DAFTAR PUSTAKA

- Abu Salim, T., El Barachi, M., Onyia, O. P., & Mathew, S. S. (2021). Effects of smart city service channel- and user-characteristics on user satisfaction and continuance intention. *Information Technology and People*, *34*(1), 147–177. https://doi.org/10.1108/ITP-06-2019-0300
- Ahmed, S., Ashrafi, D. M., Paraman, P., Dhar, B. K., & Annamalah, S. (2024). Behavioural intention of consumers to use app-based shopping on green tech products in an emerging economy. *International Journal of Quality and Reliability Management*, 41(6), 1496–1518. https://doi.org/10.1108/IJQRM-05-2023-0164
- Bao, Z., & Zhu, Y. (2021). Why customers have the intention to reuse food delivery apps: evidence from China. *British Food Journal*, 124(1), 179–196. https://doi.org/10.1108/BFJ-03-2021-0205
- Belarmino, A., Raab, C., Tang, J., & Han, W. (2021). Exploring the motivations to use online meal delivery platforms: Before and during quarantine. *International Journal of Hospitality Management*, 96. https://doi.org/10.1016/j.ijhm.2021.102983
- Business, G., & Research, M. (2024). Factors Affecting Customer Satisfaction with Mobile Food Delivery Applications (MFDAS) Among Muslims in Malaysia. In *An International Journal* (Vol. 16, Issue 3s).
- Chowdhury, R. (2023). Impact of perceived convenience, service quality and security on consumers' behavioural intention towards online food delivery services: the role of attitude as mediator. *SN Business & Economics*, 3(1). https://doi.org/10.1007/s43546-023-00422-7
- Cui, L., He, S., Deng, H., & Wang, X. (2023). Sustaining customer loyalty of fresh food e-tailers: an empirical study in China. *Asia Pacific Journal of Marketing and Logistics*, 35(3), 669–686. https://doi.org/10.1108/APJML-01-2022-0013
- Delivery-Trends-Report-2023-ID. (n.d.).
- Elnadi, M., Troise, C., Jones, P., & Gheith, M. H. (2024). Exploring post-usage behaviour in app-based ride-sourcing services: Evidence from Egypt. *Technological Forecasting and Social Change*, 207. https://doi.org/10.1016/j.techfore.2024.123643
- Etrata, A. E., San, S. S. M., De, J., Mari, J., Lee, M., Lou, J., & Raborar, O. (n.d.). Service Quality of Quick Service Restaurants as Perceived by Millennials Using the SERVQUAL Model: The Mediating Effects of Corporate Image and Customer Trust. Review of Integrative Business and Economics Research, 14, 498.

- Fakfare, P. (2021). Influence of service attributes of food delivery application on customers' satisfaction and their behavioural responses: The IPMA approach. *International Journal of Gastronomy and Food Science*, 25. https://doi.org/10.1016/j.ijgfs.2021.100392
- Gao, H. (2024). Determining Influential Factors of Customer Satisfaction and Repurchase Intention Toward Online Food Application in Chengdu, China (Vol. 16, Issue 1). http://www.assumptionjournal.au.edu/index.php/Scholar
- Gumilyov, L. N., Podsukhina, O., & Shaimova, A. (2024). ONLINE FOOD DELIVERY SERVICES AND UNCEASING BEHAVIORAL INTENTION: AN ASSESSMENT FOR INTEGRATING EXPECTATION-CONFIRMATION AND TECHNOLOGY ACCEPTANCE MODELS Kamshat Mussina Kenzhegul Omarova Sabira Rustemova Saltanat Tleuberdiyeva. *JOURNAL OF EASTERN EUROPEAN AND CENTRAL ASIAN RESEARCH*, 11(4). https://doi.org/10.15549/jeecar.v11i3.1449
- Hoang, H., & Le Tan, T. (2023). Unveiling digital transformation: Investigating technology adoption in Vietnam's food delivery industry for enhanced customer experience. *Heliyon*, 9(9). https://doi.org/10.1016/j.heliyon.2023.e19719
- Humbani, M., Higueras-Castillo, E., & Liébana-Cabanillas, F. (2024). Satisfaction with mobile food delivery app (MFDA) usage and the moderating role of perceived COVID 19 risk. *International Journal of Hospitality Management*, 121. https://doi.org/10.1016/j.ijhm.2024.103807
- Jiang, Y., & Lau, A. K. W. (2021). Roles of consumer trust and risks on continuance intention in the sharing economy: An empirical investigation. *Electronic Commerce Research and Applications*, 47. https://doi.org/10.1016/j.elerap.2021.101050
- Jingzu, G., Siyu, L., Mengling, W., Yang, Q., Al Mamun, A., & 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). https://doi.org/10.1186/s13731-024-00399-z
- Juliana, J., Limayurid, A. S., Adirestuty, F., Ridlwan, A. A., Rusmita, S. A., & Ismail, S. (2024). Intention to buy halal food through the ShopeeFood application on Generation Z Muslims. *Journal of Islamic Accounting and Business Research*. https://doi.org/10.1108/JIABR-04-2023-0120
- 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(1). https://doi.org/10.3390/foods11010064
- Kalantarzadeh Tezerjany, S. F. (2024). Appraise the role of novelty-seeking on consumers' satisfaction using online food delivery applications. *International*

