

DAFTAR PUSTAKA

- Bernarto, I., Wilson, N., & Suryawan, I. N. (2019). Pengaruh Website Design Quality, Service Quality, Trust dan Satisfaction Terhadap Repurchase Intention (Studi Kasus: tokopedia.com). *Jurnal Manajemen Indonesia*, 19(1), 80–90.
- Cuong, D. T. (2023). Determinants affecting online shopping consumers' satisfaction and repurchase intention: Evidence from Vietnam. *Innovative Marketing*, 19(1), 126–139. [https://doi.org/10.21511/im.19\(1\).2023.11](https://doi.org/10.21511/im.19(1).2023.11)
- Dash, G., Paul, J., Aggarwal, S., & Alharthi, M. (2025). Determinants of repurchase intention in E-commerce and the moderating role of risks: an emerging digital economy perspective. *European Journal of Management and Business Economics*, March, 1–19. <https://doi.org/10.1108/EJMBE-11-2024-0389>
- Davis, F. D. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *Management Information Systems Quarterly*, 13(3), 319–340. <https://doi.org/10.2307/249008>
- Deloitte. (2024). *Consumer loyalty survey 2024*. Deloitte Insights. <https://www.deloitte.com>
- Devita, L. G. A. S. (2024). E-Service Quality, Product Quality, Application Design, Dan Fulfilment Terhadap Customer Loyalty Melalui Customer Satisfaction Dan Customer Trust Pada Pengguna Shopee. *JPEK (Jurnal Pendidikan Ekonomi Dan Kewirausahaan)*, 8(2), 883–892. <https://doi.org/10.29408/jpek.v8i2.25873>
- Febrian, S., & Kurniawan, S. (2023). *Analysis of The Effect of Web Design Quality, Sales Promotion, Order Fulfillment on Repurchase Intention with Customer Satisfaction as Mediating Variable on E-Commerce Marketplace Users in Jabodetabek*. 1, 1782–1791. <https://doi.org/10.46254/ap03.20220305>
- Ferdiansyah, Suhud, U., & Berutu, M. B. (2025). DETERMINANTS OF REPURCHASE INTENTION: A STUDY ON GENERATION Z ONLINE CINEMA TICKET APPLICATION USERS IN JAKARTA. *International Journal of Current Economics & Business Ventures*, 5(2), 1–14.

- Giovanni, A. M., & Innocentius Bernarto. (2024). The Influence Of Website Design Quality, Perceived Value, And Satisfaction As A Mediator On Repurchase Intentions: A Case Study Of Tokopedia. *Jurnal Pendidikan Indonesia*, 5(11), 1323–1335. <https://doi.org/10.59141/japendi.v5i11.6275>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *A Primer on PARTIAL LEAST SQUARES STRUCTURAL EQUATION MODELING (PLS-SEM)* (3rd ed.). SAGE Publications, Inc.
- Iqbal, M., & Tantra, T. (2023). Pengaruh Design Website Quality Dan E-Service Quality Terhadap Repurchase Intention Yang Dimediasi Oleh Customer Satisfaction. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 7(2), 1291–1306. <https://doi.org/10.31955/mea.v7i2.3172>
- Kinasih, D. P., & Kussudyarsana, K. (2024). The Influence Of E-Service Quality, E-Payment, And Web Design Quality On Customer Satisfaction In Purchasing Gacoan Noodles Through The ShopeeFood Application. *EKOMBIS REVIEW: Jurnal Ilmiah Ekonomi Dan Bisnis*, 12(1), 159–178. <https://doi.org/10.37676/ekombis.v12i1.5261>
- Mulandari, P. O., & Asyhari. (2025). Pengaruh Perceived Security dan Perceived Ease of Use Pada Repurchase Intention Melalui Customer Satisfaction Pada Aplikasi Dana di Kota Semarang. *ECo-Buss: Economics and Business*, 8(2). <https://doi.org/10.32877/eb.v8i2.3253>
- 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>
- Nurrohman, F. S., Usman, O., & Sari, D. A. P. (2026). Pengaruh Perceived Usefulness, Perceived Ease of Use, dan Perceived Security terhadap Repurchase Intention melalui Customer Satisfaction pada Aplikasi Investasi Reksa Dana. *Neraca: Jurnal Ekonomi, Manajemen Dan Akuntansi*, 4(1), 146–171.

- Priscillia, M., Budiono, H., Wiyanto, H., & Widjaya, H. (2021). The Effects of Website Design Quality and Service Quality on Repurchase Intention Among Shopee Customers in Jakarta, with Customer Trust as a Mediating Variable. *Proceedings of the Ninth International Conference on Entrepreneurship and Business Management (ICEBM 2020)*, 174(Icebm 2020), 38–44. <https://doi.org/10.2991/aebmr.k.210507.006>
- Rahmawati, A. F. D., Sudaryanto, & Paramu, H. (2025). Repurchase Intention of Gen Z on Shopee Marketplace: A Technology Acceptance Model Approach. *Wiga: Jurnal Penelitian Ilmu Ekonomi*, 15(2), 114–126. <https://doi.org/10.30741/wiga.v15i2.1564>
- Rifaldi, A., Wicaksono, B. T., & Putra, D. F. (2021). Analisis Pengaruh Trust, Application Quality, Perceived Usefulness Terhadap Intention To Purchase Dan Actual System Use (Studi Kasus Pada Aplikasi Kai Access). *Eqien: Jurnal Ekonomi Dan Bisnis*, 8(2). <https://doi.org/10.34308/eqien.v8i2.277>
- Sari, N., & Fachri, H. (2025). The Influence of Perceived Ease of Use and Trust on Intention to Re-Use the Dana E-Wallet Application Through Customer Satisfaction as an Intervening Variable Among Student Users in Pontianak. *JHSS (Journal of Humanities and Social Studies)*, 8(3), 1065–1072. <https://doi.org/10.33751/jhss.v8i3.11885>
- Sugiyono. (2023). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (Sutopo (ed.); 2nd ed.). ALFABETA,cv.
- Tjandra, Sabrina Layman, R. (2025). Machine Translated by Google Faktor-faktor Penentu Niat Pembelian Kembali yang Dimediasi oleh Pelanggan Kepuasan di Kalangan Pengguna Aplikasi Kopi “ X ” Machine Translated by Google. *Jurnal Ilmu Sosial Dan Studi Bisnis*, 3(4).