

## DAFTAR PUSTAKA

- Abdillah, & Jogiyanto. (2015). *Partial Least Square (PLS) : Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis* (Andi (ed.)).
- Aggelidis, V. P., & Chatzoglou, P. D. (2012). Hospital information systems: Measuring end user computing satisfaction (EUCS). *Journal of Biomedical Informatics*, 45(3), 566–579. <https://doi.org/10.1016/j.jbi.2012.02.009>
- Arikunto, S. (2010). *Prosedur Penelitian: Suatu Pendekatan Praktik* (Ed.Rev.201). PT Rineka Cipta.
- Aswati, S., Mulyani, N., Siagian, Y., & Syah, A. Z. (2015). Peranan Sistem Informasi Dalam Perguruan Tinggi. *Jurnal Teknologi Dan Sistem Informasi*, 1(2), 79–86. [http://is.its.ac.id/pubs/oajis/index.php/file/download\\_file/1466](http://is.its.ac.id/pubs/oajis/index.php/file/download_file/1466)
- Baroudi, J. J., & Orlikowski, W. J. (1988). A short-form measure of user information satisfaction: A psychometric evaluation and notes on use. *Journal of Management Information Systems*, 4(4), 45–59. <https://doi.org/10.1080/07421222.1988.11517807>
- Benbunan-Fich, R. (2001). Using protocol analysis to evaluate the usability of a commercial web site. *Information and Management*, 39(2), 151–163. [https://doi.org/10.1016/S0378-7206\(01\)00085-4](https://doi.org/10.1016/S0378-7206(01)00085-4)
- Chandra W, J. (2013). Implementasi Sistem Informasi Akademik (Studi Kasus : SMP Negeri 20 Bandung). *Jurnal Teknologi Dan Informatika*, 1(1), 17–26.
- Chen, L. Da, Soliman, K. S., Mao, E., & Frolick, M. N. (2000). Measuring user satisfaction with data warehouses: An exploratory study. *Information & Management*, 37(3), 103–110. [https://doi.org/10.1016/S0378-7206\(99\)00042-](https://doi.org/10.1016/S0378-7206(99)00042-)

- Chin, J. P., Diehl, V. A., & Norman, K. L. (1988). Development of a Tool Measuring User Satisfacti. *Conference on Human Factors in Computing Systems - Proceedings*, 213–218. <https://doi.org/10.1145/57167.57203>
- Chin, W., & Lee, M. (2000). A PROPOSED MODEL AND MEASUREMENT INSTRUMENT FOR THE FORMATION OF IS SATISFACTION: THE CASE OF END-USER COMPUTING SATISFACTION. *Proceedings of the Twenty-First International Conference on Information Systems*, 553–563.
- Compeau, D., Higgins, C. A., & Huff, S. (1999). Social cognitive theory and individual reactions to computing technology: A longitudinal study. *MIS Quarterly: Management Information Systems*, 23(2), 145–158. <https://doi.org/10.2307/249749>
- Davis, S. A., & Bostrom, R. P. (1993). Training End Users: An Experimental Investigation of the Roles of the Computer Interface and Training Methods. *MIS Quarterly*, 17(1), 61–85. <https://doi.org/10.2307/249510>
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>
- Doll, William J. and Torkzadeh, G. (1988). The Measurement of End-User Computing Satisfaction. *MIS Q.*, 12, 259–274.
- Doni, A. W. (2017). Evaluasi SDM Sistem Informasi Akademik Poltekkes Kemenkes Padang Menggunakan Framework COBIT 5. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 1(2), 146. <https://doi.org/10.29207/resti.v1i2.62>

