

Original Research Article

Antecedents of Online Purchasing Intentions for Skintific Skincare Brand on the Social Commerce Platform

ABSTRACT

Aims: This study aims to examine the online purchase intention triggering factors and to explore the mediating effect of online trust on social commerce (s-commerce) about Skintific TikTok Shop.

Study design: A quantitative approach using online questionnaires by a six-point Likert scale measurement.

Place and Duration of study: This study was conducted in Indonesia via online between November and December 2022.

Methodology: We involved 217 respondents (194 females, 23 males) who use TikTok and know the Skintific brand. Furthermore, the data were analyzed using PLS-SEM by SmartPLS 3. Discriminant and convergent validity tests, as well as reliability tests, were conducted to see the measurement model's feasibility. In addition, the structural model is also examined to support hypothesis testing.

Results: All hypotheses related to a direct relationship to online purchase intention are supported except for social interaction, which is shown by the P value of .64 and T value of .472, which is far from standard. Thus, online purchase intention has three main predictors in this study: transaction safety, online trust, and consumer engagement. Moreover, the results also expose the mediating role of online trust in the relationship between social interaction ($P = .02$) and consumer engagement ($P = .00$) to online purchase intentions.

Conclusion: This study explains the triggering factors for online purchase intentions and the critical role of online trust in consumer purchasing decisions on TikTok, especially in the context of Skintific brand skincare products. This study can be a significant consideration for sellers in the TikTok Shop to understand these predictor factors to increase the likelihood of consumer purchases. Even so, further research is needed to examine online purchase intentions at the TikTok shop more deeply, which needs to be reviewed from time to time to reflect actual purchases.

Keywords: Social interaction; Transaction safety; Consumer engagement; Online Trust; Online Purchase Intention; Social commerce; TikTok Shop.

1. INTRODUCTION

The way to do online commerce has changed with the evolution of web 2.0 technology and social media [1]. This phenomenon is indicated by e-commerce amid interaction traffic on social networking sites by bringing up a duality of functions called social commerce or s-commerce. This duality combines transactional aspects in e-commerce and social interaction on social networking [2]. It can be an excellent opportunity to support business development through the popularity of social media [3]. Based on We Are Social [4] report, global social media users have reached 4.7 billion as of July 2022, reaching around 59% of the total global population. It shows that social media is one of the vital communication

channels to describe the dense traffic of interactions in it which can be used to monitor s-commerce growth. Thus, companies can use social media to communicate with consumers to increase company sales [2].

The existence of s-commerce (such as Facebook Marketplace, TikTok Shop, and others) has forced companies to face new challenges in how person purchase [5]. Given this issue, according to Molinillo et al. [6], user participation in social media for s-commerce is crucial. It is because most studies show that customers are considered the main factor motivating s-commerce development [7]. For this reason, companies involved in s-commerce need to understand things that can stimulate user participation, such as purchase intentions. Akram et al. [8] describe online purchase intention as a desire that consumers have to purchase products and/or services online. Various factors influence online purchase intention in the context of s-commerce. For example, social interaction [2; 9; 10; 11], consumer engagement [2; 8], transaction safety [1; 12; 13], trust [1; 2; 9; 14], and others. Nonetheless, an in-depth study of the duality of s-commerce is still needed to understand the factors that motivate someone to purchase [2].

S-commerce has been designed to promote business with social interactions conducive to commercial activities involving users [15]. Online social interaction is communication and information exchange activities via the internet by involving consumers and companies [16]. Meanwhile, Busalim et al. [17] interpret social interaction in s-commerce as the interaction between fellow consumers. The interactions can take the form of recommendation systems, reviews, ratings, community development and virtual forums [18]. It gives consumers access to more information [19]. As a result, the social interactions among users tend to influence the intent of purchasing decisions [20].

Several empirical studies have proven the positive relationship between social interaction and online purchase intention in s-commerce [9; 2; 21; 22]. Social interaction is a driving force for one's behaviour when referring to social interaction theory [19]. Furthermore, Hajli [9] stated that social interaction process in s-commerce produces regular interconnections among users to support purchasing decisions. Sharing experiences of social interaction strongly influences the users' purchase intention decisions [21]. Prior research confirmed that the social interaction could influence purchasing decisions without being mediated by trust [2]. Thus, social interactions in s-commerce influence consumer intentions to purchase online.

Businesses in the s-commerce era make consumer response to products a central role in marketing strategies that allow consumers to criticize, flatter, assess, and rate products [23]. It makes one of the keys to success in s-commerce by increasing consumer engagement [24; 25]. According to Akram et al. [8], consumer engagement is a process of experience interactivity from attachment to s-commerce sites and fellow community members. Meanwhile, Lee et al. [24] stated that consumer engagement is a dynamic and repetitive emotional state. This situation is can sometimes stimulate the effectiveness of the transfer of meaningful information and assist consumers in making decisions, such as purchasing intention.

The positive relationship between consumer engagement and online purchase intention has been widely discussed in the literature in the context of social commerce [8; 23; 26]. Consumer engagement is positioned to build commitment in meaningful relationships between users and brands to motivate their purchasing decisions [25]. Conversely, Dabbous et al. [2] finding shows that consumer engagement has no direct effect on purchasing decisions. In fact, empirical studies suggest companies optimize their strategy by triggering

consumer attachment to social commerce sites to increase consumer purchasing potential [17].

Previous studies emphasized the positive relationship between online trust and online purchase intentions in a social commerce environment [1; 2; 9; 14]. Consumer trust is considered to have an essential role in s-commerce trends [27; 28; 29]. It is because the absence of face-to-face interaction forms online seller behaviour that is unpredictable and tends to be opportunistic [30]. Thus, s-commerce is very complex and full of social uncertainty. Therefore, trust helps reduce concerns about risks in social commerce [31] and controls the possibility of opportunistic behaviour due to the lack of regulation in online transactions through social commerce [3]. According to Attar et al. [32], trust is a strong belief in something and can later influence the individual's actions, such as purchasing intention. Studies on Chinese s-commerce websites prove that online trust plays a significant role in promoting purchase intentions [33]. However, trust usually mediates other elements in fostering purchase intentions. Furthermore, online trust in social commerce will strengthen users' social shopping intentions [34].

The significant influence of trust on online purchase intentions makes factors triggering trust a thing to consider. Several studies have proven online trust antecedents in the context of s-commerce, such as social interaction [35; 36; 37; 38; 39], transaction safety [12; 29; 36; 40], and consumer engagement [2; 41; 42]. Social interactions in social commerce (such as the use of rating and review features to share information) will directly affect user trust, reflecting the quality of the relationship with the brand [43]. Instead, research by Yahia et al. [7] showed results beyond expectations by showing that social interaction with sellers can reduce consumer trust. In fact, social interaction can foster consumer trust in sellers [35]. Meanwhile, user trust is also influenced by transaction safety [29]. Transaction safety offers consumers a high level of security during online transactions [37; 44], which certainly plays a vital role in building their trust in the online environment [37]. Besides, millennial consumers will have high trust if their transactions are safe and protected [40]. Furthermore, Prentice et al. [45] stated that consumer engagement could influence online trust in brands, which can be seen from their involvement in consumers' emotional, psychological, and behavioral aspects toward brands. In addition, Islam & Rahman [41] suggests that companies need to develop consumer engagement by uploading informative content to foster user online trust.

