

DAFTAR PUSTAKA

- Al-Emran, M., Arpacı, I., & Salloum, S. A. 2020. An empirical examination of continuous intention to use m-learning: An integrated model. *Education and information technologies*, 25(4), 2899-2918.
- Amoroso, D. L., dan Magnier-Watanabe, R. 2012. Building a research model for mobile wallet consumer adoption: the case of mobile Suica in Japan. *Journal of theoretical and applied electronic commerce research*, 7(1), 94-110.
- Azizah, N., Handavani, P. W., & Azzahro, F. 2018. Factors Influencing Continuance Usage of Mobile Wallets in Indonesia. In *2018 International Conference on Information Management and Technology (ICIMTech)* (pp. 92-97). IEEE.
- Basyar, K., & Sanaji, S. 2018. Pengaruh Persepsi Kemudahan dan Persepsi Manfaat Terhadap Niat Beli Ulang Secara Online dengan Kepuasan sebagai Variabel Intervening. *BISMA (Bisnis dan Manajemen)*, 8(2), 204-217.
- Bhattacherjee, A. 2001. Understanding information systems continuance: An expectation-confirmation model. *MIS quarterly*, 351-370.
- Bolton, R. N., & Drew, J. H. 1991. A multistage model of customers' assessments of service quality and value. *Journal of consumer research*, 17(4), 375-384.
- Chen, X. and Li, S. (2017), "Understanding continuance intention of mobile payment services: an empirical study", *Journal of Computer Information Systems*, Vol. 57 No. 4, pp. 287-298.
- Chitungo, S.K. and Munongo, S. 2013. Extending the technology acceptance model to mobile banking adoption in rural Zimbabwe, *Journal of Business Administration and Education*, Vol. 3 No. 1, pp. 51-79.
- Dana.id. 2020. Apa pun transaksinya selalu ada Dana. URL: <https://www.dana.id/>. Diakses pada 17 Agustus 2020.
- Davis, F.D. 1989. Perceived usefulness, perceived ease of use, and user acceptance of information technology, *MIS Quarterly*, Vol. 13 No. 3, pp. 319-340.
- Davis, F.D., Bagozzi, R.P. and Warshaw, P.R. 1989. User acceptance of computer technology: a comparison of two theoretical models, *Management Science*, Vol. 35 No. 8, pp. 982-1003.
- De Guinea, A. O., & Markus, M. L. 2009. Why break the habit of a lifetime? Rethinking the roles of intention, habit, and emotion in continuing information technology use. *Mis Quarterly*, 433-444.
- Erawan, Y. dan Pambudi, R. 2017. Analisis penerimaan dan penggunaan teknologi google drive secara berkelanjutan pada mahasiswa fakultas ekonomi dan bisnis unika atma jaya jakarta, *Jurnal Akuntansi* 2 (April), 191-205.

- Foroughi, B., & Iranmanesh, M. 2019. *Understanding the determinants of mobile banking continuance usage intention usage intention.* (August). <https://doi.org/10.1108/JEIM-10-2018-0237>.
- Gilani, M.S., Iranmanesh, M., Nikbin, D. and Zailani, S. 2017. EMR continuance usage intention of healthcare professionals, *Informatics for Health and Social Care*, Vol. 42 No. 2, pp. 153-165.
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. 2010. L.(2010). Multivariate data analysis. *Multivariate Data Analysis*. Pearson.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. 2013. Editorial Partial Least Square Structural Equation Modeling: Rigorous Applications, Better Results and Higher Acceptance. *elsevier*, 1-12.
- Hair Jr, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. 2014. Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European business review*.
- Hair Jr, J. F., Hult, G. T. M., Ringle, C., & Sarstedt, M. 2016. *A primer on partial least squares structural equation modeling (PLS-SEM)*. Sage publications.
- Hair, J.F. Jr, Hult, G.T.M., Ringle, C. and Sarstedt, M. 2017. A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM), 2nd ed., Sage Publication, Los Angeles, CA.
- Hassan, Z. A., Schattner, P., & Mazza, D. (2006). Doing a pilot study: why is it essential?. *Malaysian family physician: the official journal of the Academy of Family Physicians of Malaysia*, 1(2-3), 70.
- Hunt, Keith H. 1977. CS/D-Overview and Future Directions, in Conceptualization and Measurement of Consumer Satisfaction and Dissatisfaction, H. Keith Hunt, ed., Marketing Science Institute, Cambridge, MA.
- Iranmanesh, M., Zailani, S. and Nikbin, D. 2017. RFID continuance usage intention in health care industry, *Quality Management in Health Care*, Vol. 26 No. 2, pp. 116-123.
- Khayer, A., & Bao, Y. 2019. The continuance usage intention of Alipay. *The Bottom Line*.
- Kim, N.K., Rahim, N.F.A., Iranmanesh, M. and Foroughi, B. 2019. The role of the safety climate in the successful implementation of safety management systems, *Safety Science*, Vol. 118, pp. 48-56.
- Kumar, A., Adlakaha, A. and Mukherjee, K. 2018. The effect of perceived security and grievance redressal on continuance intention to use m-wallets in a developing country, *International Journal of Bank Marketing*, Vol. 36 No. 7, pp. 1170-1189.
- Liao, C., Palvia, P. and Chen, J.-L. 2009. Information technology adoption behavior life cycle: toward a technology continuance theory (TCT), *International Journal of Information Management*, Vol. 29 No. 4, pp. 309-320.