- Etezadi-Amoli, J., & Farhoomand, A. F. (1996). A structural model of end user computing satisfaction and user performance. *Information and Management*, 30(2), 65–73. [https://doi.org/10.1016/0378-7206\(95\)00052-6](https://doi.org/10.1016/0378-7206(95)00052-6)
- Gemoets, L. A., & Mahmood, M. A. (1990). Effect of the quality of user documentation on user satisfaction with information systems. *Information and Management*, 18(1), 47–54. [https://doi.org/10.1016/0378-7206\(90\)90063-N](https://doi.org/10.1016/0378-7206(90)90063-N)
- Ghozali, I., & Latan, H. (2012). *Partial Least Squares Konsep, Metode dan Aplikasi Menggunakan Program WARPPLS 4.0* (2nd ed.). Badan Penerbit Universitas Diponegoro.
- Ghozali, & Latan. (2015). *Partial Least Square Konsep Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0 (2nd Edition)*. Badan Penerbit Universitas Diponegoro.
- Grover, V., Jeong, S. R., & Segars, A. H. (1996). Information systems effectiveness: The construct space and patterns of application. *Information and Management*, 31(4), 177–191. [https://doi.org/10.1016/S0378-7206\(96\)01079-8](https://doi.org/10.1016/S0378-7206(96)01079-8)
- Hasan, M. I. (2002). *Pokok-pokok Materi Metodologi Penelitian dan Aplikasinya*. Ghalia Indonesia.
- IMRON T.A., M., & Munif, A. (2010). *Metodologi Penelitian Bidang Kesehatan: Bahan Ajar untuk Mahasiswa*. Sagung Seto. [http://library.ukdw.ac.id/main/opac/index.php?p=show\\_detail&id=22159](http://library.ukdw.ac.id/main/opac/index.php?p=show_detail&id=22159)
- Jati, H., Wardani, R., Hasanah, N., Baiti, A. A., & Destiana, B. (2015). ANALISIS PENERAPAN SISTEM INFORMASI AKADEMIK (SIKAD) 2013 MENGGUNAKAN MODEL END-USER COMPUTING SATISFACTION

(EUCS) DI PROGRAM STUDI PENDIDIKAN TEKNIK INFORMATIKA.

*Electronics, Informatics, and Vocational Education*, 1(November), 1–2.

Katz, A. I. (1993). Measuring technology's business value: organizations seek to prove IT benefits. In *Information Systems Management* (pp. 33–39).

Keen, P. G. W. (1995). *Every manager's guide to information technology: a glossary of key terms and concepts for today's business leader* (2nd ed.). Harvard Business Press.

Kotler, P., & Keller, K. L. (2008). *Manajemen Pemasaran*.

Kuo, Y. F., & Yen, S. N. (2009). Towards an understanding of the behavioral intention to use 3G mobile value-added services. *Computers in Human Behavior*, 25(1), 103–110. <https://doi.org/10.1016/j.chb.2008.07.007>

Margono, S. (2004). *Metodologi penelitian pendidikan*. Rineka Cipta.

Martinsons, M. G., & Chong, P. K. C. (1999). The Influence of Human Factors and Specialist Involvement on Information Systems Success. *Human Relations*, 52(1), 123–152. <https://doi.org/10.1177/001872679905200107>

McHaney, R., Hightower, R., & Pearson, J. (2002). A validation of the end-user computing satisfaction instrument in Taiwan. *Information and Management*, 39(6), 503–511. [https://doi.org/10.1016/S0378-7206\(01\)00119-7](https://doi.org/10.1016/S0378-7206(01)00119-7)

Mowen, J. C., & Minor, M. (2001). *Perilaku Konsumen*.

Mykytyn, P. P. (1988). An empirical investigation of DSS usage and the user's perception of DSS training. *Information and Management*, 14(1), 9–17. [https://doi.org/10.1016/0378-7206\(88\)90063-8](https://doi.org/10.1016/0378-7206(88)90063-8)

Oliver, R. L. (2010). *Satisfaction: A Behavioral Perspective on the Consumer* (2nd Editio). <https://doi.org/https://doi.org/10.4324/9781315700892>

- Palvia, P. C., & Palvia, S. C. (1999). An examination of the IT satisfaction of small-business users. *Information & Management*, 35(3), 127–137.
- Palvia, Prashant C. (1996). A model and instrument for measuring small business user satisfaction with information technology Prashant. *Information & Management*, 31, 151–163.
- Park, K. S., & Hwan Lim, C. (1999). A structured methodology for comparative evaluation of user interface designs using usability criteria and measures. *International Journal of Industrial Ergonomics*, 23(5–6), 379–389. [https://doi.org/10.1016/S0169-8141\(97\)00059-0](https://doi.org/10.1016/S0169-8141(97)00059-0)
- Pendidikan dan Kebudayaan, K. (2020). *SURAT EDARAN NOMOR 15 TAHUN 2020 TENTANG PEDOMAN PENYELENGGARAAN BELAJAR DARI RUMAH DALAM MASA DARURAT PENYEBARAN CORONA VIRUS DISEASE (COVID-19)*. 1–20.
- Quaddus, M., & Intrapairot, A. (2001). Management policies and the diffusion of data warehouse: A case study using system dynamics-based decision support system. *Decision Support Systems*, 31(2), 223–240. [https://doi.org/10.1016/S0167-9236\(00\)00133-0](https://doi.org/10.1016/S0167-9236(00)00133-0)
- Rasman, Y. I. K. (2012). *Gambaran hubungan unsur-unsur End User Computing Satisfaction terhadap kepuasan pengguna sistem informasi rumah sakit umum daerah kota depok 2012*. Universitas Indonesia.
- Ribiere, V., La Salle, A. J., Khorramshahgol, R., & Gousty, Y. (1999). Hospital Information Systems quality: A customer satisfaction assessment tool. *Proceedings of the Hawaii International Conference on System Sciences*. <https://doi.org/10.1109/hicss.1999.773011>