Prior empirical studies have proven the mediating role of online trust in the driving factors of purchase intentions. Some emphasize its effect on the relationship between social interaction [11; 46; 47] and consumer engagement [2; 8] to online purchase intention. Consumers use social commerce constructs (such as ratings and reviews, as well as forums and communities) to interact with their peers, increasing their confidence and leading to purchase intention [47]. It is also confirmed by Tahir & Khan [11] that online reviews in social commerce can influence a person's trust, which in turn has an impact on his purchase intention. In addition, social interaction will impact attitudes and beliefs, leading to consumer behaviour in deciding which product to buy [46]. Online trust does not only mediate the effect between social interaction to purchase intention but also consumer engagement. Trust can partially mediate the relationship between consumer engagement and purchase intention [2]. Furthermore, other research states that managing consumer engagement needs to be considered to build trust in brands, and trigger purchase intention [42; 48]. Moreover, a study shows that consumer engagement will affect their trust in brands that, led to the tendency of consumers purchasing decisions in s-commerce. [49]. Thus, the mediating effect of online trust is interesting to be explored.

In Indonesia, transactions through social media are becoming a trend, one of which is purchasing skincare products. In addition, the business in the cosmetics industry (such as

skincare products) is experiencing rapid growth, which shows the high consumption and demand for skincare products in Indonesia. The Food and Drug Monitoring Agency (BPOM) recorded an increase in the number of cosmetic industry companies in Indonesia, reaching 20.6% with 913 companies as of July 2022 [50]. In addition, the Populix survey [51] as of August 2022 shows that the majority of Indonesian consumers buy skincare products through online channels, such as e-commerce (57%) and social media (3%). The percentage of purchases through e-commerce is still superior to purchases via social media. It is because transactions through social media are still in the early stages of development in Indonesia. Nonetheless, it is projected that purchases through social media will continue to increase, with the TikTok Shop being the most used platform [52].

There is a great deal of research on purchase intention and the mediating effects of trust. Despite this, most existing research has yet to discuss the relationship between variables thoroughly, and the research results are often different. Besides, the variables of purchase intention and trust used in previous research are often generalized. In this regard, the authors are interested in further examining antecedents of online purchase intentions and the mediating effect of online trust through the s-commerce duality. Thus, there are several exiting variables to study: the effect of social interaction, transaction safety, consumer engagement, and online trust on online purchase intentions.

This study aims to examine factors driving online purchase intention and the mediating role of online trust in the context of s-commerce for Skintific skincare products. It is examined by explaining factors such as social interaction, transaction safety, and consumer engagement mediated by online trust to motivate online purchase intentions for skin care products through s-commerce TikTok Shop. So, this research is expected to answer questions about the factors that form the online trust that can impact online purchase intentions in social commerce, especially the TikTok Shop?

2. METHODOLOGY

2.1 Measurement

A causal study is used to examine the causal relationship between related variables by conducting hypothesis testing. A quantitative approach by distributing online questionnaires via Google form is used as the primary data. The overall measurement of questionnaires adapted from [1; 2] with the six-Likert-scale values that aim to determine the tendency of respondents' responses to the questions asked to avoid bias. As stated by Taherdoost [53], a six-point scale is most suitable for use if there is a need to direct the respondent on one side of the response. Six-point Likert scale assessment consists of strongly disagree (1), disagree (2), somewhat disagree (3), somewhat agree (4), agree (5), and strongly agree (5).

2.2 Sampling and Data Collection

The sample of this research is the TikTok users in Indonesia who know the Skintific brand. The convenience sampling method is used as a sampling technique that allows the author to distribute questionnaires to people who match the respondent's criteria at random via social media such as Whatsapp, Twitter and TikTok. The use of this method aims to facilitate the authors in obtaining research samples. A pilot test of 40 respondents was conducted before the online questionnaire was distributed to the original respondents of this study. The results show that the questionnaire can be distributed without further adjustments. Finally, this study managed to collect samples from 217 respondents to be examined.

2.2 Data Analysis Techniques

Partial Least Square-Structural Equation Modelling (PLS-SEM) with the SmartPLS 3 software, including measurement and structural models testing, was used to test the hypothesis by analyzing the influence between variables. The measurement model test is carried out to ensure that the measurement is valid and reliable to produce relevant and accurate data to increase the effectiveness of research results. First, Cronbach's alpha and composite reliability (CR) with criteria ≥ 0.60 were used to test internal consistency reliability [54; 55; 56]. Second, the validity test was conducted to determine the validity of the research instrument in measuring variables that are measured in this research [57]. It will be assessed as convergent and discriminant validity. The loading factor value of $>.50$ [58] and average variance extracted (AVE) $\geq .50$ [58; 59] were used to assess convergent validity. Meanwhile, the Fornell-Larcker test criteria to the square roots of AVE [57; 60] and the Heterotrait-monotriat ratio of correlations (HTMT) with a value less than $.85$ [61] are used to assess discriminant validity.

The structural models were tested using the collinearity test, path coefficient test, coefficient of determination test (R-Square), and Goodness of fit (Q-Square) with PLS-Predict. The collinearity test was performed to reduce the redundancy of predictor variables by evaluating each predictor construct's variance inflation factor (VIF) value. The VIF cut-off value must be less than 5 to avoid multicollinearity problems [56]. The path coefficient test was used to examine the direction of the variable relationship between the values of -1 and $+1$. The coefficient determination test represents the ability of the dependent variables to be explained by independent variables. It refers to the R Square value with the criteria proposed by Chin [62], in which the R square must be greater than 0.19 to be recognized [56]. Meanwhile, the Q square test was used to understand the model fitness. It is stated that the dependent variable is said to have predictive relevance if the value of the Q square is greater than 0 [58].

Finally, hypothesis testing is achieved to test the significance of the relationship between constructs on the proposed hypothesis. The hypothesis will be evaluated by *P* value based on a significance value of less than $.05$ and *T* statistics based on *t*-table 1.96 as a reference. The hypothesis will be accepted if the *T* statistics exceed the reference table *t*-value. The hypothesis proposed in this study:

H1: Social interaction has a positive effect on online trust.

H2: Social interaction has a positive effect on online purchase intentions through social commerce.

H3: Transaction security has a positive effect on online trust in social commerce.

H4: Consumer engagement has a positive effect on online trust.

H5: Consumer engagement has a positive effect on consumers' online purchase intentions through social commerce.

H6a: The relationship between social interaction and online purchase intention is mediated by online trust.

H6b: The relationship between consumer engagement and online purchase intention is mediated by online trust.

