

DAFTAR PUSTAKA

- [1] B. Dwyer, J. Drayer, and S. L. Shapiro, "Proceed to Checkout? The Impact of Time in Advanced Ticket Purchase Decisions," *Sport Mark. Q.*, vol. 22, no. 3, pp. 166–180, 2013.
- [2] S. L. Shapiro, B. Dwyer, and J. Drayer, "Examining the Role of Price Fairness in Sport Consumer Ticket Purchase Decisions," *Hum. Mov. Sci.*, vol. 25, no. 14, pp. 227–240, 2016.
- [3] U. Rahardja, N. Azizah, and S. Dewi, "SISTEM PELAYANAN DUKUNGAN ROLE ONLINE SYSTEM TICKETING RAHARJA (ROOSTER) DENGAN MENGGUNAKAN E-TICKET," *CCIT J.*, vol. 7, no. 1, pp. 1–21, Sep. 2013, doi: 10.33050/ccit.v7i1.166.
- [4] V. Venkatesh, J. Y. L. Thong, and X. Xu, "CONSUMER ACCEPTANCE AND USE OF INFORMATION TECHNOLOGY: EXTENDING THE UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY," *vol. 36, no. 1, 2012.*
- [5] F. Audriyani and W. Meiranto, "PENERAPAN MODEL UTAUT 2 TERHADAP NIAT PENGGUNAAN ELECTRONIC PAYMENT SHOPEEPAY DI KOTA SEMARANG," *DIPONEGORO J. Account.*, vol. 12, no. 3, pp. 1–14, 2023.
- [6] G. Migliore, "Antecedents to the Adoption of Mobile Payment in China and Italy: an Integration of UTAUT2 and Innovation Resistance Theory," *Inf. Syst. Front.*, 2022.
- [7] Rr. P. I. Paramaeswari and R. Sarno, "Technology Acceptance Model Analysis of M-Banking Using UTAUT 2 Method;" presented at the 3rd International Conference on Business and Management of Technology (ICONBMT 2021), Surabaya, Indonesia, 2022. doi: 10.2991/aebmr.k.211226.009.
- [8] P. Nandru, M. Chendragiri, and S. S.A., "Factors affecting the adoption of mobile payment services during the COVID-19 pandemic: an application of extended UTAUT2 model," *J. Sci. Technol. Policy Manag.*, Dec. 2023, doi: 10.1108/JSTPM-03-2023-0044.
- [9] K. Laudon, J. Laudon, and A. Elragal, *Management Information Systems: Managing the Digital Firm*. 2013.
- [10] Bélanger and Crossler, "Privacy in the Digital Age: A Review of Information Privacy Research in Information Systems," *MIS Q.*, vol. 35, no. 4, p. 1017, 2011, doi: 10.2307/41409971.
- [11] M. Alhwaiti, "Acceptance of Artificial Intelligence Application in the Post-Covid Era and Its Impact on Faculty Members' Occupational Well-being and Teaching Self Efficacy: A Path Analysis Using the UTAUT 2 Model," *Appl. Artif. Intell.*, vol. 37, no. 1, p. 2175110, Dec. 2023, doi: 10.1080/08839514.2023.2175110.
- [12] J. E. Bartlet, J. W. Kotrlik, and C. Higgins, "Organizational Research Determining Appropriate Sample Size in Survey Research," *Inf. Technol. Learn. Perform.*, vol. 19, 2001.
- [13] A. S. Al-Adwan, R. M. S. Jafar, and D.-A. Sitar-Tăut, "Breaking into the black box of consumers' perceptions on metaverse commerce: An integrated model of UTAUT 2 and dual-factor theory," *Asia Pac. Manag. Rev.*, vol. 29, no. 4, pp. 477–498, Dec. 2024, doi: 10.1016/j.apmrv.2024.09.004.

- [14] K. Kana, “Factors that Affecting Continuance Intention to use E-ticketing on KRL JABODETABEK”.
