

DAFTAR PUSTAKA

- Andayani, S. (2022). Pengaruh Layanan Website Tokopedia Terhadap Kepuasan Konsumen Menggunakan Metode Webqual 4.0. *JuSiTik : Jurnal Sistem Dan Teknologi Informasi Komunikasi*, 2(1), 32–38. <https://doi.org/10.32524/jusitik.v2i1.433>
- Andry, J. F., Christianto, K., & Wilujeng, F. R. (2019). Using Webqual 4.0 and Importance Performance Analysis to Evaluate E-Commerce Website. *Journal of Information Systems Engineering and Business Intelligence*, 5(1), 23–31. <https://doi.org/10.20473/jisebi.5.1.23-31>
- Athallah, M. A., & Kraugusteeliana, K. (2022). Analisis Kualitas Website Telkomsel Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis. *CogITo Smart Journal*, 8(1), 171–182. <https://doi.org/10.31154/cogito.v8i1.374.171-182>
- Barnes, S., & Vidgen, R. (2002). An Integrative Approach to the Assessment of E-Commerce Quality. *Journal of Electronic Commerce Research*, 3, 114–127.
- Dewi, M. Y., & Wardijono, B. A. (2021). Analisis Pengukuran Kualitas Website Sistem Seleksi CPNS Nasional (SSCN) Menggunakan Metode WebQual 4.0. *Jurnal Ilmiah Komputasi*, 20(3). <https://doi.org/10.32409/jikstik.20.3.2782>
- Faqih, H., Warjiyono, Kuhon, F., Aji, S., Ardiansyah, A., & Fandhilah. (2020). An Analysis and Measurement of Website Quality Using WebQual 4.0 and Importance Performance Analysis (IPA) Method (A Case Study of Kemiriamba Village Brebes). *Journal of Physics: Conference Series*, 1641(1), 1–9. <https://doi.org/10.1088/1742-6596/1641/1/012096>
- Fauzy, A. (2019). *Metode Sampling* (2nd ed.). Penerbit Universitas Terbuka.
- Fikri, M. F. P., Ardiansyah, M. Y., Rizal Abdullah Rozi, M., Nizar Zulmi, M., & Nouvanty, V. (2022). Analisis Kualitas Sistem Informasi Akademik Menggunakan Pendekatan Model WebQual 4.0 Pada Universitas Pembangunan Nasional “Veteran” Jawa Timur. *JURNAL INFORMATION SYSTEM & ARTIFICIAL INTELLIGENCE*, 3(1), 39–46.
- Ghozali. (2013). *Aplikasi Analisis Multivariate dengan Program SPSS Edisi Ketujuh* (7th ed.). Badan Penerbit Universitas Diponegoro.
- Huizingh, E. K. R. E. (2000). The content and design of web sites: an empirical study. *Information & Management*, 37(3), 123–134. [https://doi.org/10.1016/S0378-7206\(99\)00044-0](https://doi.org/10.1016/S0378-7206(99)00044-0)
- IBM Documentation. (2023). *Paired-Samples T Test*. <https://www.ibm.com/docs/en/spss-statistics/saas?topic=tests-paired-samples-t-test>