H7: Online trust has a positive effect on online purchase intentions through social commerce.

3. RESULTS AND DISCUSSION

3.1 Respondent Characteristics

The respondents' profiles analysis which is classified by gender, age, occupation, average income per month, and frequency of TikTok visits per day can be seen in the following demographic data (Table 1).

Table 1. Respondents' Demographic Characteristics

Category	Frequency	%
Gender		
Male	23	10,6
Female	194	89,4
Age		
≤ 20 years	40	18,4
21–25 years	170	78,3
26–30 years	5	2,3
31–35 years	1	0,5
36–40 years	1	0,5
≥ 40 years	0	0
Occupation		
Student/College students	191	88
Entrepreneurs	5	2,3
Private employees	9	4,1
BUMN (State) Employees	2	0,9
State Civil Apparatus (ASN)	1	0,5
Others	9	4,1
The average income per month		
≤ 2.000.000 IDR	146	67,3
2.000.001– 4.000.000 IDR	55	25,3
4.000.001– 6.000.000 IDR	13	6
6.000.001– 8.000.000 IDR	1	0,5
8.000.001–10.000.000 IDR	0	0
≥ 10,000,001 IDR	2	0,9
Frequency of TikTok visits per day		
≤ 1 hour	23	10,6
1 – 2 hours	70	32,3
3 – 4 hours	81	37,3
5 – 6 hours	23	10,6
≥ 6 hours	20	9,2

Source: Primary data processed (2022)

Based on Table 1, the respondents of this study were dominated by Female respondents (89,4%). In addition, most of the respondents were aged 21-25 years old (78,3%), worked as student/college students (88%), and had an income of no more than 2.000.000 IDR (67,3%). Regarding TikTok visit frequency, most respondents visit TikTok for 3-4 hours a day (37,3%).

3.2 Measurement Model: Validity and Reliability

The results of the validity convergent and reliability test of the overall measurement are demonstrated as follows (Table 2).

Table 2. The Validity Convergent and Reliability Test Results

Construct	Item scale	loadings	CA	CR	AVE
Social Interaction [SOS]	SOS1	0.852	.759	0.859	0.670
	SOS2	0.820			
	SOS3	0.782			
Transaction Safety [TS]	TS1	0.881	.882	0.927	0.756
	TS2	0.879			
	TS3	0.868			
	TS4*	0.849			
Consumer Engagement [CE]	CE	0.899	.816	0.891	0.734
	CE2	0.908			
	CE3	0.754			
Online Trust [TRU]	TRU1	0.811	.878	0.909	0.622
	TRU2	0.751			
	TRU3	0.868			
	TRU4*	0.813			
	TRU5	0.875			
	TRU6	0.766			
	TRU7	0.604			
Online Purchasing Intention [BUY]	BUY1	0.780	.935	0.947	0.720
	BUY2	0.818			
	BUY3	0.882			
	BUY4	0.859			
	BUY5	0.914			
	BUY6	0.813			
	BUY7	0.866			

**Items were eliminated due to the correlation issue on the HTMT test.*

The Results shown in Table 2 indicate that the measurement of this study is convergently valid and reliable. The reliability of measurement is indicated by the value of Cronbach's alpha (CA) and composite reliability (CR) of this research is all above 0.6. Meanwhile, the loadings factor values of all indicators and the AVE values shown were all above 0.50.

In the discriminant validity test, the results of the Fornell-Larcker criterion on the square roots AVE and the HTMT ratio indicate that the overall variables were accepted. It means that overall construct of this study is unique and distinctive from one another. The Fornell-Larcker Criterion on square roots AVE results are shown as follows (Table 3).

Table 3. Fornell-Larcker criterion on The Square Roots AVE

Construct	SOS	TS	TRU	CE	BUY
SOS	0.819				
TS	0.623	0.870			
TRU	0.592	0.786	0.789		
CE	0.513	0.573	0.609	0.857	
BUY	0.449	0.566	0.678	0.586	0.849

*Notes: SOS: Social Interaction, TS: Transaction Safety, TRU: Online Trust, CE: Consumer Engagement, BUY: Online Purchasing Intention.

Table 3 exhibits the square root AVE value for each variable, shown on diagonal values, with a more fantastic result than the value below it. It indicates good results based on the measurement criteria of Fornell & Larcker (1981). For example, CE (0.857) has a more considerable value than the variable under it, namely BUY (0.586). Thus, all variables are declared discriminantly valid.

Furthermore, the first HTMT test failed to be accepted because the value between TS and TRU variables was below 0.85, which indicated a discriminant validity problem. Therefore, indicators on those variables should be eliminated due to the highest correlation. Indicator correlation analysis indicates that TS4 and TR4 items must be eliminated due to the highest average correlation. After eliminating those items, the HTMT test was executed again, with the corrected results as follows (Table 4).

Table 4. Corrected the HTMT Test Results

Construct	SOS	TS	TRU	CE	BUY
SOS					
TS	0.722				
TRU	0.676	0.786			
CE	0.648	0.645	0.694		
BUY	0.525	0.593	0.748	0.671	

*Notes: SOS: Social Interaction, TS: Transaction Safety, TRU: Online Trust, CE: Consumer Engagement, BUY: Online Purchasing Intention.

Table 4 reveals that the overall HTMT value was below 0.85. That is, the results are accepted. Thus, overall variables can be stated as discriminantly valid.

3.3 Structural Model Analysis

First, the collinearity is assessed based on VIF values. The results are demonstrated as follows (Table 5).

Table 5. The Results of The Collinearity Test

Construct	SOS	TS	TRU	CE	BUY
SOS			1.701		1.590
TS			1.784		
TRU					1.822
CE			1.540		1.670
BUY					

*Notes: SOS: Social Interaction, TS: Transaction Safety, TRU: Online Trust, CE: Consumer Engagement, BUY: Online Purchasing Intention.

Table 5 clearly shows that no critical multicollinearity problem was found. The overall value of VIF is less than 5. Thus, the results state that there is no problematic multicollinearity between variables.

Second, the R-Square and Q-square test results are displayed as follows (Table 6).

Table 6. The Results of R-Square and Q-Square

Variable	R-Square	R-Square Adjusted	Q-Square
Online Trust	0.567	0.561	0.550
Online Purchasing Intention	0.507	0.500	0.393

Source: Primary data processed (2022)

Based on Table 6, the R-Square results reveal that all dependent variables are explained well by the independent variables. It is because the overall values highly exceed the cut-off value of 0.19, which is a good thing. The overall value exceeds 0.50, meaning the variable explained well for more than 50%. Meanwhile, the Q-Square results refer to the predictive relevance of the variable. It shows that the overall Q-square value of more than zero. Thus, the model is predictive and has fits well with the data.

Finally, the path coefficient (β) results are explained together with hypothesis testing to get the gist of this research purpose. Furthermore, the mediating role of online trust is also examined. It helps look at the effect of this mediator on the variable it mediates. The results are detailed in Table 7 and recapped in figure 1.

