

- Investigate other luxury car dealers as a comparison.



Chapter 6 Bibliography

Rajah, R. (2018, August 15). *INDONESIA'S ECONOMY: BETWEEN GROWTH AND STABILITY*. Retrieved March 6, 2020, from Lowy Institute:

https://www.lowyinstitute.org/publications/indonesia-economy-between-growth-and-stability#_edn2

Wong, E. (2019, March 18). Retrieved March 9, 2020, from The Jakarta Post:

<https://www.thejakartapost.com/academia/2019/03/18/how-indonesians-embrace-the-digital-world.html>

Nguyen, H. (2019, October 9). *VOA*. Retrieved March 8, 2020, from VOA News:

<https://www.voanews.com/silicon-valley-technology/google-reports-highest-mobile-internet-use-asean-region>

DetikX. (2018, January 24). (I. Nugroho, Editor) Retrieved November 09, 2019, from

DetikX: <https://news.detik.com/x/detail/investigasi/20180124/Supercar-yang-Tak-Lagi-Meraung-/>

Alexander, H. B. (2017, March 02). (H. B. Alexander, Editor) Retrieved 11 09, 2019, from Kompas.com:

<https://properti.kompas.com/read/2017/03/02/200000621/jutawan.yang.tinggal.di.jakarta.sebanyak.27.100.orang>

Anshori, L. (2019, February 28). *DetikOto*. Retrieved December 6, 2019, from

DetikCom: <https://oto.detik.com/mobil/d-4447442/pencinta-ferrari-dkk-bekas-doyan-gonta-ganti-mobil-tiap-3-4-tahun>

Radón, A. (2012). Luxury Brand Exclusivity Strategies – An Illustration of a Cultural Collaboration . *Journal of Business Administration Research* , 1, 5.

Schinder & Jones 2012, & Kauser Saeed & Kamran Ahmed Siddiqui . (2016). Brand failure: Factor Analytic Findings. *Journal of Marketing Management and Consumer Behavior*, Vol. 1, Issue 3 (2016) 1-12 .

Siddiqui & Sibghatullah, 2014, & Kauser Saeed & Kamran Ahmed Siddiqui . (2016). Brand failure: Factor Analytic Findings . *Journal of Marketing Management and Consumer Behavior*, Vol. 1, Issue 3 (2016) 1-12 .

- Tolok, A. D. (2019, June 26). *otomotif*. Retrieved December 6, 2019, from Bisnis.com: <https://otomotif.bisnis.com/read/20190626/46/938032/pasar-supercar-makin-terpuruk-ini-penyebabnya>
- Tempo.com. (2019, February 27). *Otomotif*. (E. A. Wibowo, Editor) Retrieved December 6, 2019, from Tempo.com: <https://otomotif.tempo.co/read/1180144/supercar-bekas-di-tda-luxury-toys-dibanderol-mulai-rp-400-jutaan>
- Giuseppe Colella1, C. A.-R. (2019, september). Social Media Marketing and Luxury Consumption: A Literature Review . *International Journal of Marketing Studies; Vol. 11, No. 4; 2019* .
- Witte, R. S., & Witte, J. S. (2016). *Statistics* (11th Edition ed.). Hoboken, U.S.: Wiley.
- Saunders, M. N., Lewis, P., & Thornhill, A. (2016). *Research Methods For Business Students* (7th Edition ed.). Harlow, United Kingdom: Pearson Education Limited.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th Edition ed.). Chichester, United Kingdom: John Wiley & Sons.
- Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods* (12th Edition ed.). New York: McGraw-Hill Higher Education.
- Sujarweni, V. W. (2015). *SPSS untuk Penelitian*. Yogyakarta: Pustaka Baru Press.
- Deng, L., & Chan, W. (2017). Testing the Difference Between Reliability Coefficients Alpha and Omega. *Educational and Psychological Measurement* , 77 (2), 185–203.
- Ainiyah, N., Deliar, A., & Vitriana, R. (2016). The Classical Assumption Test To Driving Factors Of Land Cover Change In The Development Region of Northern Part of West Java. (pp. 205-210). Prague: XXIII ISPRS Congress.
- Stehlik-Barry, K., & Babinec, A. J. (2017). *Data Analysis with IBM SPSS Statistics* (1st Edition ed.). Birmingham, United Kingdom: Packt Publishing Ltd.
- Anderson, D. R., Sweeney, D. J., Williams, T. A., Camm, J. D., & Cochran, J. J. (2017). *Essentials of Statistics for Business and Economics* (8th Edition ed.). Boston, USA: Cengage Learning.
- IHS Markit Automotive Expert. (2012, April 3). *IHS Markit*. Retrieved April 20, 2020, from <https://ihsmarkit.com/research-analysis/what-drives-loyalty-among-luxury-automotive-buyers.html>

Alev Kocak Alan, I. D. (2016). What Influences the Repurchase Intention for Luxury Brands?-The Relative Impacts of Luxury Value Dimensions . *ISSN* .