- Ikasari, D., Widiastuti, & Andika, R. (2022). The Quality Analysis of Smart Zoning Application Web Using Webqual and Importance Performance Analysis Method, Case Study Election of Senior High School in Depok. *4th International Congress on Human-Computer Interaction, Optimization and Robotic Applications, Proceedings*.
<https://doi.org/10.1109/HORA55278.2022.9799927>
- Intan, N. (2023). *Survei: 82 persen Konsumen Pilih Belanja Elektronik lewat E-Commerce daripada Offline*. Republika.Co.Id.
<https://ekonomi.republika.co.id/berita/s05vs7349/survei-82-persen-konsumen-pilih-belanja-elektronik-lewat-ecommerce-daripada-offline>
- Larasati, A. S., Pratama, A., & Wulansari, A. (2021). ANALISIS KUALITAS WEBSITE SISTEM INFORMASI AKADEMIK DI UNIVERSITAS MAARIF HASYIM LATIF. *Jurnal Informatika Dan Sistem Informasi (JIFoSI)*, 2(2), 196–203.
- Machali, I. (2021). *METODE PENELITIAN KUANTITATIF Panduan Praktis Merencanakan, Melaksanakan dan Analisis dalam Penelitian Kuantitatif* (3rd ed.). Fakultas Ilmu Tarbiyah dan Keguruan Universitas Islam Negeri (UIN) Sunan Kalijaga Yogyakarta.
- Mandias, G., Septiawan, Y., & Bojoh, M. J. (2021). Analisis Kualitas Website Menggunakan Metode Webqual 4.0 Dan Ipa Terhadap Situs Sla Tompaso Website Quality Analysis Using Webqual 4.0 And Ipa Methods Of Sla Tompaso. *Cogito Smart Journal* |, 7(2), 396–406.
- Marakas, G. M., O'Brien, J. A., & O'Brien, J. A. (2013). *Introduction to information systems* (16th ed.). McGraw-Hill/Irwin.
- Marihot, Y., Sari, S., & Endang, A. (2022). *METODE PENELITIAN KUALITATIF DAN KUANTITATIF*.
- Marlina, M., Santoso, Y. P., Kelvin, K., & Andry, J. F. (2019). ANALISIS PENGARUH WEBSITE FASHION MACADAMIA HOUSE TERHADAP KEPUASAN KONSUMEN DENGAN METODE WEBQUAL 4.0. *Jurnal Teknoinfo*, 13(2), 63–70. <https://doi.org/10.33365/jti.v13i2.215>
- Nurchayadi, G. (2023). *Survei: Sebagian Besar Masyarakat Indonesia Pilih Belanja Lewat E-commerce*. MediaIndonesia.Com.
<https://mediaindonesia.com/ekonomi/608896/survei-sebagian-besar-masyarakat-indonesia-pilih-belanja-lewat-e-commerce>
- O'Brien, J., & Marakas, G. (2011). *Management Information Systems (10th Edition)* (10th ed.). McGraw-Hill/Irwin.
- Raja, J. H. L., & Tileng, K. G. (2022). Analisis Kualitas Website Jobstreet Menggunakan Metode Webqual 4.0 dan Importance-Performance Analysis (IPA) . *JUISI (Jurnal Informatika Dan Sistem Informasi)*, 8(1).

- Ratnawati, S., Zamhari, A., Hasanati, N., & Muktabar, R. N. (2023). Analysis of Website Quality Using Webqual 4.0 Method and Importance Performance Analysis (IPA). *11th International Conference on Cyber and IT Service Management, CITSM*, 2023. <https://doi.org/10.1109/CITSM60085.2023.10455539>
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Romlih, R., & Budihartanti, C. (2023). Analisis Kualitas Website dengan Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis. *Journal of Information System Research (JOSH)*, 5(1), 213–223. <https://doi.org/10.47065/josh.v5i1.3991>
- Saputra, J., Oktafia Lingga Wijaya, H., Rahman, T., Bina Insan Lubuklinggau, U., Lubuklinggau, K., Komputer, F., & Studi Sistem Informasi, P. (2021). Analisis Kualitas Website Institut XYZ Menggunakan Metode Webqual dan IPA. *Jurnal Sains Komputer & Informatika (J-SAKTI)*, 5(1), 318.
- Shofi, R. D., & Indriyanti, A. D. (2022). Evaluasi Kualitas Website Tokopedia Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis (IPA). *JEISBI*, 03(3).
- SimilarWeb. (2023). *Most Visited Ecommerce & Shopping Websites in Indonesia*. <https://www.similarweb.com/top-websites/indonesia/e-commerce-and-shopping/>
- Stair, R., & Reynolds, G. (2014). *Fundamentals of Information Systems* (8th ed.). Cengage Learning.
- Sutisna, M., Prayogo, A. D., & Sarah, I. S. (2019). Evaluating Website Repeat Usage Using Webqual 4.0: a Guide for E-Commerce Business. *IOP Conference Series: Materials Science and Engineering*, 662(2), 022105. <https://doi.org/10.1088/1757-899X/662/2/022105>
- Tokopedia. (2023). *About Tokopedia*. <https://www.tokopedia.com/about/>
- Wijaya, I. G. N. S., Triandini, E., Kabnani, E. T. G., & Arifin, S. (2021). E-commerce website service quality and customer loyalty using WebQual 4.0 with importance performances analysis, and structural equation model: An empirical study in Shopee. *Register: Jurnal Ilmiah Teknologi Sistem Informasi*, 7(2), 107. <https://doi.org/10.26594/register.v7i2.2266>
- Wijayanto Aripardono, H., Ardiansyah, M., & Kom, S. (2021). Analisa Pengaruh Kualitas Desain Website Terhadap Minat Beli Online Travel Agent. *Journal of Information System and Technology*, 02(03), 77–90.

Wu, J.-H., & Wang, Y.-M. (2006). Measuring KMS success: A respecification of the DeLone and McLean's model. *Information & Management*, 43(6), 728–739. <https://doi.org/10.1016/j.im.2006.05.002>