplay of online food delivery services through barriers, trust, post-usage usefulness, and moral obligation. *International Journal of Hospitality Management*, 116, 103–118. <https://doi.org/10.1016/j.ijhm.2024.103961>
- Tan, F. B., & Sutherland, P. (2005). Online consumer trust: A multi-dimensional model. Dalam *Advanced Topics in Electronic Commerce* (Vol. 1, hlm. 40–58). IGI Global. [10.4018/978-1-59140-819-2.ch010](https://doi.org/10.4018/978-1-59140-819-2.ch010)
- Tan, J., Zhao, Z., Ma, W., & Zhao, H. (2025). Price fairness perception on online food service platforms: A data-driven approach using fsQCA and machine learning. *International Journal of Hospitality Management*, 116, 104041. <https://doi.org/10.1016/j.ijhm.2024.104014>
- Tang, T. (2024). Quantitative research. Dalam *Encyclopedia of Sport Management* (Edisi ke-2). Edward Elgar Publishing. <https://doi.org/10.4337/9781035317189.ch454>
- Truong, T. T. M. (2025). Same-day delivery logistics: What are crucial barriers and enablers with insight from Hanoi, Vietnam. *Lecture Notes in Intelligent Transportation and Infrastructure*, 234–248. https://doi.org/10.1007/978-3-031-82818-8_27
- Tyrväinen, O., Karjaluoto, H., & Ukpabi, D. (2023). Understanding the role of social media content in brand loyalty: A meta-analysis of user-generated content versus firm-generated content. *Journal of Interactive Marketing*, 61, 1–18. <https://doi.org/10.1177/10949968231157281>
- Wandoko, W., & Panggati, I. E. (2023). Understanding customer satisfaction and loyalty toward food delivery application through uses gratification approach: Mediated by customer trust. *Journal of Theoretical and Applied Information Technology*, 101(3), 912–924. <https://doi.org/10.1186/s13731-025-00552-2>

- Widodo, & Amalia, S. A. (2021). Student's food buying interest using an online delivery order application. *E3S Web of Conferences*, 316, 02010. <https://doi.org/10.1051/e3sconf/202131601012>
- Widodo, A., Rubiyanti, N., & Madiawati, P. N. (2024). Indonesia's online shopping sector transformation: Analyzing the effects of online shopping app growth, e-commerce user adoption, Generation Y and Z, and shopping app advertising. *Pakistan Journal of Life and Social Sciences*, 22(1), 134–147. <https://doi.org/10.57239/PJLSS-2024-22.2.00413>
- Wijaya, L., Iqbal, A., Carissa, M., & Valerie, J. (2024). Dine in or take away? Consumers' online food delivery service behavioral intention in post-pandemic: Lens in Indonesia. *2024 IEEE International Conference on Interdisciplinary Approaches in Technology and Management for Social Innovation (IATMSI)*, 1–6. [10.1109/IATMSI60426.2024.10503439](https://doi.org/10.1109/IATMSI60426.2024.10503439)
- Wijaya, R., Farida, N., & Andriyansah. (2018). Determinants of repurchase intentions at online stores in Indonesia. *International Journal of e-Business Research*, 14(3), 95–111. <https://doi.org/10.4018/IJEBR.20180701066>
- Wu, H., & Zhang, W. (2017). Factors affecting customer initial trust in the mobile payment service providers: An empirical study. Dalam *Proceedings of the 16th Wuhan International Conference on E-Business (WHICEB)* (hlm. 245–254). <http://aisel.aisnet.org/whiceb2017/30>
- Wu, M., Gao, J., Hayat, N., & Mamun, A. (2024). Modelling the significance of food delivery service quality on customer satisfaction and reuse intention. *PLoS ONE*, 19(2), e0298456. <https://doi.org/10.1371/journal.pone.0293914>
- Xia, L. X. X., Ma, B., & Lim, R. (2008). Supplier performance measurement in a supply chain. *Proceedings of the IEEE International Conference on Industrial Informatics (INDIN)*, 1261–1266. [10.1109/INDIN.2008.4618224](https://doi.org/10.1109/INDIN.2008.4618224)
- Xing, J., Zhang, J., & Wang, X. (2024). Understanding the Chinese online fresh agricultural market through the extended technology acceptance model: The moderating role of food safety trust. *Asia Pacific Journal of Marketing and Logistics*, 36(3), 512–530. <https://doi.org/10.1108/APJML-08-2023-0794>
- Yang, K. (2010). The effects of technology self-efficacy and innovativeness on consumer mobile data service adoption between American and Korean consumers. *Journal of International Consumer Marketing*, 22(2), 117–131. <https://doi.org/10.1080/08961530903476147>

