

## DAFTAR PUSTAKA

- Afshardost, M., & Sadiqeshaghi, S. M. (2013). Linking trust , perceived website quality , privacy protection , gender and online purchase intentions. *IOSR Journal of Business and Management*, 13(4), 63–72.
- Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Process*, 50, 179–211.
- Ajzen, I., & Fishbein, M. (1969). The Prediction of Behavioral Situation Intentions in a Choice. *Journal of Experimental Social Psychology*, 5, 400–416.  
[https://doi.org/https://doi.org/10.1016/0022-1031\(69\)90033-X](https://doi.org/https://doi.org/10.1016/0022-1031(69)90033-X)
- Akram, U., Hui, P., Kaleem Khan, M., Yasir, T., Khalid, M., & Ahmad, W. (2017). How Website Quality Affects Online Impulsive Buying. *Asia Pacific Journal of Marketing and Logistics*.
- Alwisol. (2018). *Psikologi Kepribadian* (cetakan pe). Malang: Penerbit Universitah Muhammadiyah Malang.
- Amin, M., Rezaei, S., & Abolghasemi, M. (2014). Nankai Business Review International Article information : *Nankai Business Review International*, 5(3), 258–274. <https://doi.org/10.1108/NBRI-01-2014-0005>
- Aydinli, A., Bertini, M., & Lambrecht, A. (2014). Price Promotion for Emotional Impact. *American Marketing Association*, 78(July), 80–96.
- Beatty, S. E., & Ferrell, M. E. (1998). Impulse Buying : Modeling Its Precursors. *Journal of Retailing*, 74(2), 169–191.
- Bellini, S., Cardinali, M. G., & Grandi, B. (2017). A structural equation model of impulse buying behaviour in grocery retailing. *Journal of Retailing and Consumer Services*, 36(February), 164–171.  
<https://doi.org/10.1016/j.jretconser.2017.02.001>
- Bhattacherjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model. *MIS Quarterly*, 25(3), 351–370.
- Bitner, M. J. (1992). Servicescapes : Impact of on Physical Surroundings Customers and Employees. *American Marketing Association*, 56(2), 57–71.  
<https://doi.org/10.2307/1252042>
- Busacca, B., & Padula, G. (2005). Understanding the relationship between attribute performance and overall satisfaction Theory , measurement and implications. *Marketing Intelligence & Planning*, 23(6), 543–561.

<https://doi.org/10.1108/02634500510624110>

- Cabanac, M. (2002). What is emotion? *Behavioral Process*, 60, 69–83.
- Calisir, F., & Calisir, F. (2004). The relation of interface usability characteristics , perceived usefulness , and perceived ease of use to end-user satisfaction with enterprise resource planning ( ERP ) systems. *Computers in Human Behavior*, 20, 505–515. <https://doi.org/10.1016/j.chb.2003.10.004>
- Chen, Y., & Zhang, L. (2015). Influential factors for online impulse buying in China : a model and its empirical analysis. *International Conference E-Learning and E-Business*, 45–51.
- Davis, F. D. (1986). *A Technology Acceptance Model for Empirically Testing New End-user Information Systems: Theory and Result*. Massachusetts Institute of Technology.
- Davis, F. D. (1989). Information Technology Introduction. *MIS Quarterly*, 13(3), 319–340.
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). USER ACCEPTANCE OF COMPUTER TECHNOLOGY : A COMPARISON OF TWO THEORETICAL MODELS \*. *Management Science*, 35(8), 982–1003.
- Delone, W. H., & Mclean, E. R. (1992). Information Systems Success: The Quest for the Dependent Variable. *Information System Research*, (4).
- Dias, J. (2001). Digital Money: Review of Literature and Simulation of Welfare Improvement of this Technological Advance, 1–9.
- Dutta, R., Jarvenpaa, S., & Tomak, K. (2003). Impact of Feedback and Usability of Online Payment Processes on Consumer Decision Making. *International Conference on Information Systems*, 2, 15–24.
- Ethier, J., Hadaya, P., Talbot, J., & Cadieux, J. (2006). B2C web site quality and emotions during online shopping episodes : An empirical study. *Information & Management*, 43, 627–639. <https://doi.org/10.1016/j.im.2006.03.004>
- Felbermayr, A., & Nanopoulos, A. (2016). The Role of Emotions for the Perceived Usefulness in Online Customer Reviews. *Journal of Interactive Marketing*, 36, 60–76. <https://doi.org/10.1016/j.intmar.2016.05.004>
- Ferdinand, A. T. (2006). *Metode Penelitian Manajemen* (2nd ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Fisher, R. J., & Rook, D. W. (2014). Normative Influences on Impulsive Buying Behavior. *Journal of Consumer Research*, 22(February 1995), 305–313. <https://doi.org/10.1086/209452>