- Journal of Quality and Reliability Management, 41(4), 1142–1164. https://doi.org/10.1108/IJQRM-11-2022-0341
- Kang, J. W., & Namkung, Y. (2019). The information quality and source credibility matter in customers' evaluation toward food O2O commerce. *International Journal of Hospitality Management*, 78, 189–198. https://doi.org/10.1016/j.ijhm.2018.10.011
- Kaur, P., Dhir, A., Talwar, S., & Ghuman, K. (2020). The value proposition of food delivery apps from the perspective of theory of consumption value. *International Journal of Contemporary Hospitality Management*, 33(4), 1129–1159. https://doi.org/10.1108/IJCHM-05-2020-0477
- Kim, J. J., & Hwang, J. (2020). Merging the norm activation model and the theory of planned behavior in the context of drone food delivery services: Does the level of product knowledge really matter? *Journal of Hospitality and Tourism Management*, 42, 1–11. https://doi.org/10.1016/j.jhtm.2019.11.002
- Kwon, J., Yu, H., & Ahn, J. (2023). Multidimensional value of customers' mobile service experiences in the food service context. *Journal of Hospitality and Tourism Insights*, 6(2), 912–927. https://doi.org/10.1108/JHTI-03-2022-0108
- Li, L., Song, Y. H., Soliman, M., Lee, K. Y., Yang, S. B., & Lee, M. (2024). Customers' Continued Adoption of Mobile Apps and Their Satisfaction with Restaurants: The Case of McDonald's Memoriam. *Pacific Asia Journal of the Association for Information Systems*, 16(1), 1–27. https://doi.org/10.17705/1pais.16101
- 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), 557–578. https://doi.org/10.1108/JHTT-04-2021-0117
- Madinga, N. W., Blanckensee, J., Longhurst, L., & Bundwini, N. (2023). The new normal: the adoption of food delivery apps. *European Journal of Management Studies*, *28*(3), 175–192. https://doi.org/10.1108/ejms-03-2023-0021
- Mofokeng, T. E. (2023). Antecedents of trust and customer loyalty in online shopping: The moderating effects of online shopping experience and eshopping spending. *Heliyon*, 9(5). https://doi.org/10.1016/j.heliyon.2023.e16182
- Moon, J., Song, M., Lee, W. S., & Shim, J. M. (2023). Structural relationship between food quality, usefulness, ease of use, convenience, brand trust and willingness to pay: the case of Starbucks. *British Food Journal*, *125*(1), 65–81. https://doi.org/10.1108/BFJ-07-2021-0772
- Nguyen-Phuoc, D. Q., Su, D. N., Nguyen, M. H., Vo, N. S., & Oviedo-Trespalacios, O. (2022). Factors influencing intention to use on-demand shared ride-hailing

