

DAFTAR PUSTAKA

- Abdillah, W. & J. (2009). *Partial Least Square (PLS) Alternative SEM dalam Penelitian Bisnis*. Yogyakarta: Andi Offset.
- Abid, M. M. F., & Dinalestari. (2019). Pengaruh E-Security dan E-Service Quality Terhadap E-Repurchase Intention Dengan E-Satisfaction Sebagai Variabel Intervening Pada Konsumen E-Commerce Lazada di Fisip Undip Kata Kunci : E-Security , E-Service Quality , E-Satisfaction , E-Repurchase Intenti. *Diponegoro Journal Of Social And Politic*, 1–8.
- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing*, 11(3), 246–267. <https://doi.org/10.1108/JRIM-04-2017-0022>
- Anwar, R. N., & Afifah, A. (2018). Kepercayaan dan Keamanan Konsumen terhadap Minat Beli di situs Online (Studi Kasus pengunjung situs Lazada di Jakarta Timur). *Jurnal Manajemen*, 9(1), 46. <https://doi.org/10.32832/jm-uika.v9i1.1316>
- Binti, N., Musa, C., Nor, S., Ahmad, B., & Christiana, E. C. (2018). *RESEARCH ARTICLE A STUDY ON THE FACTORS INFLUENCING ONLINE CONSUMER REPURCHASE INTENTION IN MALAYSIA* Normaziah Binti Che Musa , * Siti Nor Bayaah Ahmad and Ezenne Chinenye Christiana.
- Budiman, A., Yulianto, E., & Saifi, M. (2020). Pengaruh E-Service Quality Terhadap E-Satisfaction Dan E- Loyalty Nasabah Pengguna Mandiri Online. *Profit*, 14(01), 1–11. <https://doi.org/10.21776/ub.profit.2020.014.01.1>
- Buntarman, C. (2022). *PENGARUH EASE OF USE , TRUST , DAN PRIVACY CONCERN TERHADAP REPURCHASE INTENTION PADA SITUS JUAL BELI*. 04(02), 301–309.
- Chen, L., & Yang, X. (2019). Using EPPM to Evaluate the Effectiveness of Fear Appeal Messages Across Different Media Outlets to Increase the Intention of Breast Self-Examination Among Chinese Women. *Health Communication*, 34(11), 1369–1376. <https://doi.org/10.1080/10410236.2018.1493416>
- Cho, W. C. & H. (2019). E-commerce brand: The effect of perceived brand leadership on consumers' satisfaction and repurchase intention on e-commerce websites. *Asia Pacific Journal of Marketing and Logistics*, 33(6), 1339–1362. <https://doi.org/10.1108/APJML-10-2018-0403>
- Faihaputri, N., & Saripudin, S. (2021). Pengaruh Kepercayaan, Keamanan, Dan Kemudahan Penggunaan Aplikasi Terhadap Minat Beli Ulang (Studi Kasus Di E-Commerce JD.ID). *Jurnal Ilmiah Edunomika*, 05(02), 1200–1210. <http://www.jurnal.stie-aas.ac.id/index.php/jie/article/view/2765>

- Ferdinand, A. (2016). *Metode Penelitian Manajemen*.
- Flavián, C., & Guinalíu, M. (2006). Consumer trust, perceived security and privacy policy: Three basic elements of loyalty to a web site. *Industrial Management & Data Systems*, 106(5), 601–620. <https://doi.org/10.1108/02635570610666403>
- Ghozali, I. (2007). *Aplikasi Analisis Multivariate Dengan Program SPSS*.
- Gosal, G. B., & Bernarto, I. (2021). Pengaruh E-security, E-service Quality terhadap E-satisfaction dan Pengaruh E-satisfaction, E-security, dan E-service Quality terhadap E-repurchase Intention Secara Langsung pada Pengguna E-commerce Tokopedia. *Jurnal Administrasi Bisnis (JAB)*, 11(2), 2021.
- Hair, Aderson, T. & B. (2010). *Multivariate Data Analysis : Global Edition, 7th Edition*.
- Hasman, H. C. P., Ginting, P., & Rini, E. S. (2019). The Influence of E-Service Quality on E-Satisfaction and Its Impact on Repurchase Intention in Using E-Commerce Applications on Students of Universitas Sumatera Utara. *International Journal of Research and Review*, 6(10), 299–307.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention. In *European Journal of Marketing* (Vol. 37, Issue 11/12). <https://doi.org/10.1108/03090560310495456>
- Kenny, R. M. B. and D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Beiträge Zur Klinik Der Tuberkulose Und Spezifischen Tuberkulose-Forschung*, 35(3), 315–318. <https://doi.org/10.1007/BF02512353>
- Kim, J., Jin, B., & Swinney, J. L. (2009). The role of etail quality, e-satisfaction and e-trust in online loyalty development process. *Journal of Retailing and Consumer Services*, 16(4), 239–247. <https://doi.org/10.1016/j.jretconser.2008.11.019>
- Lolika, Y. T. (2021). *OMISS Operations Management and Information System The influence of security, ease of use, and privacy concern on repurchase intention with e-satisfaction as a mediation on e-commerce*. <http://jkmosi.ppj.unp.ac.id/index.php/omiss>
- Margee Hume, G. S. and H. W. (2007). Who Volunteers ? Constructing A Hybrid Theory. *International Journal of Nonprofit and Voluntary Sector Marketing*, 148(May), 3–12. <https://doi.org/10.1002/nvsm>
- Ranjbarian, B., Fathi, S., & Rezaei, Z. (2012). Factors Influencing on Customers' E-Satisfaction: A case Study from Iran. *Interdisciplinary Journal of Abdillah*,