- [15] M. M. Hakim, P. N. Sonia, G. Aryotejo, S. Adhy, Y. F. Ashari, and S. Alfarisi, “Factors Influencing the Use of Mobile Social Commerce Application with UTAUT2 Extended Model,” *J. Inf. Syst. Eng. Bus. Intell.*, vol. 10, no. 1, pp. 25–37, Feb. 2024, doi: 10.20473/jisebi.10.1.25-37.
- [16] A. Ispriandina and M. Sutisna, “FAKTOR-FAKTOR PENERIMAAN TEKNOLOGI YANG MEMENGARUHI INTENSI KONTINUITAS PENGGUNAAN MOBILE WALLET DI KOTA BANDUNG”.
- [17] A. M. Pramana and E. Suryani, “ANALISIS FAKTOR YANG MEMPENGARUHI ADOPSI DIGITAL BANKING DI INDONESIA MENGGUNAKAN MODEL UTAUT2,” *IDEALIS Indones. J. Inf. Syst.*, vol. 7, no. 1, pp. 31–40, Jan. 2024, doi: 10.36080/idealis.v7i1.3114.
- [18] M. Andre, N. R. Damayanti, A. Andri, and T. Ibadi, “Analisis Perbandingan Metode TAM dan UTAUT Terhadap Tingkat Penerimaan Pengguna Aplikasi Easy Access,” *J. Inf. Syst. Res. JOSH*, vol. 6, no. 1, pp. 240–250, Oct. 2024, doi: 10.47065/josh.v6i1.5964.
- [19] H. P. Ramiaji and R. Sanjaya, “Analysis of Acceptance of E-Wallet Technology using UTAUT 2,” *SISFORMA*, vol. 11, no. 1, pp. 28–35, Jun. 2024, doi: 10.24167/sisforma.v11i1.10667.
- [20] M. García De Blanes Sebastián, A. Azuara Grande, and J. R. Sarmiento Gude, “Understanding the use of travel and restaurant platforms through the UTAUT2 model,” *Br. Food J.*, vol. 126, no. 2, pp. 774–794, Jan. 2024, doi: 10.1108/BFJ-07-2023-0636.
- [21] Y. Zhu *et al.*, “Understanding Use Intention of mHealth Applications Based on the Unified Theory of Acceptance and Use of Technology 2 (UTAUT-2) Model in China,” *Int. J. Environ. Res. Public. Health*, vol. 20, no. 4, p. 3139, Feb. 2023, doi: 10.3390/ijerph20043139.
- [22] A. Prasetyo and W. Nursandi, “Analisis Minat Pengguna OTA Tiket.com di Indonesia Menggunakan Model Pendekatan Modifikasi UTAUT 2,” 2022.
- [23] A. A. Alalwan, Y. K. Dwivedi, and N. P. Rana, “Factors influencing adoption of mobile banking by Jordanian bank customers: Extending UTAUT2 with trust,” *Int. J. Inf. Manag.*, vol. 37, no. 3, pp. 99–110, Jun. 2017, doi: 10.1016/j.ijinfomgt.2017.01.002.
- [24] T. Escobar-Rodríguez and E. Carvajal-Trujillo, “Online purchasing tickets for low cost carriers: An application of the unified theory of acceptance and use of technology (UTAUT) model,” *Tour. Manag.*, vol. 43, pp. 70–88, Aug. 2014, doi: 10.1016/j.tourman.2014.01.017.
- [25] S. A. Mahardika and Y. Suhari, “PERCEIVED EASE OF USE AND PERCEIVED USEFULNESS ON THE INTENTION TO USE E-TICKETING FOOTBALL,” *J. TAM Technol. Accept. Model*, vol. 14, no. 1, p. 57, Jul. 2023, doi: 10.56327/jurnaltam.v14i1.1402.