Table 7. Estimation Results SEM

Variable Relation	Hypothesis	β	P Value	T Statistics	Conclusion
SOS \rightarrow TRU	H1	.157	.02	2.550	Supported
SOS \rightarrow BUY	H2	.025	.64	0.463	Rejected
TS \rightarrow TRU	H3	.455	.00	6.672	Supported
CE \rightarrow TRU	H4	.268	.00	4.379	Supported
CE \rightarrow BUY	H5	.279	.001	3.159	Supported
TRU \rightarrow BUY	H7	.493	.00	6.118	Supported
SOS \rightarrow TRU \rightarrow BUY	H6a	.077	.02	2.345	Supported
CE \rightarrow TRU \rightarrow BUY	H6b	.132	.00	3.721	Supported

*Notes: SOS: Social Interaction, TS: Transaction Safety, TRU: Online Trust, CE: Consumer Engagement, BUY: Online Purchasing Intention.

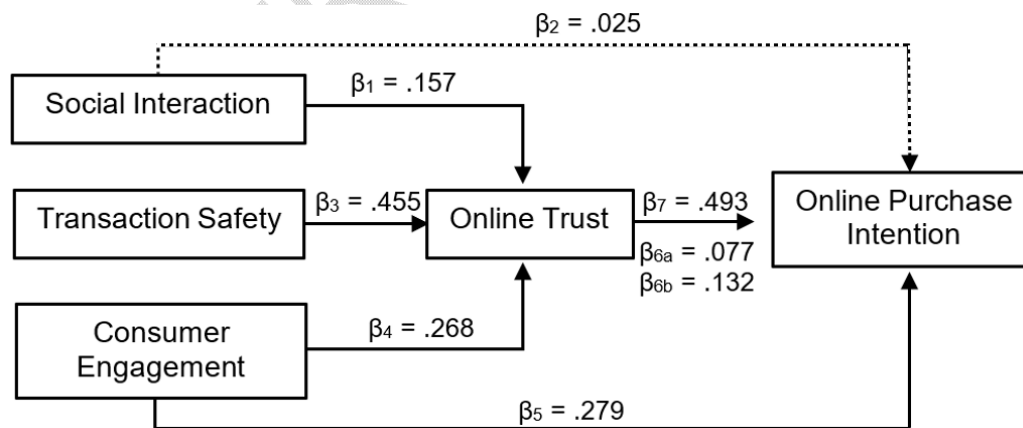


Fig. 1. Summary of the model results.

β indicates the hypothesized direction.

The dotted line indicates the rejected relationship in the hypothesis.

According to Table 7, all path coefficients (β) are more than zero. It shows a positive direction of the hypothesis. These results also reveal that all directly related hypotheses are supported, except for the direct relationship between social interaction and online purchase intention (H2), which is rejected. The supported variables relationship shows a P value of less than .05 and T statistic of more than 1.96. Meanwhile, the role of mediator by online trust in this study is entirely accepted. It means that online trust motivates the emergence of a relationship between social interaction and consumer engagement in online purchase intention. Figure 1 summarises the hypothesis testing into a research model for a more superficial understanding. The dashed connection between social interaction and online purchase intention indicates no direct relationship between those variables, or the hypothesis is rejected. Further explanation regarding the results is explained as follows.

3.3.1 Effect of Social Interaction on Online Trust

The results revealed that social interaction had a positive and significant effect on online trust ($\beta = .157$, $P = .01$), in which hypothesis H1 is supported. It indicates that the more social interaction that occurs in social commerce has a high potential to increase consumer online trust. The result is in line with the previous study [35], which shows that familiarity that arises from the interaction of members can enable them to understand the skills of other members, thus facilitating the emergence of interpersonal trust. On the other hand, the results of this study have contradicted previous studies [2; 12], which rejected the relationship between social interaction and online trust. That is, no matter how high the frequency of social interaction that is carried out, it will not affect one's online trust.

Social interaction can be achieved by providing reviews, opinions, and product recommendations in s-commerce [18; 41], for example, through content created by companies and voluntary consumer-generated content in the form of User Generated Content (UGC). In addition, companies can also increase social interaction with potential consumers through the live streaming feature, allowing them to interact in real time. One of the essential factors in social interaction is the accessibility of users to product reviews and recommendations [44]. Collaboration between online reviews and recommendations received will increase online trust by reducing doubts. Product recommendations can help potential consumers better understand the product. Meanwhile, online reviews can present experiences of product benefits felt by consumers and original product photos without any editing process.

3.3.2 Effect of Social Interaction on Online Purchase Intention

The results found that social interaction does not affect online purchase intention ($\beta = .025$, $P = .64$). Therefore, hypothesis H2 is rejected. It shows that no matter how much social interaction occurs, it will not motivate users to make purchases. These results contradict previous findings regarding s-commerce platforms Instagram and Facebook [2], stating that social interaction is a crucial element that can directly influence purchase intentions. The absence of influence in the direct relationship between social interaction and online purchase intention is very likely to occur because social network users' behaviour will be significantly influenced by interactions with people they trust [63; 64]. The increasing number of frauds supports it in online transactions due to the popularity of online shopping [65]. This increase in fraud is a serious problem and makes users more aware of the high risks involved in making transactions through social commerce. Therefore, they will not act rashly in purchasing decisions no matter how many interactions occur when they are still unsure.

3.3.3 Effect of Transaction Safety on Online Trust

The positive and significant effect of transaction safety on online trust ($\beta = .455, P = .00$) supports hypothesis H3. The high-security guarantees to protect transactions in s-commerce will reduce the risk of embezzlement and fraud. Furthermore, s-commerce users will ensure their transactions are safe. Thus, the level of transaction safety will motivate the formation of users' online trust. This finding is supported by previous studies [12; 29; 37; 40]. Research by Ramli et al. [29] in the context of sales on social networking sites in Malaysia states that transaction safety must be identified to build trust in buying and selling online. The threat of risk makes users more selective in making transactions. This tendency will make them limit transactions in a precarious economy [66]. Thus, transaction safety is considered a primary factor that makes them trust high-risk online commercial sites, such as s-commerce.

3.3.4 Effect of Consumer Engagement on Online Trust

Consumer engagement is considered capable of providing a positive and significant influence on the formation of online trust ($\beta = .268, P = .00$). Thus, hypothesis H4 is supported. Consumer engagement can be realized by motivating the enthusiasm of social media users, as suggested [41], by developing content that contains essential, accurate information according to user needs. The more interaction relationships between sellers and consumers are maintained, the higher the chances of online trust. This finding is in line with and reaffirms the results of previous research [2; 65]. Research on Instagram and Facebook sites shows that participatory and maintained social interaction will influence the development of consumer trust in companies [2].