- W. & J. (2009). *Partial Least Square (PLS) Alternative SEM dalam Penelitian Bisnis*. Yogyakarta: Andi Offset.
- Abid, M. M. F., & Dinalestari. (2019). Pengaruh E-Security dan E-Service Quality Terhadap E-Repurchase Intention Dengan E-Satisfaction Sebagai Variabel Intervening Pada Konsumen E-Commerce Lazada di Fisip Undip Kata Kunci : E-Security , E-Service Quality , E-Satisfaction , E-Repurchase Intenti. *Diponegoro Journal Of Social And Politic*, 1–8.
- Ahmad, A., Rahman, O., & Khan, M. N. (2017). Exploring the role of website quality and hedonism in the formation of e-satisfaction and e-loyalty: Evidence from internet users in India. *Journal of Research in Interactive Marketing*, 11(3), 246–267. <https://doi.org/10.1108/JRIM-04-2017-0022>
- Anwar, R. N., & Afifah, A. (2018). Kepercayaan dan Keamanan Konsumen terhadap Minat Beli di situs Online (Studi Kasus pengunjung situs Lazada di Jakarta Timur). *Jurnal Manajemen*, 9(1), 46. <https://doi.org/10.32832/jm-uika.v9i1.1316>
- Binti, N., Musa, C., Nor, S., Ahmad, B., & Christiana, E. C. (2018). RESEARCH ARTICLE A STUDY ON THE FACTORS INFLUENCING ONLINE CONSUMER REPURCHASE INTENTION IN MALAYSIA Normaziah Binti Che Musa , * Siti Nor Bayaah Ahmad and Ezenne Chinene Christiana.
- Budiman, A., Yulianto, E., & Saifi, M. (2020). Pengaruh E-Service Quality Terhadap E-Satisfaction Dan E- Loyalty Nasabah Pengguna Mandiri Online. *Profit*, 14(01), 1–11. <https://doi.org/10.21776/ub.profit.2020.014.01.1>
- Buntarman, C. (2022). *PENGARUH EASE OF USE , TRUST , DAN PRIVACY CONCERN TERHADAP REPURCHASE INTENTION PADA SITUS JUAL BELI*. 04(02), 301–309.
- Chen, L., & Yang, X. (2019). Using EPPM to Evaluate the Effectiveness of Fear Appeal Messages Across Different Media Outlets to Increase the Intention of Breast Self-Examination Among Chinese Women. *Health Communication*, 34(11), 1369–1376. <https://doi.org/10.1080/10410236.2018.1493416>
- Cho, W. C. & H. (2019). E-commerce brand: The effect of perceived brand leadership on consumers' satisfaction and repurchase intention on e-commerce websites. *Asia Pacific Journal of Marketing and Logistics*, 33(6), 1339–1362. <https://doi.org/10.1108/APJML-10-2018-0403>
- Faihaputri, N., & Saripudin, S. (2021). Pengaruh Kepercayaan, Keamanan, Dan Kemudahan Penggunaan Aplikasi Terhadap Minat Beli Ulang (Studi Kasus Di E-Commerce JD.ID). *Jurnal Ilmiah Edunomika*, 05(02), 1200–1210. <http://www.jurnal.stie-aas.ac.id/index.php/jie/article/view/2765>
- Ferdinand, A. (2016). *Metode Penelitian Manajemen*.