- Fitri, F. R. (2018). The influence of web quality and sales promotion toward impulse buying behavior with openness personality as moderating variable Study on consumer of shopee indonesia online store. *Journal of Accounting Management and Economics*, 20(1), 48–55.
- Fredrickson, B. L., & Cohn, M. A. (2008). Positive Emotion. In *Handbook of Emotion* (Vol. 48). The Guilford Press.
- Frijda, N. H. (2010). Impulsive action and motivation. *Biological Psychology*, 84(3), 190–199. <https://doi.org/10.1016/j.biopsych.2010.01.005>
- Gefen, D., & Straub, D. W. (1997). Gender Differences in the Perception and Use of E-Mail : An Extension to the Technology Acceptance Model. *MIS Quarterly*, 21(4), 389–400.
- Geng, L., & Li, X. (2018). An empirical study on the relationship between consumption emotions and brand loyalty. *Chinese Journal of Communication*, 4750, 1–22. <https://doi.org/10.1080/17544750.2018.1445118>
- Ghozali, I. (2013). *Aplikasi Analisis Multivariat dengan Program IBM SPSS 23*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2014). *Structural Equation Modeling Metode Alternatif dengan Partial Least Squares (PLS)* (IV). Semarang: Badan Penerbit Universitas Diponegoro.
- Guilford, J. P. (1956). The Guilford-Zimmerman Aptitude Survey 1. *The Personnel and Guidance Journal*. <https://doi.org/https://doi.org/10.1002/j.2164-4918.1956.tb01745.x>
- Guinaliu, M., & Flavian, C. (2005). The influence of virtual communities on distribution strategies in the internet. *International Journal of Retail and Distribution Management*, 33(6), 405–425. <https://doi.org/10.1108/09590550510600843>
- Hamid, A. A., Zaidi, F., Razak, A., Abu, A., & Salihin, W. (2016). The Effects Of Perceived Usefulness And Perceived Ease Of Use On Continuance Intention To Use E-Government. *Procedia Economics and Finance*, 35(October 2015), 644–649. [https://doi.org/10.1016/S2212-5671\(16\)00079-4](https://doi.org/10.1016/S2212-5671(16)00079-4)
- Harris, L. C., & Ezech, C. (2007). Servicescape and loyalty intentions : an empirical investigation. *European Journal of Marketing*, 42(January), 390–422. <https://doi.org/10.1108/03090560810852995>
- Haryono, S. (2017). *Metode SEM untuk Penelitian Manajemen AMOS Lisrel PLS*. Jakarta: Luxima Metro Media.
- Heijden, H. Van Der, Verhagen, T., & Creemers, M. (2003). Understanding online purchase intentions : contributions from technology and trust perspectives.

- European Journal of Information Systems*, 12(July 2000), 41–48.  
<https://doi.org/10.1057/palgrave.ejis.3000445>
- Hodge, R., & Jeffrey, S. (2007). Factors influencing impulse buying during an online purchase Factors Influencing Impulse Buying During an Online Purchase Transaction by Rebecca Hodge A thesis presented to the University of Waterloo in fulfillment of the thesis requirement for the degree. *Electronic Commerce Research*, 7(3), 367–379. <https://doi.org/10.1007/s10660-007-9011-8>
- Humbani, M., & Wiese, M. (2019). An integrated framework for the adoption and continuance intention to use mobile payment apps. *International Journal of Bank Marketing*. <https://doi.org/10.1108/IJBM-03-2018-0072>
- Junaidi, & Sfenrianto. (2015). A Model of Factors Influencing Consumer ' s Intention To Use E-Payment System in Indonesia. *Procedia - Procedia Computer Science*, 59(Iccsci), 214–220. <https://doi.org/10.1016/j.procs.2015.07.557>
- Kacen, J. J., & Lee, J. A. (2002). The Influence of Culture on Consumer Impulsive Buying Behavior. *Journal of Consumer Psychology*, 12(2), 163–176.  
[https://doi.org/10.1207/S15327663JCP1202\\_08](https://doi.org/10.1207/S15327663JCP1202_08)
- Katerattanakul, P. (2002). Framework Of Effective Web Site Design For Business-To-Consumer Internet Commerce BUSINESS-TO-CONSUMER INTERNET COMMERCE. *INFOR: Information Systems and Operational Research*, 40(1), 57–70. <https://doi.org/10.1080/03155986.2002.11732641>
- Khalifa, M., & Shen, K. N. (2007). System Design Effects on Online Impulse-Buying. *International Conference on Information Systems*, 110, 1–14.
- Kim, H., & Lennon, S. J. (2010). E-atmosphere, emotional, cognitive, and behavioral responses. *Journal of Fashion Marketing and Management*, 14(3), 412–428.  
<https://doi.org/10.1108/13612021011061861>
- Kotler, P. (1974). Atmospherics as a Marketing Tool. *Journal of Retailing*, 49(March).
- Kotler, P., & Keller, K. L. (2006). *Marketing Management* (12th editi). New Delhi: Prentice Hall of India Private Ltd.
- Laros, F. J. M., & Steenkamp, J. E. M. (2005). Emotions in consumer behavior : a hierarchical approach. *Journal of Business Research*, 58(December 2002), 1437–1445. <https://doi.org/10.1016/j.jbusres.2003.09.013>
- Leong, L., Jaafar, N. I., & Ainin, S. (2017). The effects of Facebook browsing and usage intensity on impulse purchase in f-commerce. *Computers in Human Behavior*. <https://doi.org/10.1016/j.chb.2017.09.033>
- Li, X., Chen, X., & Shi, J. (2019). The Influence of Online Personal Consumer Credit