Most respondents to this study were females with a pattern of online shopping associated with social media activity that different from the males. It is confirmed by findings in a study on social media activity in Finland [68] that females are more involved in social media activities than males. In addition, females' selectivity in shopping online tends to be higher than males' because of their scepticism. Therefore, females will be involved in more detailed and elaborated interactions with sellers [69]. Women will be willing to observe content about products they target through social commerce, such as skin care products, to get more information. They also do not hesitate to give likes/likes and comments options on content that helps them make decisions. Females tend to want clarity from prognostic information [70]. Through this, women's hesitancy towards online purchases will decrease, so they will be confident to make purchases online.

3.3.5 Effect of Consumer Engagement on Online Purchase Intention

The results of this study support hypothesis H5 by finding that consumer engagement in s-commerce can significantly and positively influence online purchase intentions, although not mediated by other factors ($\beta = .279, P = .002$). In other words, a well-maintained interaction relationship between sellers and buyers will have an impact on increasing online purchases. Conflicting results are shown by previous studies in the social commerce context of Facebook and Instagram that consumer engagement will lead to online purchase intentions only because it is mediated by online trust [2]. In contrast, research [71] on customer attachment to brands in social commerce indicates that this attachment can influence purchase decisions by social commerce users.

3.3.6 The Mediating Role of Online Trust

The results confirm the role of online trust in mediating the relationship between social interaction and online purchase intention providing hypothesis 6a supported ($\beta = .279, P =$

.002). It means social interaction will affect online purchase intention with online trust. This result is in line with the findings in the context of e-commerce in Pakistan [11] that online reviews influence a person's purchase intention from their level of trust. Potential consumers will intend to make online purchase transactions through social commerce after digging up more information from interactions with trusted sources.

The high risk of social commerce transactions does not make only social interaction enough to stimulate potential consumers' purchase intentions. The availability of products online makes it difficult for them to imagine the original form of it, which causes a higher level of doubt and awareness of risks. Therefore, they need to observe opinions from the perspective of other people who have tried the product through social interaction, for example, online reviews. Nevertheless, not all online reviews can be taken for granted to avoid manipulative reviews. Trustworthy online reviews often use language that is natural and less emotional [72]. Once potential consumers are convinced that the reviews are genuine, they will consider buying the product or passing it on.

Furthermore, online trust also acts as a mediator in the relationship between consumer engagement and online purchase intention ($\beta = .132$, $P = .00$), so that hypothesis 6b is supported. As the results of previous research show that the impact caused by consumer engagement in s-commerce on online purchase intentions is fully mediated by online trust [2]. Social media users who have maintained interactions with sellers are more likely to make purchases. It is because these users are considered to be interested in the product, familiar with the brand, and understand the seller reliability from the informative content that the seller uploads. Consequently, this will make them start visiting brand pages and interacting more intensely, such as reading other posts, commenting, Etc. In this case, users will put their trust in online sellers, which can influence user behaviour to make purchases.

3.3.7 Effect of Online Trust on Online Purchase Intention

Online trust as an antecedent of online purchase intention is proven in this study. Online trust influences online purchase intention positively and significantly ($\beta = .493$, $P = .00$). Thus, hypothesis H7 is supported. These results confirm previous studies showing a positive relationship between online trust and online purchase intentions in s-commerce [1; 2; 9;14]. Trust is one of the most important things to consider in the buying and selling process on the social networking site Facebook [1]. Meanwhile, relationships with companies and a trustworthy shopping environment will support the creation of a desire to make purchases through social commerce among Iranian people [31]. Online trust problems arise because of the high risk of transactions in s-commerce related to payment problems and the reality of the products purchased. Thus, potential consumers hesitate to make a purchase. In this regard, online trust can act as a reducer of these worries and motivate the emergence of online purchase intentions through s-commerce.

3. CONCLUSION

The substance of this research can increase understanding of the main factors that can trigger online purchase intentions through social commerce, especially the TikTok Shop. In addition, this research also shows that complex duality in social commerce can provide excellent opportunities for creating meaningful relationships among users and simultaneous economic transactions. The study results show that the trigger factors for online purchase intentions are directly derived from online trust and consumer engagement. In this case, transaction security affects online trust. Furthermore, the capacity of online trust to mediate

the relationship between social interaction and consumer engagement towards purchase intention has been confirmed.

Overall, the findings highlight the relationship between transaction security and online trust with the most fabulous causality relationship. It indicates that commercial transactions whose security is guaranteed will significantly influence the formation of online consumer trust in social commerce. In this regard, companies must pay attention to the management of transaction system information so that it remains confidential. Thus, transaction security will be guaranteed, and consumers' concerns about digital crime in buying and selling online through social commerce can be minimized so that consumers will trust the seller.

Thus, companies can manage the duality of the social commerce function to increase the potential for online purchases by potential consumers by considering the factors of social interaction, transaction security, consumer engagement, and online trust. Marketing managers need to develop marketing strategies appropriate to the behaviour of targeted social commerce users. It can be done by making the best possible use of the social interaction features available in social commerce, maintaining economic transactions to ensure their safety and managing meaningful interaction relationships with consumers. Marketing managers can exercise creativity by posting informative and targeted branded content to maintain consumers engagement. Finally, consumers' online trust will increase, eventually leading to online purchasing goals.

REFERENCES

1. Maia CR, Lunardi GL, Dolci D, D'Avila LC. Competitive Price and Trust As Determinants Of Purchase Intention In Social Commerce. *BAR-Brazilian Administration Review*. 2019;16(4). DOI: <https://doi.org/10.1590/1807-7692bar2019190074>
2. Dabbous A, Aoun Barakat K, Merhej Sayegh M. Social Commerce Success: Antecedents of Purchase Intention and The Mediating Role of Trust. *Journal of Internet Commerce*. 2020;19(3):262–297. DOI: <https://doi.org/10.1080/15332861.2020.1756190>
3. Al-Adwan AS, Kokash H. The Driving Forces of Facebook Social Commerce. *Journal of Theoretical and Applied Electronic Commerce Research*. 2019;14(2):15–32. DOI: <https://doi.org/10.4067/S0718-18762019000200103>
4. We Are Social. The Global State of Digital in July 2022 | Part one - We Are Social UK; 2022. Accessed: 26 November 2022. Available: <https://wearesocial.com/uk/blog/2022/07/the-global-state-of-digital-in-july-2022/>
5. Yu CH, Tsai CC, Wang Y, Lai KK, Tajvidi M. Towards Building a Value Co-Creation Circle In Social Commerce. *Computers in Human Behaviour*. 2020;108:105476. DOI: <https://doi.org/10.1016/j.chb.2018.04.021>
6. Molinillo S, Liébana-Cabanillas F, Anaya-Sánchez R. A Social Commerce Intention Model for Traditional E-Commerce Sites. *Journal of Theoretical and Applied Electronic Commerce Research*. 2018;13(2):80–93. DOI: <https://doi.org/10.4067/S0718-18762018000200107>
7. Yahia IB, Al-Neama N, Kerbache L. Investigating The Drivers for Social Commerce in Social Media Platforms: Importance of Trust, Social Support and The Platform Perceived Usage. *Journal of Retailing and Consumer Services* 2018;41:11–19. DOI: <https://doi.org/10.1016/j.jretconser.2017.10.021>
8. Akram U, Junaid M, Zafar AU, Li Z, Fan M. Online Purchase Intention In Chinese Social Commerce Platforms: Being Emotional or Rational?, *Journal of Retailing and Consumer Services*. 2021;63. DOI: <https://doi.org/10.1016/j.jretconser.2021.102669>

