

REFERENCE

- Amaral, M. A. L., & Watu, E. G. Ch. (2021). Pengaruh Performance Expectancy, Effort Expectancy, Social Influence, dan Trust Terhadap Niat Berkelanjutan FDAS Pada Masa Pandemi COVID-19. *Sebatik*, 25(2), 562–570.
<https://doi.org/10.46984/sebatik.v25i2.1510>
- Bachrudin, A., & Tobing, H. L. (2003). Analisis data untuk penelitian survey dengan menggunakan lisrel 8. *FMIP UNPAD*.
- Bandung City Central Bureau of Statistics. (n.d.). *Badan Pusat Statistik Kota Bandung*. Retrieved March 3, 2022, from
<https://bandungkota.bps.go.id/indicator/12/32/1/jumlah-penduduk.html>
- BBC. (2020, March 11). *Coronavirus confirmed as pandemic by World Health Organization - BBC News*. <https://www.bbc.com/news/world-51839944>
- Bhattacharjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model Author(s): Anol Bhattacharjee Source. In *MIS Quarterly* (Vol. 25, Issue 3).
- Burhan, F. A. (2022, June 16). *Riset: Layanan Pesan-antar Makanan Kian Diminati, GoFood Rajai Pasar - E-commerce Katadata.co.id*.
<https://katadata.co.id/ameidyonasution/digital/62ab24bd2d4a5/riset-layanan-pesan-antar-makanan-kian-diminati-gofood-rajai-pasar>
- Cooper, D. R., & Schindler, P. S. (2011). Business research methods. In *Business Research Methods* (11th ed.). McGraw-Hill Higher Education ;; McGraw-Hill Higher Education.
- Cosseboom, L. (2015, August 27). *This guy turned Go-Jek into Indonesia's hottest startup*. <https://www.techinasia.com/indonesia-go-jek-nadiem-makarim-profile>
- Damar, A. (2021, February 4). *Gojek Perkuat Fitur GoGreener Carbon Offset untuk Gaya Hidup Peduli Lingkungan - Tekno Liputan6.com*.
<https://www.liputan6.com/tekno/read/4474928/gojek-perkuat-fitur-gogreener-carbon-offset-untuk-gaya-hidup-peduli-lingkungan>
- Erwanti, N., Widodo, A. P., & Nurhayati, O. D. (2018). *Determinants of Continuance Intention to Use On-demand Mobile Service: GO-JEK case*.
<https://doi.org/10.5281/zenodo.2544618>
- Franque, F. B., Oliveira, T., & Tam, C. (2021). Understanding the factors of mobile payment continuance intention: empirical test in an African context. *Heliyon*, 7(8), e07807. <https://doi.org/10.1016/J.HELİYON.2021.E07807>
- Gayati, M. D. (2020). *Gojek sebut transaksi Gofood selama pandemi meningkat 20 persen - ANTARA News*.
<https://www.antaranews.com/berita/1727922/gojek-sebut-transaksi-gofood-selama-pandemi-meningkat-20-persen>
- Gefen, D. (2000). E-commerce: the role of familiarity and trust. *Omega*, 28(6), 725–737. [https://doi.org/10.1016/S0305-0483\(00\)00021-9](https://doi.org/10.1016/S0305-0483(00)00021-9)
- Ghozali, I. (2014). *Structural Equation Modeling Metode Alternatif dengan Partial Least Square*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2012). *Partial Least Squares: Konsep, Teknik dan Aplikasi SmartPLS 2.0 M3*. Badan Penerbit Universitas Diponegoro.