- Products on Consumers ' Impulse Purchasing Intention — — A case study of Ant Credit Pay. *International Conference on E-Education, E-Business and E-Technology*, 59–66. [https://doi.org/https://doi.org/10.1145/3355166.3355179](https://doi.org/10.1145/3355166.3355179)
- Liu, L. (2004). The Technology Acceptance Model : A Meta-Analysis of Empirical Findings . The Technology Acceptance Model : A Meta-Analysis of Empirical Findings Qingxiong Ma ; Liping Liu Journal of Organizational and End User Computing ; Jan-Mar 2004 ; 16 , 1 ; ABI / IN. *Journal of Organizational and End User Computing*, 16(May 2014). <https://doi.org/10.4018/978-1-59140-474-3.ch006>
- Liu, Y., Li, H., & Hu, F. (2013). Website attributes in urging online impulse purchase : An empirical investigation on consumer perceptions. *Decision Support Systems*, 55(3), 829–837. <https://doi.org/10.1016/j.dss.2013.04.001>
- Lo, L. Y., Lin, S., & Hsu, L. (2016). Motivation for online impulse buying : A two-factor theory perspective. *International Journal of Information Management*, 36(5), 759–772. <https://doi.org/10.1016/j.ijinfomgt.2016.04.012>
- Madhavaram, S. R., & Laverie, D. A. (2004). Association for consumer research. *Association for Consumer Research*, 31, 59–66.
- Mano, H., & Oliver, R. L. (1993). Assessing of the and Dimensionality and Satisfaction Structure Evaluation , the Consumption Experience : Feeling ,. *Journal of Consumer Research*, 20(3), 451–466.
- Mehrabian, A., & Russell, J. A. (1974). The Basic Emotional Impact of Environments. *Perceptual and Motor Skills*, 38, 283–301.
- Miranda, Y. C. (2016). Kajian terhadap Faktor yang Mempengaruhi Impulse Buying dalam Online Shopping. *Kompetensi*, 10, 65–76.
- Moore, J. (1996). On the Relation Between Behaviorism and Cognitive Psychology. *The Journal of Mind and Behavior*, 17, 345–367.
- Moser, C., Schoenebeck, S. Y., & Resnick, P. (2019). Impulse Buying : Design Practices and Consumer Needs. *CHI Conference on Human Factors in Computing System Proceedings*, (d), 1–15. <https://doi.org/10.1145/3290605.3300472>
- Mummalaneni, V. (2005). An empirical investigation of Web site characteristics , consumer emotional states and on-line shopping behaviors. *Journal of Business Research*, 58, 526–532. [https://doi.org/10.1016/S0148-2963\(03\)00143-7](https://doi.org/10.1016/S0148-2963(03)00143-7)
- Parboteeah, D. V., Valacich, J. S., Wells, J. D., Valacich, J. S., & Wells, J. D. (2009). The Influence of Website Characteristics on a Consumer ' s Urge to Buy Impulsively The Influence of Website Characteristics on a Consumer ' s Urge to