- Rushinek, A., & Rushinek, S. F. (1985). Accounting and billing software and user reactions: An interactive diagnostic audit trail. *Information and Management*, 9(1), 9–20. [https://doi.org/10.1016/0378-7206\(85\)90023-0](https://doi.org/10.1016/0378-7206(85)90023-0)
- Saputra, A., & Kurniadi, D. (2019). Analisis Kepuasan Pengguna Sistem Informasi E-Campus Di Iain Bukittinggi Menggunakan Metode Eucs. *Jurnal Vokasional Teknik Elektronika Dan Informatika*, 7(3), 58–66.
- Shneiderman, B. (1998). *Designing the user interface: strategies for effective human computer interaction* (3rd ed.). Addison-Wesley. <https://doi.org/10.1177/106480469800600411>
- Sholihin, M., & Ratmono, D. (2013). *Analisis SEM-PLS dengan WarpPLS 3.0* (Seno (ed.)). CV. Andi Offset.
- Sian, Y. C., Yamin, F. M., Hussain, W., & Ishak, W. (2013). *Internet Usage among Undergraduate Student in Malaysia School of Technology Management School of Computing*. 224–227.
- SIM/ Ubhara. (n.d.). Retrieved August 5, 2020, from <http://sim.ubhara.ac.id/dashboard>
- Somers, T., Nelson, K., & Karimi, J. (2004). Confirmatory factor analysis of the end-user computing satisfaction instrument: Replication within an ERP domain. *Decision Sciences*, 35(1), 145. <https://doi.org/10.1111/j.1540-5414.2004.02437.x>
- Sorong, E., Hilmansyah, & Hadiyanto. (2019). Pengaruh Variabel Kualitas Sistem Informasi Terhadap Kepuasan Pengguna Sistem Informasi Model EUCS. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 1(3), 23–28.

- Subiyakto, A., Rosalina, R., Catur Utami, M., Kumaladewi, N., & Jaya Putra, S. (n.d.). *The Psychometric and Interpretative Analyses for Assesing the End-User Computing Satisfaction Questionnaire*. <http://library1.nida.ac.th/termpaper6/sd/2554/19755.pdf>
- Sugiyono. (2011). *Metode Penelitian Kuantitatif, Kualitatif & RND*.
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&D*.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. PT Alfabet.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. PT Alfabet.
- Sukumaran, A. K. S. (2015). End user computing satisfaction instrument for a university website in India. *International Journal of Business Information Systems*, 20(4), 496–508. <https://doi.org/10.1504/IJBIS.2015.072744>
- Sutanto, Y. (2015). ANALISIS KEPUASAN PENGGUNA WEBSITE MANAJEMEN INFORMATIKA DENGAN METODE EUCS BERBASIS CMS. *Informatika*, 2.
- Suzanto, B., & Sidharta, I. (2015). Pengukuran End-User Computing Satisfaction Atas Penggunaan Sistem Informasi Akademik. *Jurnal Ekonomi, Bisnis & Entrepreneurship ISSN 2443-0633*, 9(1), 16–28. <http://jurnal.stiepas.ac.id/>
- Tambun, S., Cori, C., & Widyastuti, P. (2016). *Pelatihan Metode Penelitian Partial Least Square (PLS)*.
- Wardiana, W. (2002). Perkembangan Teknologi Informasi di Indonesia. *Proceedings of the Information Technology Seminar and Exhibition*, 1–6.
- Weaver, D., Spratt, C., & Nair, C. S. (2008). Academic and student use of a learning management system: Implications for quality. *Australasian Journal of Educational Technology*, 24(1), 30–41. <https://doi.org/10.14742/ajet.1228>