- [26] M. N. Islam, “Factors affecting adoption of self-service E-ticketing technology: A study on heritage sites in Bangladesh,” *Heliyon*, vol. 9, no. 3, p. e14691, Mar. 2023, doi: 10.1016/j.heliyon.2023.e14691.
- [27] K. Klarissa, A. Josephine, and M. Kristanti, “Pemilihan destinasi kuliner melalui TikTok bagi Generasi Z di Indonesia: Model UTAUT2,” *J. Manaj. Bisnis Dan Kewirausahaan*, vol. 8, no. 3, pp. 718–732, May 2024, doi:

- 10.24912/jmbk.v8i3.28675.
- [28] M. B. Ali, R. Tuhin, M. A. Alim, M. Rokonuzzaman, S. M. Rahman, and M. Nuruzzaman, “Acceptance and use of ICT in tourism: the modified UTAUT model,” *J. Tour. Futur.*, vol. 10, no. 2, pp. 334–349, Jun. 2024, doi: 10.1108/JTF-06-2021-0137.
 - [29] S. Kim, H. Y. Yu, and H.-W. Lee, “Motivational determinants of digital ticketing: the mediating effect of service satisfaction and the moderating effect of psychological discomfort,” *Int. J. Sports Mark. Spons.*, vol. 23, no. 2, pp. 326–345, Apr. 2022, doi: 10.1108/IJSMS-12-2020-0239.
 - [30] A. R. Anggraini and N. A. Windasari, “Analysis of Customer’s Continuous Use of Maritime Transportation Mobile Ticketing Application,” *J. Teknol. Dan Sist. Inf. Bisnis*, vol. 6, no. 4, pp. 629–638, Oct. 2024, doi: 10.47233/jtekstis.v6i4.1465.
 - [31] K. Klarissa, A. Josephine, and M. Kristanti, “Pemilihan destinasi kuliner melalui TikTok bagi Generasi Z di Indonesia: Model UTAUT2,” *J. Manaj. Bisnis Dan Kewirausahaan*, vol. 8, no. 3, pp. 718–732, May 2024, doi: 10.24912/jmbk.v8i3.28675.
 - [32] E. M. Rogers, *Diffusion of innovations*, 5th ed. New York: Free Press, 2003.
 - [33] Muhammad Taufik Hidayat, Qurrotul Aini, and Elvi Fetrina, “Penerimaan Pengguna E-Wallet Menggunakan UTAUT 2 (Studi Kasus),” *J. Nas. Tek. Elektro Dan Teknol. Inf.*, vol. 9, no. 3, pp. 239–247, Aug. 2020, doi: 10.22146/v9i3.227.
 - [34] J. Hair, W. Black, B. Babin, and R. Anderson, *Multivariate Data Analysis: A Global Perspective*. 2010.
 - [35] K. K.-K. Wong, “Partial Least Squares Structural Equation Modeling (PLS-SEM) Techniques Using SmartPLS,” 2013.
 - [36] J. W. Creswell, *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. SAGE Publications, 2014. [Online]. Available: https://books.google.co.id/books?id=4uB76IC_pOQC
 - [37] R. M. Ryan and E. L. Deci, “Intrinsic and Extrinsic Motivations: Classic Definitions and New Directions,” *Contemp. Educ. Psychol.*, vol. 25, no. 1, pp. 54–67, Jan. 2000, doi: 10.1006/ceps.1999.1020.
 - [38] Y. Yoon and M. Uysal, “An examination of the effects of motivation and satisfaction on destination loyalty: a structural model,” *Tour. Manag.*, vol. 26, no. 1, pp. 45–56, Feb. 2005, doi: 10.1016/j.tourman.2003.08.016.
 - [39] A. Parasuraman and C. L. Colby, “An Updated and Streamlined Technology Readiness Index: TRI 2.0,” *J. Serv. Res.*, vol. 18, no. 1, pp. 59–74, Feb. 2015, doi: 10.1177/1094670514539730.