- Globe, J. (2020, June 4). *Facebook, PayPal Invest in Gojek*.
<https://jakartaglobe.id/business/facebook-paypal-invest-in-gojek>
- GoFood. (2019, September 27). *GoFood Tetap No.1 di Indonesia* | *GoFood*.
<https://www.gojek.com/blog/gofood/gofood-tetap-no-1/>
- Gojek. (2021). *About*. <https://www.gojek.com/en-id/about/>
- Gojek. (2022a). *GO-JEK Indonesia* | *GO-FOOD Join as a Seller* | *Business*.
<https://www.gojek.com/gofood/business/#!/>
- Gojek. (2022b). *Products*. <https://www.gojek.com/en-id/products/>
- Goodhue, D. L., & Thompson, R. L. (1995). Task-Technology Fit and Individual Performance. *MIS Quarterly*, 19(2), 213. <https://doi.org/10.2307/249689>
- GSMA. (2021). *GSMA* | *The Mobile Economy - The Mobile Economy*.
<https://www.gsma.com/mobileeconomy/>
- Hair, J. F., Black, W. C., & Babin, B. J. (2010). *Multivariate Data Analysis: A Global Perspective* (7th ed.). Pearson Education.
- Hair Jr, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis Eight Edition*. *Cengage*, 49(1), 103–104.
- Hawkins, D. I., & Mothersbaugh, D. L. (2010). *Consumer behavior : building marketing strategy*. McGraw-Hill Irwin.
- Hsiao, C. H., Chang, J. J., & Tang, K. Y. (2016). Exploring the influential factors in continuance usage of mobile social Apps: Satisfaction, habit, and customer value perspectives. *Telematics and Informatics*, 33(2), 342–355.
<https://doi.org/10.1016/J.TELE.2015.08.014>
- Hung, M.-C., Yang, S.-T., & Hsieh, T.-C. (2012). AN EXAMINATION OF THE DETERMINANTS OF MOBILE SHOPPING CONTINUANCE. In *International Journal of Electronic Business Management* (Vol. 10, Issue 1).
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis : Konvergensi Teknologi Komunikasi dan Informasi*. Refika Aditama.
- Indrawati. (2017). *Perilaku Konsumen Individu Dalam Mengadopsi Layanan Berbasis Tekbologi Informasi Dan Komunikasi* (N. F. Atif, Ed.). Refika Aditama.
- Intant, N. (2021). *Survei: 70 Persen Masyarakat Gemar Pesan Makanan Online* | *Republika Online*. <https://www.republika.co.id/berita/qpiz7j335/survei-70-persen-masyarakat-gemar-pesan-makanan-online>
- Irawan, A. W., Yusufianto, A., Agustina, D., & Dean, R. (2020). *LAPORAN SURVEI INTERNET APJII 2019 – 2020 (Q2)*.
- Kang, S. (2014). Factors influencing intention of mobile application use. *International Journal of Mobile Communications*, 12(4), 360.
<https://doi.org/10.1504/IJMC.2014.063653>
- Khalilzadeh, J., Ozturk, A. B., & Bilgihan, A. (2017). Security-related factors in extended UTAUT model for NFC based mobile payment in the restaurant industry. *Computers in Human Behavior*, 70, 460–474.
<https://doi.org/10.1016/J.CHB.2017.01.001>
- Kumar, S., & Shah, A. (2021). Revisiting food delivery apps during COVID-19 pandemic? Investigating the role of emotions. *Journal of Retailing and Consumer Services*, 62. <https://doi.org/10.1016/j.jretconser.2021.102595>

- Laksono, R. P. (2018). The Analysis of Customer Continuance Intention towards Go-Food Service using UTAUT2 Model. *International Journal of Science and Research*. <https://doi.org/10.21275/ART20201468>
- Malhotra, naresh K. (2010). *Marketing research : an applied orientation* (6th ed.). Pearson.
- Malhotra, N. K., Nunan, D., & Birks, D. F. (2017). *Marketing research : an applied approach*.
- Marchyta, N. K. (2022). *The Influence of Perceived Ease of Use and Perceived Usefulness on E-Wallet Continuance Intention: Intervening Role of Customer Satisfaction*.
- Marinković, V., Đorđević, A., & Kalinić, Z. (2020). The moderating effects of gender on customer satisfaction and continuance intention in mobile commerce: a UTAUT-based perspective. *Technology Analysis & Strategic Management*, 32(3), 306–318. <https://doi.org/10.1080/09537325.2019.1655537>
- Monica, C., & Briliana, V. (2019). Faktor-Faktor yang Mempengaruhi Continuance Intention Pengguna Go-Food di Jakarta. *Jurnal Wira Ekonomi Mikroskil: JWEM*, 9(2).
- MSI. (2021, October 19). *Urban Tourism Indonesia, Ada di Kota Mana Saja, ya?* <https://www.msionline.co.id/urban-tourism-indonesia-ada-di-kota-mana-saja-ya>
- Nurhayati-Wolff, H. (2021, August 16). • *Indonesia: smartphone users 2026* | Statista. <https://www.statista.com/statistics/266729/smartphone-users-in-indonesia/>
- Nurulliah, N. (2021). *Lebih Tinggi dari DKI Jakarta, Terkonfirmasi Covid-19 Jawa Barat Tembus 3.095 dalam Sehari - Pikiran-Rakyat.com*. <https://www.pikiran-rakyat.com/bandung-raya/pr-011280337/lebih-tinggi-dari-dki-jakarta-terkonfirmasi-covid-19-jawa-barat-tembus-3095-dalam-sehari>
- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. In *Journal of Marketing Research* (Vol. 17).
- Pigatto, G., Machado, J. G. de C. F., Negreti, A. dos S., & Machado, L. M. (2017). Have you chosen your request? Analysis of online food delivery companies in Brazil. *British Food Journal*, 119(3), 639–657. <https://doi.org/10.1108/BFJ-05-2016-0207>
- Prabowo, R. S. H., & Widodo, T. (2021). Analisis Penerapan Model Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) pada Adopsi Penggunaan Mobile Payment Jenius (Studi Kasus di Kota Bandung). *E-Proceeding of Management*, 8. www.jenius.com,
- Qingfei, M., Shaobo, J. I., & Gang, Q. U. (2008). *Mobile Commerce User Acceptance Study in China: A Revised UTAUT Model* *. 13(3).
- Rayda, N. (2020, January 5). *Why Indonesia's Bandung is a hotbed for culinary oddities and invention - CNA*. <https://www.channelnewsasia.com/asia/indonesia-bandung-food-meatball-satay-creativity-845246>