9. Hajli MN. The Role of Social Support on Relationship Quality and Social Commerce. *Technological Forecasting and Social Change*. 2014;87:17–27.
DOI: <https://doi.org/10.1016/j.techfore.2014.05.012>
10. Kim E, Libaque-Saenz CF, Park MC. Understanding Shopping Routes of Offline Purchasers: Selection of Search-Channels (Online Vs Offline) and Search-Platforms (Mobile Vs PC) Based on Product Types. *Service Business*. 2019;13(2):305–338.
DOI: <https://doi.org/10.1007/s11628-018-0384-7>
11. Tahir M, Khan W. Online Review and Customer Purchase Intention in Social E-Commerce Context: Role of Trust as A Mediator and Source Credibility As Moderator. *KASBIT Business Journal*. 2020;13(1):61–72.
12. Beyari H. The Role of Trust and Its Impacts on Consumer Satisfaction In The Context Of Social Commerce. *Journal for Research on Business and Social Science (ISSN (Online) 2209-7880)*. 2020;3(9). Available: <https://www.jrbssonline.com/wp-content/uploads/2020/10/Volume3Issue9Paper1.pdf>
13. Tran GA, Strutton D. Comparing Email and SNS Users: Investigating E-Servicescape, Customer Reviews, Trust, Loyalty and E-WOM. *Journal of Retailing and Consumer Services*. 2020;53. DOI: <https://doi.org/10.1016/j.jretconser.2019.03.009>
14. Maia C, Lunardi G, Longaray A, Munhoz P. Factors and Characteristics That Influence Consumers' Participation in Social Commerce. *Revista de Gestao*. 2018;25(2):194–211.
DOI: <https://doi.org/10.1108/REGE-03-2018-031>
15. Shen XL, Li YJ, Sun Y, Chen Z, Wang F. Understanding The Role of Technology Attractiveness In Promoting Social Commerce Engagement: Moderating Effect Of Personal Interest. *Information and Management*. 2019;56(2):294–305.
DOI: <https://doi.org/10.1016/j.im.2018.09.006>
16. Gershoff AD, Mukherjee A. Online Social Interaction. In *The Cambridge Handbook of Consumer Psychology*. Cambridge University Press. 2015:476–504.
DOI: <https://doi.org/10.1017/CBO9781107706552.018>
17. Busalim AH, Ghabban F, Hussin ARC. Customer Engagement Behaviour on Social Commerce Platforms: An Empirical Study. *Technology in Society*. 2021;64:101437.
DOI: <https://doi.org/10.1016/j.techsoc.2020.101437>
18. Sheikh Z, Yezheng L, Islam T, Hameed Z, Khan IU. Impact of Social Commerce Constructs and Social Support on Social Commerce Intentions. *Information Technology and People*. 2019;32(1):68–93. DOI: <https://doi.org/10.1108/ITP-04-2018-0195>
19. Yin X, Wang H, Xia Q, Gu Q. How Social Interaction Affects Purchase Intention In Social Commerce: A Cultural Perspective. *Sustainability*. 2019;11(8).
DOI: <https://doi.org/10.3390/su11082423>
20. Godes D, Mayzlin D, Chen Y, Das S Pfeiffer B, Libai B, et al. The Firm's Management of Social Interactions. *Marketing Letters*. 2005;16:415-428.
DOI: <https://doi.org/10.1007/s11002-005-5902-4>
21. Ghahtarani A, Sheikhmohammady M, Rostami M. The Impact of Social Capital and Social Interaction on Customers' Purchase Intention, Considering Knowledge Sharing In Social Commerce Context. *Journal of Innovation and Knowledge*. 2020;5(3):191–199.
DOI: <https://doi.org/10.1016/j.jik.2019.08.004>
22. Shirazi F, Hajli N, Sims J, Lemke F. The Role of Social Factors In Purchase Journey In The Social Commerce Era. *Technological Forecasting and Social Change*. 2022;183.
DOI: <https://doi.org/10.1016/j.techfore.2022.121861>
23. Molinillo S, Anaya-Sánchez R, Liébana-Cabanillas F. Analyzing The Effect of Social Support and Community Factors on Customer Engagement and Its Impact on Loyalty Behaviours Toward Social Commerce Websites. *Computers in Human Behaviour*. 2020;108. DOI: <https://doi.org/10.1016/j.chb.2019.04.004>

24. Lee CH, Chen CW, Chen WK, Lin KH. Analyzing The Effect of Social Support and Customer Engagement on Stickiness and Repurchase Intention In Social Commerce: A Trust Transfer Perspective. *Journal of Electronic Commerce Research*. 2021;22(4): 363–381. Available: <http://www.jecr.org/node/645>
25. Sashi, C.M. (2012) 'Customer Engagement, Buyer-Seller Relationships, And Social Media', *Management Decision*, 50(2), pp. 253–272. Available at: <https://doi.org/10.1108/00251741211203551>
26. Ashraf AR, Thongpapanl NT, Spyropoulou S. The Connection and Disconnection Between E-Commerce Businesses and Their Customers: Exploring The Role of Engagement, Perceived Usefulness, and Perceived Ease-Of-Use. *Electronic Commerce Research and Applications*. 2016;20:69–86. DOI: <https://doi.org/10.1016/j.elerap.2016.10.001>
27. Al-Dwairi R, Abu Shanab E, Daradkeh M. A Framework For Antecedents Of Trust In Social Commerce. *International Journal of Enterprise Network Management*. 2018;9(3-4):333-351. DOI: <https://doi.org/10.1504/IJENM.2018.094673>
28. Leong LY, Hew TS, Ooi KB, Chong AYL. Predicting The Antecedents of Trust In Social Commerce—A Hybrid Structural Equation Modeling With Neural Network Approach. *Journal of Business Research*. 2020;110:24–40. DOI: <https://doi.org/10.1016/j.jbusres.2019.11.056>
29. Ramli R, Abu Bakar A, Rahim FA. What Influences Customer's Trust On Online Social Network Sites (SNSs) Sellers?. *International Journal of Advanced Computer Science and Applications (IJACSA)*. 2022;13(1). DOI: <https://doi.org/10.14569/IJACSA.2022.0130160>
30. Lu B, Fan W, Zhou M. Social Presence, Trust, And Social Commerce Purchase Intention: An Empirical Research. *Computers in Human Behaviour*. 2016;56:225–237. DOI: <https://doi.org/10.1016/j.chb.2015.11.057>
31. Hajli N. The Impact of Positive Valence and Negative Valence on Social Commerce Purchase Intention. *Information Technology and People*. 2020;33(2):774–791. DOI: <https://doi.org/10.1108/ITP-02-2018-0099>
32. Attar RW, Shanmugam M, Hajli N. Investigating The Antecedents of E-Commerce Satisfaction In Social Commerce Context. *British Food Journal*. 2021;123(3):849–868. DOI: <https://doi.org/10.1108/BFJ-08-2020-0755>
33. Liu C, Bao Z, Zheng C. Exploring Consumers' Purchase Intention In Social Commerce: An Empirical Study Based On Trust, Argument Quality, and Social Presence. *Asia Pacific Journal of Marketing and Logistics*. 2019;31(2):378–397. DOI: <https://doi.org/10.1108/APJML-05-2018-0170>
34. Cheng X, Gu Y, Shen J. An Integrated View of Particularized Trust In Social Commerce: An Empirical Investigation. *International Journal of Information Management*. 2019;45:1–12. DOI: <https://doi.org/10.1016/j.ijinfomgt.2018.10.014>
35. Lu Y, Zhao L, Wang B. From Virtual Community Members To C2C E-Commerce Buyers: Trust In Virtual Communities And Its Effect On Consumers' Purchase Intention. *Electronic Commerce Research and Applications*. 2010;9(4):346–360. DOI: <https://doi.org/10.1016/j.elerap.2009.07.003>
36. Noor AD, Sulaiman R, Abu Bakar A. A Review of Factors That Influenced Online Trust In Commerce. In *Proceedings of the 6th International Conference on Information Technology and Multimedia (ICIMU)*. Putrajaya: IEEE. 2014:118–123. DOI: <https://doi.org/10.1109/icimu.2014.7066615>
37. Sharma S, Menard P, Mutchler LA. Who To Trust? Applying Trust to Social Commerce. *Journal of Computer Information Systems*. 2019;59(1):32–42. DOI: <https://doi.org/10.1080/08874417.2017.1289356>
38. Bugshan H, Attar RW. Social Commerce Information Sharing And Their Impact On Consumers. *Technological Forecasting and Social Change*. 2020;153. DOI: <https://doi.org/10.1016/j.techfore.2019.119875>