 - [40] F. D. Davis, R. P. Bagozzi, and P. R. Warshaw, “Extrinsic and Intrinsic Motivation to Use Computers in the Workplace¹,” *J. Appl. Soc. Psychol.*, vol. 22, no. 14, pp. 1111–1132, Jul. 1992, doi: 10.1111/j.1559-1816.1992.tb00945.x.
 - [41] Van Der Heijden, “User Acceptance of Hedonic Information Systems,” *MIS Q.*, vol. 28, no. 4, p. 695, 2004, doi: 10.2307/25148660.
 - [42] Venkatesh, Morris, Davis, and Davis, “User Acceptance of Information Technology: Toward a Unified View,” *MIS Q.*, vol. 27, no. 3, p. 425, 2003, doi: 10.2307/30036540.
 - [43] M. A. Mahfuz, L. Khanam, and W. Hu, “The Influence of Culture on

- M-Banking Technology Adoption : An Integrative Approaches of UTAUT2 and TAM,” *PICMET*, vol. 16, 2016.
- [44] K. Tamilmani, N. P. Rana, N. Prakasam, and Y. K. Dwivedi, “The battle of Brain vs. Heart: A literature review and meta-analysis of ‘hedonic motivation’ use in UTAUT2,” *Int. J. Inf. Manag.*, vol. 46, pp. 222–235, Jun. 2019, doi: 10.1016/j.ijinfomgt.2019.01.008.
- [45] K. K. Twum, D. Ofori, G. Keney, and B. Korang-Yeboah, “Using the UTAUT, personal innovativeness and perceived financial cost to examine student’s intention to use E-learning,” *J. Sci. Technol. Policy Manag.*, vol. 13, no. 3, pp. 713–737, Jan. 2022, doi: 10.1108/JSTPM-12-2020-0168.
- [46] N. Ain, K. Kaur, and M. Waheed, “The influence of learning value on learning management system use: An extension of UTAUT2,” *Inf. Dev.*, vol. 32, no. 5, pp. 1306–1321, Nov. 2016, doi: 10.1177/0266666915597546.
- [47] Ø. Sørebø, H. Halvari, V. F. Gulli, and R. Kristiansen, “The role of self-determination theory in explaining teachers’ motivation to continue to use e-learning technology,” *Comput. Educ.*, vol. 53, no. 4, pp. 1177–1187, Dec. 2009, doi: 10.1016/j.compedu.2009.06.001.
- [48] Y. H. Kim, D. J. Kim, and K. Wachter, “A study of mobile user engagement (MoEN): Engagement motivations, perceived value, satisfaction, and continued engagement intention,” *Decis. Support Syst.*, vol. 56, pp. 361–370, Dec. 2013, doi: 10.1016/j.dss.2013.07.002.
- [49] I. Etikan, “Sampling and Sampling Methods,” *Biom. Biostat. Int. J.*, vol. 5, no. 6, May 2017, doi: 10.15406/bbij.2017.05.00149.
- [50] Sugiyono, *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R* D. ALFABETA, 2013.
- [51] J. J. Tejada and J. R. B. Punzalan, “On the Misuse of Slovin’s Formula”.
- [52] “Just a moment...” Accessed: Jul. 05, 2025. [Online]. Available: https://www.researchgate.net/publication/240487314_The_Roles_of_Price_Performance_and_Expectations_in_Determining_Satisfaction_in_Service_Exchanges/citation/download?_tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19
- [53] S. J. Yoo, S. Han, and W. Huang, “The roles of intrinsic motivators and extrinsic motivators in promoting e-learning in the workplace: A case from South Korea,” *Comput. Hum. Behav.*, vol. 28, no. 3, pp. 942–950, May 2012, doi: 10.1016/j.chb.2011.12.015.
- [54] J. Nielsen, *Usability engineering*. Boston: Academic Press, 1993.