Hair, J. F., Babin, B. J., Anderson, R. E., & Black, W. C. (2018). *Multivariate Data Analysis* (8th Edition ed.). Andover, United Kingdom: Cengage Learning (EMEA) Limited.

Rayanti, D. (2018, September 06). Retrieved May 30, 2020, from Detikoto:
<https://oto.detik.com/mobil/d-4200208/gaikindo-kategori-mobil-mewah-belum-jelas>

David, J., & Gantori, S. (2018). *Shifting Asia: The road to cashless societies*. UBS AG.

Non Tunai. (2014). *Mengenal GNNT*. Retrieved from
<http://www.nontunai.com/kenali/mengenal-gnnt/>

Adikara, H. (2017, August 7). *Unleashing Indonesia's digital economy potential*. Retrieved from <http://www.thejakartapost.com/academia/2017/08/07/unleashing-indonesias-digital-economy-potential.html>

Wulandari, D., Soseco, T., & Narmaditya, B. (2016). Analysis of the Use of Electronic Money in Efforts to Support the Less Cash Society. *International Finance and Banking* , 3 (1).

Ika, A. (2018, January 16). *Kompas*. Retrieved from
<https://amp.kompas.com/ekonomi/read/2018/01/16/210000526/perkembangan-industri-fintech-di-2017-dalam-kacamata>

Bank Indonesia. (2018, September 26). *Payment System License Information*. Retrieved from <https://www.bi.go.id/en/sistem-pembayaran/informasi-perizinan/uang-elektronik/penyelenggara-berizin/Pages/default.aspx>

Gosta, D., Utami, D., & Dewi, F. (2018, June 4). Adrian Suherman: Jangan Bersaing, Mending Kerja Sama. *Bisnis Indonesia* .

KPMG Siddharta Advisory. (2017). *Retail payments in Indonesia : Who will drive the cashless revolution?* Indonesia: KPMG Indonesia.

Cravens, D., & Piercy, N. (2013). *Strategic Marketing* (10th Edition ed.). New York: McGraw-Hill Irwin.

Shatskikh, A. (2013). *Consumer acceptance of Mobile Payments in Restaurants*. University of South Florida Scholar Commons.

- Laucereno, S. (2017, December 6). *Masyarakat RI Masih Nyaman Belanja Pakai Uang Tunai*. Retrieved from <https://finance.detik.com/moneter/d-3757175/masyarakat-ri-masih-nyaman-belanja-pakai-uang-tunai>
- PT. Visionet Internasional. (2018). *Eat More, Get More*. Retrieved from https://www.ovo.id/cashback?utm_source=INSTAGRAM&utm_medium=Organic&utm_campaign=cashback_30_all_04102017_1100
- Soo, Z. (2018, October 11). Online payments still a challenge for Southeast Asia's tech players. *South China Morning Post* .
- Statista. (2018). *FINTECH REPORT 2018 - DIGITAL PAYMENTS*. Statista Digital Market Outlook - Segment Report.
- Desk Editor Insider. (2018, April 5). *Opportunities and Challenges of Digital Payment Industry in Indonesia*. Retrieved from <https://theinsiderstories.com/opportunities-and-challenges-of-digital-payment-industry-in-indonesia/>
- Groth, C. (2015). Money in macroeconomics. In *Lecture Notes in Macroeconomics* (pp. 645-660). Mimeo, Inc.
- Hanif, M., & Mukherjee, A. (2015). *Financial Accounting* (2nd Edition ed.). India: McGraw-Hill Education (India) Private Limited.
- Rajanna, D. (2018). Growth Of Cash-Less Transactions In India: Challenges And Prospects. *International Journal of Engineering Development and Research* , 6 (1), 199-204.
- Kumari, D., & Khanna, J. (2017). Cashless Payment: A Behaviourial Change To Economic Growth. *International Journal of Scientific Research And Education* , 5 (7), 6701-6710.
- Dave, R., & Thanawala, H. (2016, November 23). *3 types of cashless transaction options via prepaid payment instruments for you* . Retrieved from <https://economictimes.indiatimes.com/wealth/spend/a-look-at-various-cashless-options/articleshow/55508641.cms>
- Department of Payment and Settlement Systems. (2013). *Real Time Gross Settlement (RTGS) System Regulations, 2013*. India: Reserve Bank of India.
- Humbani , M., & Wiese, M. (2017). A Cashless Society for All: Determining Consumers' Readiness to Adopt Mobile Payment Services. *JOURNAL OF AFRICAN BUSINESS* , 19 (3), 409-429.