- Flavián, C., & Guinalíu, M. (2006). Consumer trust, perceived security and privacy policy: Three basic elements of loyalty to a web site. *Industrial Management & Data Systems*, 106(5), 601–620. <https://doi.org/10.1108/02635570610666403>
- Ghozali, I. (2007). *Aplikasi Analisis Multivariate Dengan Program SPSS*.
- Gosal, G. B., & Bernarto, I. (2021). Pengaruh E-security, E-service Quality terhadap E-satisfaction dan Pengaruh E-satisfaction, E-security, dan E-service Quality terhadap E-repurchase Intention Secara Langsung pada Pengguna E-commerce Tokopedia. *Jurnal Administrasi Bisnis (JAB)*, 11(2), 2021.
- Hair, Aderson, T. & B. (2010). *Multivariate Data Analysisi : Global Edition, 7th Edition*.
- Hasman, H. C. P., Ginting, P., & Rini, E. S. (2019). The Influence of E-Service Quality on E-Satisfaction and Its Impact on Repurchase Intention in Using E-Commerce Applications on Students of Universitas Sumatera Utara. *International Journal of Research and Review*, 6(10), 299–307.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention. In *European Journal of Marketing* (Vol. 37, Issue 11/12). <https://doi.org/10.1108/03090560310495456>
- Kenny, R. M. B. and D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Beiträge Zur Klinik Der Tuberkulose Und Spezifischen Tuberkulose-Forschung*, 35(3), 315–318. <https://doi.org/10.1007/BF02512353>
- Kim, J., Jin, B., & Swinney, J. L. (2009). The role of etail quality, e-satisfaction and e-trust in online loyalty development process. *Journal of Retailing and Consumer Services*, 16(4), 239–247. <https://doi.org/10.1016/j.jretconser.2008.11.019>
- Lolika, Y. T. (2021). *OMISS Operations Management and Information System The influence of security, ease of use, and privacy concern on repurchase intention with e-satisfaction as a mediation on e-commerce*. <http://jkmosi.ppj.unp.ac.id/index.php/omiss>
- Margee Hume, G. S. and H. W. (2007). Who Volunteers ? Constructing A Hybrid Theory. *International Journal of Nonprofit and Voluntary Sector Marketing*, 148(May), 3–12. <https://doi.org/10.1002/nvsm>
- Razak, N. S. A., Ahmad, A. H., & Marimuthu, M. (2016). the Effect of Website Quality on Repurchase Intention in. *Asia Pacific Journal of Advanced Business and Social Studies*, 2(2).

- Rufina Pramuditha, Syarifah Hudayah, & Herning Indriastuti. (2021). Pengaruh Service Quality, E-Trust Terhadap E-Satisfaction Dan E-Loyalty Konsumen. *Sketsa Bisnis*, 8(2), 123–134. <https://doi.org/10.35891/jsb.v8i2.2632>
- Sarjita, S. (2020). Pengaruh Kepercayaan Dan Keamanan Terhadap Minat Beli Konsumen Secara Online Pada Situs Olx. *Jurnal Bisnis, Manajemen, Dan Akuntansi*, 7(1), 69–82. <http://jurnal.amaypk.ac.id/index.php/jbma/article/view/90/103>
- Solimun. (2017). *Metode Statistika Multivariat Pemodalan Persamaan Struktural (SEM) Pendekatan WarpPLS*.
- Sugiyono, D. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan Tindakan*.
- Trivedi, S. K., & Yadav, M. (2020). Repurchase intentions in Y generation: mediation of trust and e-satisfaction. *Marketing Intelligence and Planning*, 38(4), 401–415. <https://doi.org/10.1108/MIP-02-2019-0072>
- Vasic, N., Kilibarda, M., & Kaurin, T. (2019). The Influence of Online Shopping Determinants on Customer Satisfaction in the Serbian Market. *Journal of Theoretical and Applied Electronic Commerce Research*, 14(2), 0–0. <https://doi.org/10.4067/s0718-18762019000200107>
- Wijayanto, G., & Komita, S. E. (2021). Pengaruh E-Satisfaction dan E-Trust terhadap Repurchase Intention Melalui E-Word of Mouth (E-Wom) sebagai Variabel Intervening E-Commerce Buka Lapak pada Generasi Millenial. *Jurnal Ekonomi KIAT*, 32(1), 18–29. <https://journal.uir.ac.id/index.php/kiat/article/view/7404>
- Yuen, E. F. T., & Chan, S. S. L. (2010). The effect of retail service quality and product quality on customer loyalty. *Journal of Database Marketing and Customer Strategy Management*, 17(3–4), 222–240. <https://doi.org/10.1057/dbm.2010.13>
- Yusran, A. N. P. & H. L. (2020). Pengaruh E-Service Quality Dan E-Trust Terhadap Repurchase Intention. *Jurnal Administrasi Bisnis*, Vol. X, No(1), 1–20.