- services in Vietnam: risk, cost or sustainability? *Journal of Transport Geography*, 99. https://doi.org/10.1016/j.jtrangeo.2022.103302
- Nguyen-Phuoc, D. Q., Su, D. N., Tran, P. T. K., Le, D. T. T., & Johnson, L. W. (2020). Factors influencing customer's loyalty towards ride-hailing taxi services A case study of Vietnam. *Transportation Research Part A: Policy and Practice*, 134, 96–112. https://doi.org/10.1016/j.tra.2020.02.008
- Omol, E. J. (2024). Organizational digital transformation: from evolution to future trends. In *Digital Transformation and Society* (Vol. 3, Issue 3, pp. 240–256). Emerald Publishing. https://doi.org/10.1108/DTS-08-2023-0061
- Ong, A. K. S., German, J. D., Dangaran, P. C., Jethro B. Paz, J., & Roniel G. Macatangay, R. (2024). Service quality and customer satisfaction analysis among motorcycle taxi transportation in the Philippines through SERVQUAL dimensions and social exchange theory. Case Studies on Transport Policy, 15. https://doi.org/10.1016/j.cstp.2023.101139
- Osman, I., Omar, E. N., Ratnasari, R. T., Furqon, C., & 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(9), 2198–2228. https://doi.org/10.1108/JIMA-06-2023-0176
- Seo, K., & Roh, T. (2025). Online and offline delivery qualities: O2O satisfaction and loyalty through technology acceptance model. *Journal of Retailing and Consumer Services*, 82. https://doi.org/10.1016/j.jretconser.2024.104079
- Shah, A. M., Yan, X., & Qayyum, A. (2022). Adoption of mobile food ordering apps for O2O food delivery services during the COVID-19 outbreak. *British Food Journal*, 124(11), 3368–3395. https://doi.org/10.1108/BFJ-09-2020-0781
- Shankar, A., Jebarajakirthy, C., Maseeh, H. I., Nayal, P., Kumar, A., & Krishnan, C. (2024). Why do consumers choose online food delivery services? A meta-analytic review. *International Journal of Hospitality Management*, 123. https://doi.org/10.1016/j.ijhm.2024.103921
- Shankar, A., Jebarajakirthy, C., Nayal, P., Maseeh, H. I., Kumar, A., & Sivapalan, A. (2022). Online food delivery: A systematic synthesis of literature and a framework development. *International Journal of Hospitality Management*, 104. https://doi.org/10.1016/j.ijhm.2022.103240
- Sharma, S., Devi, K., Naidu, S., Greig, T., Singh, G., & Slack, N. (2023). From brick and mortar to click and order: consumers' online food delivery service perceptions post-pandemic. *British Food Journal*, *125*(11), 4143–4162. https://doi.org/10.1108/BFJ-04-2023-0351
- Statistik Telekomunikasi Indonesia 2023. (n.d.).
- Teng, S. L., Zailani, S., Rahman, M. K., Bhuiyan, M. A., & Mamun, A. Al. (2024). Impact of service innovation and digital supply chain capability on risk

- protection in supporting online foods delivery. *Kybernetes*, *53*(7), 2483–2501. https://doi.org/10.1108/K-08-2022-1082
- Uzir, M. U. H., Al Halbusi, H., Thurasamy, R., Thiam Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63. https://doi.org/10.1016/j.jretconser.2021.102721
- Wang, O., Perez-Cueto, F. J. A., Scarpa, R., & Scrimgeour, F. (2024). The influence of innovation-adoption characteristics on consumers' trust and purchase intentions of innovative alternative proteins: A comparison between plant-based food, cultured food, and insect-based food. *Food Quality and Preference*, 113. https://doi.org/10.1016/j.foodqual.2023.105072
- Wang, Y. J., Wang, Y., Huang, G. Q., & Lin, C. (2024). Public acceptance of crowdsourced delivery from a customer perspective. *European Journal of Operational Research*, 317(3), 793–805. https://doi.org/10.1016/j.ejor.2023.03.028
- Wu, J., & Dong, M. (2023). Research on customer satisfaction of pharmaceutical e-commerce logistics service under service encounter theory. *Electronic Commerce Research and Applications*, 58. https://doi.org/10.1016/j.elerap.2023.101246