Parekh, R. (2018, April 17). *10 Best Cashless Payment methods*. Retrieved from <https://moneyexcel.com/15775/10-best-cashless-payment-methods>

Committee on Banking, Housing, and Urban Affairs. (2015). *Developing the Framework for Safe and Efficient Mobile Payments: Hearing Before the Committee on Banking, Housing, and Urban Affairs, United States Senate, One Hundred Twelfth Congress, Second Session, on Examining the Framework for Safe and Efficient Mobile Payments, March 29 and July 10, 2012.* (p. 231). U.S.: U.S. Government Printing Office.

Taylor, E. (2016). Mobile payment technologies in retail: a review of potential benefits and risks. *International Journal of Retail & Distribution Management* , 44 (2), 159–177.

Ferrell, O. C., Hirt, G. A., & Ferrell, L. (2017). *Business : A Changing World* (11th Edition ed.). Ohio, U.S.: McGraw-Hill Higher Education.

Siegert, L. (2014). *Sustainable development approaches in the food and beverage industry: A comparison between Nestlé SA and Kraft Foods Inc.* Edinburgh: Anchor Academic Publishing.

Gao, S., Krogstie, J., & Siau, K. (2011). Developing an instrument to measure the adoption of mobile services. *Mobile Information Systems* , 7 (1), 45–67.

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly* , 13 (3), 319-340.

Morosan, C. (2014). Toward an integrated model of adoption of mobile phones for purchasing ancillary services in air travel. *International Journal of Contemporary Hospitality Management* , 26 (2), 246-271.

Kucukusta, D., Law, R., Besbes, A., & Legohérel, P. (2015). Re-examining perceived usefulness and ease of use in online booking. *International Journal of Contemporary Hospitality Management* , 27 (2), 185 - 198.

Tee, H.-H., & Ong, H.-B. (2016). Cashless payment and economic growth. *Financial Innovation* , 2 (4), 1-9.

Fishbein, M., & Ajzen, I. (1975). *Belief, attitude, intention and behaviour: An introduction to theory and research*. Philippines: Addison-Wesley Pub. Co.

Liébana-Cabanillas, F., Luna, I. R., & Montoro-Ríos, F. J. (2015). User behaviour in QR mobile-payment system: The QR payment acceptance model. *Technology Analysis & Strategic Management* , 27 (9), 1031–1049.

Blackwell, R. D., Miniard, P. W., & Engel, J. F. (2012). *Consumer Behavior* (11th Edition ed.). Singapore: Cengage Learning Asia.

Kotler, P. T., & Armstrong, G. (2017). *Principles of Marketing* (17th Edition ed.). USA: Pearson Higher Education.

Kreyenhagen, J. (2018, August 30). *Why Catering To Mobile Users Is Vital For Today's Services*. Retrieved from

<https://www.forbes.com/sites/forbescommunicationscouncil/2018/08/30/why-catering-to-mobile-users-is-vital-for-todays-services/#9a939e6736a9>

Thompson, J. (2017). *Principles of Marketing*. Larsen and Keller Education.

Porral, C. C., & Stanton, J. L. (2018). *Principles of marketing*. Madrid, Spain: ESIC Editorial.

Wu, J., Liu, L., & Huang, L. (2017). Consumer acceptance of mobile payment across time: Antecedents and moderating role of diffusion stages. *Industrial Management & Data Systems*, 117 (8), 1761-1776.

Braga, F. D., Isabella, G., & Mazzon, J. A. (2013, September 11). Do Digital Wallets as a Payment Method Influence Consumer in Their Buying Behavior? *XXXVII Encontro da ANPAD*.