- Lim, S.H., Kim, D.J., Hur, Y. and Park, K. 2019. An empirical study of the impacts of perceived security and knowledge on continuous intention to use mobile fintech payment services, *International Journal of Human-Computer Interaction*, Vol. 35 No. 10, pp. 886-898.
- Madan, K., & Yadav, R. 2016. Behavioural intention to adopt mobile wallet: A developing country perspective. *Journal of Indian Business Research*, 8(3), 227–244.
- Minh, K.S., Zailani, S., Iranmanesh, M. and Heidari, S. 2019. Do lean manufacturing practices have negative impact on job satisfaction?, *International Journal of Lean Six Sigma*, Vol. 10 No. 1, pp. 257-274.
- Munoz-Leiva, F., Climent-Climent, S., & Liébana-Cabanillas, F. 2017. Determinants of intention to use the mobile banking apps: An extension of the classic TAM model. *Spanish Journal of Marketing-ESIC*, 21(1), 25-38.
- Natarajan, T., Balasubramanian, S.A. and Kasilingam, D.L. 2018. The moderating role of device type and age of users on the intention to use mobile shopping applications, *Technology in Society*, Vol. 53, pp. 79-90.
- Nascimento, B., Oliveira, T. and Tam, C. 2018. Wearable technology: what explains continuance intention in smartwatches?, *Journal of Retailing and Consumer Services*, Vol. 43, pp. 157-169.
- Nurdin, N. 2019. Understanding Digital Skill Use from The Technology Continuance Theory (TCT). 2019 6th International Conference on Information Technology, Computer and Electrical Engineering (ICITACEE), 1–6.
- Olsen, G. 2011. Persona Creation and Usage Toolkit. <http://www.interactionbydesign.com>.
- Park, C. K., Kim, H. J., & Kim, Y. S. 2014. A study of factors enhancing smart grid consumer engagement. *Energy Policy*, 72, 211-218.
- Peng, C., OuYang, Z. and Liu, Y. 2019. Understanding bike sharing use over time by employing extended technology continuance theory, *Transportation Research Part A: Policy and Practice*, Vol. 124, pp. 433-443.
- Rauniar, R., Rawski, G., Yang, J. and Johnson, B. 2014. Technology acceptance model (TAM) and social media usage: an empirical study on Facebook. *Journal of Enterprise Information Management*. Vol. 27 No. 1, pp. 6-30.
- Rezvani, A., Khosravi, P. and Dong, L. 2017. Motivating users toward continued usage of information systems: self-determination theory perspective, *Computers in Human Behavior*, Vol. 76, pp. 263-275.
- Sekaran, Uma. 2006. Metodologi Penelitian untuk Bisnis. Edisi 4. Buku 1. Jakarta: Salemba Empat.
- Shaikh, A.A. and Karjaluoto, H. 2015. Mobile banking adoption: a literature review, *Telematics and Informatics*, Vol. 32 No. 1, pp. 129-142.

- Shiau, W. L., & Chau, P. Y. 2016. Understanding behavioral intention to use a cloud computing classroom: A multiple model comparison approach. *Information & Management*, 53(3), 355-365.
- Stone, R. W., & Baker-eveleth, L. 2013. Computers in Human Behavior Students ' expectation , confirmation , and continuance intention to use electronic textbooks. *Computers in Human Behavior*, 29(3), 984-990. <https://doi.org/10.1016/j.chb.2012.12.007>.
- Sugiyono. 2010. Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D. Bandung: Alfabeta.
- Taylor, S. and Todd, P.A. 1995. Understanding information technology usage: a test of competing models. *Information Systems Research*. Vol. 6 No. 2, pp. 144-176.
- Tirto.id. 2020. Geliat Dana dibawah dominasi gopay dan ovo. URL: <https://tirto.id/geliat-dana-di-bawah-dominasi-gopay-dan-ovo-egmo>. Diakses pada 5 Mei 2020.
- Venkatesh, V., & Davis, F. D. 2000. A theoretical extension of the technology acceptance model: Four longitudinal field studies. *Management science*, 46(2), 186-204.
- Viva.co.id. 2020. Dompet digital ini makin jauh tinggalkan ovo dan gopay. URL: https://www.viva.co.id/digital/startup/1329250-dompet-digital-ini-makin-jauh-tinggalkan-gopay-dan-ovo?page=all&utm_medium=all-page.
- Weng, G.S., Zailani, S., Iranmanesh, M. and Hyun, S.S. 2017. Mobile taxi booking application service's continuance usage intention by users. *Transportation Research Part D: Transport and Environment*, Vol. 57, pp. 207-216.
- Wetzels, M., Odekerken-Schroder, G., van Oppen, C., 2009. Using PLS Path Modeling for assessing hierarchical construct models: guidelines and empirical illustration. *MIS Quart.* 33 (1), 177-195.