39. Ebrahim RS. The Role of Trust In Understanding The Impact of Social Media Marketing on Brand Equity And Brand Loyalty. *Journal of Relationship Marketing*. 2020;19(4):287–308. DOI: <https://doi.org/10.1080/15332667.2019.1705742>
40. Kong Y, Wang Y, Hajli S, Featherman, M. In Sharing Economy We Trust: Examining The Effect Of Social And Technical Enablers On Millennials' Trust In Sharing Commerce. *Computers in Human Behaviour*. 2020;108. DOI: <https://doi.org/10.1016/j.chb.2019.04.017>
41. Islam JU, Rahman Z. Linking Customer Engagement to Trust and Word-Of-Mouth On Facebook Brand Communities: An Empirical Study. *Journal of Internet Commerce*. 2016;15(1):40–58. DOI: <https://doi.org/10.1080/15332861.2015.1124008>
42. Bianchi C, Andrews L. Consumer Engagement With Retail Firms Through Social Media: An Empirical Study In Chile. *International Journal of Retail and Distribution Management*. 2018;46(4):364–385. DOI: <https://doi.org/10.1108/IJRDM-02-2017-0035>
43. Tajvidi M, Richard MO, Wang YC, Hajli N. Brand Co-Creation Through Social Commerce Information Sharing: The Role Of Social Media. *Journal of Business Research*. 2020;121:476–486. DOI: <https://doi.org/10.1016/j.jbusres.2018.06.008>
44. Kim S, Park H. Effects Of Various Characteristics Of Social Commerce (S-Commerce) On Consumers' Trust And Trust Performance. *International Journal of Information Management*. 2013;33(2):318–332. DOI: <https://doi.org/10.1016/j.ijinfomgt.2012.11.006>
45. Prentice C, Wang X, Lin X. An Organic Approach to Customer Engagement And Loyalty. *Journal of Computer Information Systems*. 2020;60(4):326–335. DOI: <https://doi.org/10.1080/08874417.2018.1485528>
46. Wang C, Zhang P. The Evolution Of Social Commerce: The People, Management, Technology, And Information Dimensions. *Communications of the Association for Information Systems*. 2012;31(1):105–127. DOI: <https://doi.org/10.17705/1cais.03105>
47. Hajli N. Social Commerce Constructs and Consumer's Intention to Buy. *International Journal of Information Management*. 2015;35(2):183–191. DOI: <https://doi.org/10.1016/j.ijinfomgt.2014.12.005>
48. Chen YH, Barnes S. Initial Trust and Online Buyer Behaviour. *Industrial Management and Data Systems*. 2007;107(1):21–36. DOI: <https://doi.org/10.1108/02635570710719034>
49. Liu L, Lee MK, Liu R, Chen J. Trust Transfer in Social Media Brand Communities: The Role of Consumer Engagement. *International Journal of Information Management*. 2018; 41:1-3. DOI: <https://doi.org/10.1016/j.ijinfomgt.2018.02.006>
50. Makmun N. Industri Kecantikan Tumbuh Pesat Berkat Platform Digital. *Investor.id*. 2022. Accessed: 2 December 2022. Available: <https://investor.id/business/309488/industri-kecantikan-tumbuh-pesat-berkat-platform-digital>
51. Populix (2022b) Unveiling Indonesian Beauty & Dietary Lifestyle. Accessed: 4 December 2022. Available at: <https://info.populix.co/report/beauty-dietary-trends/>
52. Populix. The Social Commerce Landscape in Indonesia. *Populix Informasi Teknologi*. 2022. Accessed: 28 November 2022. Available: <https://info.populix.co/report/the-social-commerce-in-indonesia/>
53. Hamed Taherdoost (Hamta) Group. What Is the Best Response Scale for Survey and Questionnaire Design; Review of Different Lengths of Rating Scale / Attitude Scale / Likert Scale. *International Journal of Academic Research in Management (IJARM)*. 2019; 8(1):1-10. Available: https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3588604
54. Nunnally JC. Psychometric Theory-25 Years Ago And Now. *Educational Researcher*. 1975;4(10):7–21. DOI: <https://doi.org/https://doi.org/10.3102/0013189X004010007>
55. Janssens W, Wijnen K, De Pelsmacker P, Van Kenhove P. *Marketing research with SPSS*. Harlow: Pearson Education Limited; 2008