Capgemini Financial Services Analysis. (2018). *World Payments Report 2018*. Capgemini and BNP Paribas.

Agarwal, S. (2019, February 13). Mobile payments have positive impact on business growth. *The Business Times*.

Okereke, D. (2017). *Factors Driving Mobile Payment Adoption: Benefits, Challenges & Opportunities*. Newport: University of South Wales.

Kemp, S. (2019). *Global Digital Report 2019*. We Are Social and Hootsuite.

Raghavan, V. (2019, February 28). *Alexa, Did Any Of My Clients Add Cash Last Week?* Retrieved from <https://www.forbes.com/sites/forrester/2019/02/28/alexa-did-any-of-my-clients-add-cash-last-week/#46165f46d4eb>

International Monetary Fund. (2012, September). *What Is Money?* Retrieved from <https://www.imf.org/external/pubs/ft/mfs/manual/index.htm>

Arnold, R. A. (2018). *Macroeconomics* (13th Edition ed.). Cengage Learning.

Dieterle, D. A. (2017). *Economics: The Definitive Encyclopedia from Theory to Practice* (Vol. 4). Santa Barbara, California, USA: ABC-CLIO, LLC.

- Dieterle, D. A., & Simmons, K. M. (2014). *Government and the Economy: An Encyclopedia*. Santa Barbara, California, USA: ABC-CLIO, LLC.
- Glaeser, S. C. (2015). *Economic Analysis of Cryptographic Currencies on the Basis of Bitcoin*. Munich, Germany: GRIN Verlag.
- Grant, S. (2018). *Cambridge IGCSE® and O Level Economics Coursebook* (2nd Edition ed.). Cambridge, United Kingdom: Cambridge University Press.
- Hoang, P., & Ducie, M. (2018). *Cambridge IGCSE and O Level Economics* (2nd Edition ed.). London, United Kingdom: Hachette UK.
- Lannoye, V. (2018). *The History of Money for Understanding Economics* (2nd Edition ed.). California, USA: CreateSpace Independent Publishing Platform.
- Singh, D., Singh, D. K., & Chauhan, S. (2016). *Accountancy*. Delhi, India: SBPD Publications.
- Nazeer, Z. (2015, July 1). Indonesia makes rupiah mandatory for all transactions. *The Strait Times* .
- Rommann, R. (2014, January 23). *Cash Is Trash: The Future of Mobile Payment*. Retrieved from <https://www.forbes.com/sites/teconomy/2014/01/23/cash-is-trash-the-future-of-mobile-payment/#2a34cbd15962>
- Marria, V. (2018, December 21). *What A Cashless Society Could Mean For The Future*. Retrieved from <https://www.forbes.com/sites/vishalmarria/2018/12/21/what-a-cashless-society-could-mean-for-the-future/#184f789f3263>
- Johnson, A., & Joseph, D. (2017). *Mobile Payments and End Users' Sensitivity to Information Disclosure*. Columbus: American Society for Engineering Education.
- MobGen. (2015). *The Mobile Payments Landscape and Its Opportunities* . Amsterdam: MobGen B.V.
- Phonthanakitithaworn, C., Sellitto, C., & Fong, M. W. (2016). An investigation of mobile payment (m-payment) services in Thailand. *Asia-Pacific Journal of Business Administration* , 8 (1), 37-54.
- Davidson, A., & Kehl, D. (2015, February 9). *Build an Internet for everyone, everywhere*. Retrieved from <https://edition.cnn.com/2015/02/09/opinion/davidson-kehl-internet-everywhere/index.html>
- Aydin, G., & Burnaz, S. (2016). Adoption of Mobile Payment Systems: A Study On Mobile Wallets. *Journal of Business, Economics and Finance* , 5 (1), 73-92.

Wang, Y., Hahn, C., & Sutrave, K. (2016). Mobile Payment Security, Threats, and Challenges. *2016 Second International Conference on Mobile and Secure Services (MobiSecServ)*. Gainesville: IEEE.

Solomon, M. R. (2018). *Consumer Behavior: Buying, Having, and Being* (12th Edition ed.). Boston: Pearson.

Teng, P. K., Ling, T. J., & Seng, K. K. (2018). Understanding Customer Intention to Use Mobile Payment Services in Nanjing, China. *International Journal of Community Development & Management Studies* , 2, 49-60.