- Roh, M., & Park, K. (2019). Adoption of O2O food delivery services in South Korea: The moderating role of moral obligation in meal preparation. *International Journal of Information Management*, 47, 262–273. <https://doi.org/10.1016/J.IJINFOMGT.2018.09.017>
- Sekaran, Uma., & Bougie, Roger. (2016). *Research methods for business : a skill-building approach* (U. Sekaran & R. Bougie, Eds.; 7th ed.). www.wileypluslearningspace.com
- Sharma, R., Dhir, A., Talwar, S., & Kaur, P. (2021). Over-ordering and food waste: The use of food delivery apps during a pandemic. *International Journal of Hospitality Management*, 96, 102977. <https://doi.org/10.1016/J.IJHM.2021.102977>
- Statista. (2022a). • *Indonesia: favorite food delivery apps 2021* | Statista. <https://www.statista.com/statistics/1149349/indonesia-favorite-food-delivery-apps/>
- Statista. (2022b). • *Indonesia: food delivery apps usage with COVID-19 2020* | Statista. <https://www.statista.com/statistics/1140834/indonesia-food-delivery-apps-usage-during-covid-19/>
- Statista. (2022c). • *Indonesia: food delivery apps usage with COVID-19 2020* | Statista. <https://www.statista.com/statistics/1140834/indonesia-food-delivery-apps-usage-during-covid-19/>
- Statista. (2022d). • *Indonesia: GDP from food and beverage service activities 2020* | Statista. <https://www.statista.com/statistics/1019670/indonesia-gdp-food-and-beverage-service-activities/>
- Susilo, A. Z., Iksan Prabowo, M., Taman, A., Pustikaningsih, A., & Samlawi, A. (2019). A Comparative Study of Factors Affecting User Acceptance of GO-PAY and OVO As a Feature of Fintech Application. *Procedia Computer Science*, 161, 876–884. <https://doi.org/10.1016/J.PROCS.2019.11.195>
- Talwar, S., Dhir, A., Khalil, A., Mohan, G., & Islam, A. K. M. N. (2020). Point of adoption and beyond. Initial trust and mobile-payment continuation intention. *Journal of Retailing and Consumer Services*, 55. <https://doi.org/10.1016/j.jretconser.2020.102086>
- Tam, C., Santos, D., & Oliveira, T. (2020). Exploring the influential factors of continuance intention to use mobile Apps: Extending the expectation confirmation model. *Information Systems Frontiers*, 22(1), 243–257. <https://doi.org/10.1007/s10796-018-9864-5>
- Vankatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly: Management Information Systems*, 27(3), 425–478. <https://doi.org/10.2307/30036540>
- Venkatesh, Thong, & Xu. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36(1), 157. <https://doi.org/10.2307/41410412>
- Wang, H., Tao, D., Yu, N., & Qu, X. (2020). Understanding consumer acceptance of healthcare wearable devices: An integrated model of UTAUT and TTF. *International Journal of Medical Informatics*, 139, 104156. <https://doi.org/10.1016/J.IJMEDINF.2020.104156>

- WHO. (2022). *Indonesia: WHO Coronavirus Disease (COVID-19) Dashboard With Vaccination Data* | *WHO Coronavirus (COVID-19) Dashboard With Vaccination Data*. <https://covid19.who.int/region/searo/country/id>
- Wu, B., & Chen, X. (2017). Continuance intention to use MOOCs: Integrating the technology acceptance model (TAM) and task technology fit (TTF) model. *Computers in Human Behavior*, 67, 221–232. <https://doi.org/10.1016/j.chb.2016.10.028>
- Yeo, V. C. S., Goh, S. K., & Rezaei, S. (2017). Consumer experiences, attitude and behavioral intention toward online food delivery (OFD) services. *Journal of Retailing and Consumer Services*, 35, 150–162. <https://doi.org/10.1016/j.jretconser.2016.12.013>
- Yuan, S., Liu, Y., Yao, R., & Liu, J. (2016). An investigation of users' continuance intention towards mobile banking in China. *Information Development*, 32(1), 20–34. <https://doi.org/10.1177/0266666914522140>
- Zhao, Y., & Bacao, F. (2020). What factors determining customer continuingly using food delivery apps during 2019 novel coronavirus pandemic period? *International Journal of Hospitality Management*, 91. <https://doi.org/10.1016/j.ijhm.2020.102683>
- Zhou, T. (2011). Examining the critical success factors of mobile website adoption. *Online Information Review*, 35(4), 636–652. <https://doi.org/10.1108/14684521111161972>
- Zikmund, W. G. (2013). *Business research methods. 9th edition* / William G. Zikmund; Barry J. Babin; Jon C. Carr; Mitch Griffin. South-Western.
- Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, Mitch. (2010). *Business Research Methods* (8th ed.). South-Western Cengage Learning. <http://www.dreambeancontest.com>