- Buy Impulsively. *Information System Research*, 20(January 2019), 60–78.  
<https://doi.org/10.1287/isre.1070.0157>
- Park, E. J., & Kim, E. Y. (2008). Effects of Consume Tendencies and Positive Emotion on Impulse Buying Behavior for Apparel. *Journal of the Korean Society*, 32(No.6), 980–990.
- Pemayun, T. I. D. P., & Ekawati, N. W. (2016). Pengaruh Promosi, Atmosfer Gerai dan Merchandise terhadap Pembelian Impulsif pada Hardy's Mall Gatsu. *E-Jurnal Manjemen Unud*, 5(7), 4132–4160.
- Podoshen, J. S., & Andrzejewski, S. A. (2014). An Examination of the Relationships Between Materialism , Conspicuous Consumption , Impulse Buying , and Brand Loyalty An Examination of the Relationships Between Materialism , Conspicuous Consumption , Impulse Buying , and Brand Loyalty. *Journal of Marketing Theory and Practice*, (February 2015), 37–41.  
<https://doi.org/10.2753/MTP1069-6679200306>
- Prihantoro, W. P., Satria, A., & Hartoyo. (2018). The DETERMINANT FACTORS of BEHAVIOR in M-COMMERCE APPLICATION USAGE for ONLINE PURCHASING. *Indonesian Journal of Business and Entrepreneurship*, 4(2), 118–129. <https://doi.org/10.17358/IJBE.4.2.118>
- Rafaeli, A. (1989). When Clerks Meet Customers : A Test of Variables Related to Emotional Expressions on the Job. *Journal of Applied Psychology*, 74(3), 385–393.
- Rook, D. W., & Gardner, M. P. (1993). In the mood : Impulse buying ' s affective antecedents. *Research in Consumer Behavior*, 6(January 1993), 1–28.
- Rouibah, K., Abbas, H., & Rouibah, S. (2011). Technology in Society Factors affecting camera mobile phone adoption before e-shopping in the Arab world. *Technology in Society*, 33(3–4), 271–283.  
<https://doi.org/10.1016/j.techsoc.2011.10.001>
- Russell, J. A., & Mehrabian, A. (1977). Evidence for a Three-Factor Theory of Emotions. *Journal of Research in Personality*, 11, 273–294.
- Schiffman, L., & Kanuk, L. L. (1994). *Consumer Behavior* (5th editio). New Jersey: Prentice Hall.
- Schroder, T., Stewart, T. C., & Thagard, P. (2014). Intention , Emotion , and Action : A Neural Theory Based on Semantic Pointers. *Cognitive Science*, 38, 851–880.  
<https://doi.org/10.1111/cogs.12100>
- Solomon, M. R. (2006). *Consumer Behavior: Buying, Selling, and Being* (7th editio). New Jersey: Pearson Prentice Hall.

- Solomon, M. R., Marshall, G. W., & Stuart, E. W. (2018). *Marketing: Real People, Real Choices* (9th editio). New York: Pearson.
- Stern, H. (1962). The Significance of Impulse Buying Today. *Journal of Marketing*, 59–62.
- Sugiyono. (2004). *Metode Penelitian Bisnis*. Bandung: Alfa Beta.
- Supranto, J. (2003). *Statistik Teori dan Aplikasi* (Edisi Lima). Jakarta: Erlangga.
- Tella, A. (2011). Reliability and Factor Analysis of a Blackboard Course Management System Success : A Scale Development and Validation in an Educational Context. *Journal of Information Technology Education*, 10, 55–80.
- Tella, A., & Olasina, G. (2014). Predicting Users ' Continuance Intention Toward E-payment System : An Extension of the Technology. *International Journal of Information Systems and Social Change*, 5(March), 47–67.  
<https://doi.org/10.4018/ijissc.2014010104>
- Thong, J. Y. L., Hong, S., & Yan, K. (2006). The effects of post-adoption beliefs on the expectation-confirmation model for information technology continuance. *International Journal of Human-Computer Studies*, 64, 799–810.  
<https://doi.org/10.1016/j.ijhcs.2006.05.001>
- Venkatesh, V. (2000). Determinants of Perceived Ease of Use : Integrating Control , Intrinsic Motivation , Acceptance Model. *Information Systems Research*, 11(4), 342–365. <https://doi.org/http://dx.doi.org/10.1287/isre.11.4.342.11872>
- Venkatesh, V., & Davis, F. D. (1996). A Model of the Antecedents of Perceived Ease of Use : Development and Test. *Decision Science*, 27(3), 451–481.
- Venkatesh, V., & Davis, F. D. (2000). A Theoretical Extension of the Technology Acceptance Model : Four Longitudinal Field Studies. *Management Science*, 46(2), 185–204. <https://doi.org/https://doi.org/10.1287/mnsc.46.2.186.11926>
- Verhagen, T., & Dolen, W. Van. (2011). The influence of online store beliefs on consumer online impulse buying : A model and empirical application. *Information & Management*, 48(8), 320–327.  
<https://doi.org/10.1016/j.im.2011.08.001>
- <https://www.bi.go.id/>, diakses Mei 2020
- <https://www.kemenkeu.go.id/>, diakses Mei 2020
- <https://apjii.or.id/content/utama>, diakses Mei 2020

<https://databoks.katadata.co.id/datapublish/2020/09/09/shopeepay-kalahkan-ovo-gopay-saat-pandemi-corona#>, diakses September 2020.

<https://dailysocial.id/post/shopeepays-next-step-after-obtaining-e-money-license-by-bank-indonesia>, diakses Oktober 2020

<https://www.thejakartapost.com/paper/2020/11/08/shopeepay-most-popular-e-wallet-in-october.html>, diakses November 2020