Mothersbaugh, D. L., & Hawkins, D. I. (2015). *Consumer Behavior: Building Marketing Strategy* (13th Edition ed.). New York: McGraw-Hill Education.

Worldpay, Inc. (2018). *Worldpay 2018 Global Payments Report*. Cincinnati: Worldpay, Inc.

Bepari, S. (2019, March 5). *Mobile Wallet Usage Mapped: Brits Have the Third Highest E-Wallet Usage in the World*. Retrieved from <http://technologymagazine.org/mobile-wallet-usage-mapped/>

Mulyana, C. (2018, December 13). Digitalisasi Industri Makanan dan Minuman Pacu Kontribusi. *Media Indonesia* .

Putra, D. A. (2018, December 19). Industri Manufaktur Masih Jadi Penyumbang Pertumbuhan Ekonomi Terbesar di 2018. *Merdeka* .

Walker, J. R. (2017). *Restaurant Concepts, Management, and Operations* (8th Edition ed.). Hoboken, New Jersey, USA: Wiley.

Gordon, R. T., & Brezinski, M. H. (2016). *The Complete Restaurant Management Guide* (Reprint ed.). London, England: Routledge.

Dixon, D. P., Miscuraca, J. A., & Koutroumanis, D. A. (2018). Looking Strategically to the Future of Restaurants: Casual Dining or Fast Casual? *Entrepreneurship Education and Pedagogy 2018* , 1 (1), 102-117.

Liébana-Cabanillas, F., Luna, I. R., & Montoro-Ríos, F. (2017). Intention to use new mobile payment systems: a comparative analysis of SMS and NFC payments. *Economic Research-Ekonomska Istraživanja* , 30 (1), 892-910.

Mun, Y. P., Khalid, H., & Nadarajah, D. (2017). Millennials' Perception on Mobile Payment Services in Malaysia. *4th Information Systems International Conference 2017*. 124, pp. 397–404. Bali: Procedia Computer Science.

- Ramya, N., & Ali, D. M. (2016). Factors Affecting Consumer Buying Behavior. *International Journal of Applied Research 2016* , 2 (10), 76-80.
- Cristobal, M. A., Malayang, J. C., Sampan, M. T., & Solina, M. E. (2018). *A Research Study on the Effects of Cashless Transactions on People's Spending Behavior*. Manila: SMIT.
- Schierz, P. G., Schilke, O., & Wirtz, B. W. (2010). Understanding consumer acceptance of mobile payment services: An empirical analysis. *Electronic Commerce Research and Applications* , 9 (2), 209–216.
- Musa, A., Khan, H. U., & AlShare, K. A. (2015). Factors influence consumers' adoption of mobile payment devices in Qatar. *International Journal of Mobile Communications* , 13 (6), 670–689.
- Walfajri, M. (2019, March 4). Bermitra dengan Tokopedia, jumlah pengguna OVO naik lebih dari 400%. (H. Kartika, Ed.) *Kontan* .
- Bell, E., Bryman, A., & Harley, B. (2018). *Business Research Methods* (5th Edition ed.). Oxford, United Kingdom: Oxford University Press.
- Qolbi, N. (2019, January 30). OVO sebut 230.000 UMKM sudah memakai QR Code. (A. Husaini, Ed.) *Kontan* .
- Kure, E. (2019, Februari 13). Pengguna OVO Sudah Capai 115 Juta. *Investor Daily* .
- Kure, E. (2018, October 30). OVO Raih 2 Penghargaan Asia Pasifik. *Investor Daily* .
- JAKPAT. (2018). *Mobile Payment in Indonesia 2018*. Yogyakarta: JAKPAT.
- Movanita, A. N. (2018, 12 20). Dalam Setahun, Pengguna OVO Melonjak 400 Persen. (E. Djumena, Ed.) *Kompas* .
- FT Confidential Research. (2018, December). *Indonesian mobile payments set for cross-platform boom*. Retrieved from <https://app.ft.com/content/e9a50f6c-037a-11e9-99df-6183d3002ee1>
- Punwatar, S., & Verghese, D. (2018). Adaptation of e-Wallet Payment: An Empirical Study on Consumers' Adoption Behavior in Central India. *International Journal of Advanced in Management, Technology and Engineering Sciences* , 8 (3), 1147-1156.
- Ozturk, A. B. (2016). Customer acceptance of cashless payment systems in the hospitality industry. *International Journal of Contemporary Hospitality Management* , 28 (4), 801-817.