- [55] V. Venkatesh and H. Bala, “Technology Acceptance Model 3 and a Research Agenda on Interventions,” *Decis. Sci.*, vol. 39, no. 2, pp. 273–315, May 2008, doi: 10.1111/j.1540-5915.2008.00192.x.
- [56] J. F. Hair Jr, M. Sarstedt, L. Hopkins, and V. G. Kuppelwieser, “Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research,” *Eur. Bus. Rev.*, vol. 26, no. 2, pp. 106–121, Mar. 2014, doi: 10.1108/EBR-10-2013-0128.
- [57] I. Ghazali, *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro, 2011.
- [58] J. F. Hair, J. J. Risher, M. Sarstedt, and C. M. Ringle, “When to use and how to report the results of PLS-SEM,” *Eur. Bus. Rev.*, vol. 31, no. 1, pp. 2–24, Jan. 2019, doi: 10.1108/EBR-11-2018-0203.

- [59] B. Rogers, "Descriptive Analysis of Research Data," *AAOHN J.*, vol. 46, no. 5, pp. 266–267, May 1998, doi: 10.1177/216507999804600507.
- [60] D. N. Gujarati and D. C. Porter, *Basic Econometrics*. in Economics series. McGraw-Hill Irwin, 2009. [Online]. Available: <https://books.google.co.id/books?id=611CPgAACAAJ>
- [61] M. Sarstedt, C. M. Ringle, and J. F. Hair, "Partial Least Squares Structural Equation Modeling," in *Handbook of Market Research*, C. Homburg, M. Klarmann, and A. E. Vomberg, Eds., Cham: Springer International Publishing, 2020, pp. 1–47. doi: 10.1007/978-3-319-05542-8_15-2.
- [62] Ghozali, Imam., *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25*. Semarang: Badan Penerbit Universitas Diponegoro. 2018.
- [63] I. Ghazali, *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25*. Semarang: Badan Penerbit Universitas Diponegoro, 2018.
- [64] J. Cohen, *Statistical power analysis for the behavioral sciences*, 2. ed., Reprint. New York, NY: Psychology Press, 2009.
- [65] Willy Abdillah, Jogiyanto Hartono, "Partial least square (PLS) Alternatif structural equation modeling (SEM) dalam penelitian bisnis," *2015*, vol. 22, pp. 103–150.
- [66] J. Hair, C. L. Hollingsworth, A. B. Randolph, and A. Y. L. Chong, "An updated and expanded assessment of PLS-SEM in information systems research," *Ind. Manag. Data Syst.*, vol. 117, no. 3, pp. 442–458, Apr. 2017, doi: 10.1108/IMDS-04-2016-0130.
- [67] J. F. H. Jr, "PLS-SEM or CB-SEM: updated guidelines on which method to use".
- [68] Y. Z. F. Rahman, S. Mukaromah, and A. Faroqi, "Analisis Faktor Penerimaan Mobile Banking BTN Menggunakan UTAUT 2," *Jutisi J. Ilm. Tek. Inform. Dan Sist. Inf.*, vol. 13, no. 1, p. 622, Apr. 2024, doi: 10.35889/jutisi.v13i1.1876.
- [69] A. Parasuraman, "Technology Readiness Index (Tri): A Multiple-Item Scale to Measure Readiness to Embrace New Technologies," *J. Serv. Res.*, vol. 2, no. 4, pp. 307–320, May 2000, doi: 10.1177/109467050024001.
- [70] A. Parasuraman and C. L. Colby, "An Updated and Streamlined Technology Readiness Index: TRI 2.0," *J. Serv. Res.*, vol. 18, no. 1, pp. 59–74, Feb. 2015, doi: 10.1177/1094670514539730.
- [71] S. Campbell, M. Greenwood, S. Prior *et al.*, "Purposive sampling: complex or simple? Research case examples," *J. Res. Nurs.*, vol. 25, no. 8, pp. 652–661, 2020, doi: 10.1177/1744987120927206..