- Yang, Z., & Van Ngo, Q. (2023). Consumer trust and repurchase intention in B2C e-commerce: A moderation model. *European Journal of International Management*, 17(3), 401–423. <https://doi.org/10.1504/EJIM.2023.128426>
- Yarsasi, S., Tahyudin, I., & Hariguna, T. (2025). Analisis validitas dan reliabilitas kuesioner dengan metode Partial Least Squares Structural Equation Modeling pada aplikasi SmartPLS. *Jurnal Pendidikan dan Teknologi Indonesia*, 5(7), 1905–1913. <https://doi.org/10.52436/1.jpti.885>
- Yekimov, S., Sokoly, I. I., Iarova, L., & Akuliushyna, M. (2021). Satisfaction of consumer preferences of consumers of agricultural products. *IOP Conference Series: Earth and Environmental Science*, 666(1), 012088. [10.1088/1755-1315/677/2/022077](https://doi.org/10.1088/1755-1315/677/2/022077)
- Yesitadewi, V. I., & Widodo, T. (2024). The influence of service quality, perceived value, and trust on customer loyalty via customer satisfaction in Deliverree Indonesia. *Quality – Access to Success*, 25(198), 374–383. <https://doi.org/10.47750/QAS/25.198.44>
- Yeung, R., & Yee, W. M. (2012). Food safety concern: Incorporating marketing strategies into consumer risk coping framework. *British Food Journal*, 114(1), 40–53. <https://doi.org/10.1108/00070701211197356>
- Ying, Y., & Rianto Chandra, M. (2024). An empirical analysis of customer satisfaction of e-commerce services in Indonesia. *Proceedings of the 6th International Conference on Informatics, Multimedia, Cyber and Information System (ICIMCIS)*, 245–250. [10.1109/ICIMCIS63449.2024.10956208](https://doi.org/10.1109/ICIMCIS63449.2024.10956208)
- Yousaf, A., Mishra, A., Arora, N., Paul, J., & Cheah, J.-H. (2025). Unlocking commitment, continuance and recommendation intentions for a food delivery application brand. *International Journal of Retail and Distribution Management*, 53(1). <https://doi.org/10.1108/IJRDM-02-2025-0109>
- Yu, L., Gao, Z., & House, L. (2025). Quality cue or price anchoring: The effect of price on consumer behavior in repeat experiments. *Canadian Journal of Agricultural Economics*, 73(1), 1–20. <https://doi.org/10.1111/cjag.12385>
- Yuniarty, Y., Ikhsan, R. B., & Ohliati, J. (2020). E-WOM and social commerce purchase intentions: Applying the theory of planned behavior. Dalam *Proceedings of the 2020 International Conference on Information*

Management and Technology (ICIMTech) (hlm. 562–567).
[10.1109/ICIMTech50083.2020.9211256](https://doi.org/10.1109/ICIMTech50083.2020.9211256)

Zhang, N., & Noor, S. M. (2026). The role of xiaohongshu in dietary acculturation and its influence on Chinese international students' purchase intention for Malaysian traditional food. *Decision Science Letters*, 15(1), 35–46.
<https://doi.org/10.5267/j.dsl.2025.11.002>

Zhao, J.-D., Huang, J.-S., & Su, S. (2019). The effects of trust on consumers' continuous purchase intentions in C2C social commerce: A trust transfer perspective. *Journal of Retailing and Consumer Services*, 50, 42–49.
<https://doi.org/10.1016/j.jretconser.2019.04.014>

Zheng, Q., Chen, J., Zhang, R., & Wang, H. H. (2020). What factors affect Chinese consumers' online grocery shopping? Product attributes, e-vendor characteristics and consumer perceptions. *China Agricultural Economic Review*, 12(2), 193–213. <https://doi.org/10.1108/CAER-09-2018-0201>