56. Hair JF, Ringle CM, Danks NP, Hult GTM, Sarstedt M, Ray S. Partial Least Squares Structural Equation Modeling (PLS-SEM). Cham: Springer; 2021.
DOI: <https://doi.org/10.1007/978-3-030-80519-7>
57. Sekaran U, Bougie R. Research Methods for Business. 7th ed. Chichester: John Wiley & Sons; 2016. Available: www.wileypluslearningspace.com
58. Hair JF, Risher JJ, Sarstedt Marko, Ringle CM. When to use and how to report the results of PLS-SEM. *European Business Review*. 2019;31(1):2-4.
DOI: <https://doi.org/10.1108/EBR-11-2018-0203>
59. Hulland J. Use of Partial Least Square (PLS) In Strategic Management Research: A Review f Four Recent Studies. *Strategic Management Journal*. 1999;20:195–204. DOI: [https://doi.org/10.1002/\(SICI\)1097-0266\(199902\)20:2<195::AID-SMJ13>3.0.CO;2-7](https://doi.org/10.1002/(SICI)1097-0266(199902)20:2<195::AID-SMJ13>3.0.CO;2-7)
60. Fornell C, Larcker DF. Evaluating Structural Equation Models With Unobservable Variables and Measurement Error. *Journal of Marketing Research*. 1981;18(1):39–50
DOI: <https://doi.org/10.1177/002224378101800104>
61. Henseler J, Ringle CM, Sarstedt M. A New Criterion for Assessing Discriminant Validity in Variance-Based Structural Equation Modeling. *Journal of the Academy of Marketing Science*. 2015;43(1):115–135. DOI: <https://doi.org/10.1007/s11747-014-0403-8>
62. Chin WW. The Partial Least Squares Approach to Structural Equation Modeling. *Modern Methods for Business Research*. 1998;295(2):295-336
63. Ng CSP. Intention to Purchase on Social Commerce Websites Across Cultures: A Cross-Regional Study. *Information and Management*. 2013;50(8):609–620.
DOI: <https://doi.org/10.1016/j.im.2013.08.002>
64. He X, Karami A, Deng C. Examining The Effects of Online Social Relations on Product Ratings and Adoption: Evidence From An Online Social Networking and Rating Site. *International Journal of Web Based Communities*. 2017;13(3):344–363.
DOI: <https://doi.org/10.1504/IJWBC.2017.086591>
65. Georgieva S, Markova M, Pavlov V. Using Neural Network For Credit Card Fraud Detection. In *AIP Conference Proceedings*. American Institute of Physics Inc. 2019;2159(1). DOI: <https://doi.org/10.1063/1.5127478>
66. Greenacre L, Akbar S. The Impact of Payment Method on Shopping Behaviour Among Low Income Consumers. *Journal of Retailing and Consumer Services*. 2019;47:87–93.
DOI: <https://doi.org/10.1016/j.jretconser.2018.11.004>
67. Islam JU, Rahman Z. Examining The Effects of Brand Love and Brand Image on Customer Engagement: An Empirical Study of Fashion Apparel Brands. *Journal of Global Fashion Marketing*. 2016;7(1):45–59.
DOI: <https://doi.org/10.1080/20932685.2015.1110041>
68. Ertiö T, Kukkonen I, Räsänen P. Social Media Activities in Finland: A Population-Level Comparison. *Convergence*. 2020;26(1):193–209.
DOI: <https://doi.org/10.1177/1354856518780463>
69. Hwang YM, Lee KC. Using An Eye-Tracking Approach to Explore Gender Differences In Visual Attention and Shopping Attitudes In An Online Shopping Environment. *International Journal of Human-Computer Interaction*. 2018;34(1):15–24.
DOI: <https://doi.org/10.1080/10447318.2017.1314611>
70. Lin X, Featherman M, Brooks SL, Hajli N. Exploring Gender Differences in Online Consumer Purchase Decision Making: An Online Product Presentation Perspective. *Information Systems Frontiers*. 2019;21(5):1187–1201.
DOI: <https://doi.org/10.1007/s10796-018-9831-1>
71. Kircova I, Yaman Y, Köse ŞG. European Journal of Economics and Business Studies Instagram, Facebook or Twitter: Which Engages Best? A Comparative Study of Consumer Brand Engagement and Social Commerce Purchase Intention. *European Journal of Economics and Business Studies Articles*. 2018;4(1).
DOI: <https://doi.org/10.26417/ejes.v4i1.p268-278>

72. Baker MA, Kim K. Value Destruction in Exaggerated Online Reviews: The Effects of Emotion, Language, and Trustworthiness. *International Journal of Contemporary Hospitality Management*. 2018;31(4):1956–1976.
DOI: <https://doi.org/10.1108/IJCHM-03-2018-0247>

APPENDIX

The item scale used to measure the construct of this study was adapted from Dabbous, et al. (2020) and Maia, et al. (2019). The following is a description of the item scale of measurement in this study:

Table 8. Item Scale of the Measurement

Construct	Item Scale	Source
Social Interaction [SOS]	[SOS1] Skintific TikTok Shop allows me to interact easily with the seller.	Dabbous et al. (2020)
	[SOS2] Skintific TikTok Shop allows me access to skincare product reviews and recommendations.	
	[SOS3] Skintific TikTok Shop allows me to interact easily with other consumers.	
Transaction Safety [TS]	[TS1] Skintific TikTok Shop implements security measures to protect the transactions of its buyers.	Maia et al. (2019)
	[TS2] Skintific TikTok Shop can verify the identity of online shoppers for security purposes.	
	[TS3] Skintific TikTok Shop usually ensures that information related to transactions remains protected from being accidentally altered or tampered with during internet transmission.	
	[TS4] I feel secure in the e-payment system through Skintific TikTok Shop.*	
Consumer Engagement [CE]	[CE1] I visited the Skintific brand page on the TikTok Shop.	Dabbous et al. (2020)
	[CE2] I read a Skintific brand post on TikTok Shop.	
	[CE3] I use the “like” option on Skintific brand posts in TikTok Shop.	
Online Trust [TRU]	[TRU1] Skintific TikTok Shop can be trusted.	Maia et al. (2019)
	[TRU2] Skintific TikTok Shop still considers what is best for me, even though it has its interests.	
	[TRU3] I trust Skintific TikTok Shop.	
	[TRU4] Skintific TikTok Shop wants to be known as a company that keeps its promises and commitments.*	Dabbous et al. (2020)
	[TRU5] I trust the Skintific brand I saw on TikTok Shop.	
	[TRU6] I feel safe when I want to buy Skintific skincare products via Skintific TikTok Shop.	
	[TRU7] I trust products in Skintific TikTok Shop more than its products found in other commerce.	
Online Purchase Intention [BUY]	[BUY1] I tend to buy skincare products at Skintific TikTok Shop.	Maia et al. (2019)
	[BUY2] I will likely buy skincare products at Skintific TikTok Shop.	
	[BUY3] If given a chance, I intend to buy skincare products at Skintific TikTok Shop.	

[BUY4] I am willing to buy skincare products sold through Skintific TikTok Shop.*

[BUY5] I intend to buy skincare products through Skintific TikTok Shop.

[BUY6] I will consider buying skincare products sold through Skintific TikTok Shop as my first choice in the future.

[BUY7] I intend to buy skincare products sold through Skintific TikTok Shop for my needs.

Dabbous et al. (2020)

**Items were eliminated due to the correlation issue on the HTMT test.*

UNDER PEER REVIEW