

Daftar Pustaka

- [1] Zulfahri, A. F., Wibowo, D. A., & Noor, A. (2024). Penilaian Kepuasan Pengguna Website Shopee Menggunakan Webqual 4.0. *Jurnal Sains Dan Teknologi (JSIT)*, 4(1), 46–52. <https://doi.org/10.47233/jsit.v4i1.1412>
- [2] Hanifah, M. R., Ali, I. M., al Ghifari, D., Aburizal Fatwa, M., Ilmu Komputer, F., & Studi Sistem Informasi, P. (n.d.). Analisis Metode Webqual 4.0 dan Importance Performance Analysis (IPA) pada Kualitas Website E-Health Surabaya (Studi Kasus : E-Health Surabaya).
- [3] Rijal, Widia. "Faktor Internal dan Eksternal Yang Mempengaruhi Hasil Belajar Menggambar dengan Perangkat Lunak SisWA Kelas XI Teknik Gambar Bangunan SMK N1 Padang Tahun 2016/2017." *Jurnal Teknik Sipil* 5.1 (2018): 1.
- [4] Winardi, A. (2014). Faktor-Faktor Yang Mempengaruhi Keterlambatan Penyelesaian Studi Mahasiswa Jurusan Pendidikan Teknik Mesin FPTK UPI. *Journal of Mechanical Engineering Education (Jurnal Pendidikan Teknik Mesin)*, 1(2), 192-199.
- [5] Sallis Edward. (2012). Total Quality Management In Education: Manajemen Mutu Pendidikan. Yogjakarta: Ircisod
- [6] Fauzi, H., Aprianto, I., Amiruddin, A., & Zulqarnain, Z. (2020). Strategi Pengembangan Mutu Perguruan Tinggi. *Jurnal Ilmu Manajemen Terapan*, 1(5), 416-424.
- [7] Sebayang, F., & Tarigan, Z. J. H. (2009). Ketersediaan sistem informasi terintegrasi terhadap kepuasan pengguna. *Jurnal Keuangan dan Perbankan*, 13(2), 325-336.
- [8] Kosasi, S., Millah, S., & Santoso, N. P. L. (2022). Manajemen dalam Konsep dan Prinsip Pengelolaan Pendidikan menggunakan Komputasi Awan. *Jurnal MENTARI: Manajemen, Pendidikan dan Teknologi Informasi*, 1(1), 38-45.
- [9] Prehanto, D. R., Kom, S., & Kom, M. (2020). *Buku Ajar Konsep Sistem Informasi*. Scopindo Media Pustaka.
- [10] Ngulum, M. C., & Indriyanti, A. D. (2020). Evaluasi kualitas website simontasi unesa menggunakan metode webqual dan importance performance analysis (IPA). *Journal of Informatics and Computer Science (JINACS)*, 2(01), 38-42.

- [11] Kemdikbud, 2021 <https://www.kemdikbud.go.id/main/>
- [12] Kartika, Nilam Dwi., Anton., dan Adnanti, Wenny Ana. (2016). “Analisis Kualitas Sistem Informasi, Perceived Usefulness dan Kualitas Informasi Terhadap Kepuasan End User Software Akuntansi”. Simposium Nasional Akuntansi XIX Lampung 2016.
- [13] Stuart J. Barnes, R. V. (2002). Assessing e-commerce quality with WebQual: An evaluation of the usability, information quality, and interaction quality on Internet bookstores. *Journal of Electronic Commerce Research.*, 5 No.9, 114-127.
- [14] Rukmiyati, N. M. (2016). PENGARUH KUALITAS SISTEM INFORMASI, KUALITAS INFORMASI DAN PERCEIVED USEFULNESS PADA KEPUASAN PENGGUNA AKHIR SOFTWARE AKUNTANSI (STUDI EMPIRIS PADA HOTEL BERBINTANG DI PROVINSI BALI). *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*, 5, 115-142.
- [15] Rismayani, Y. J. (2020). Using WebQual 4.0 For Measuring Quality of E-learning Services During COVID-19 Pandemic. Authorized licensed use limited to: IEEE Xplore
- [16] Nurhayani Siregar, Rafidatun Sahirah, Arsikal Amsal Harahap. (2020). Konsep Kampus Merdeka Belajar di Era Revolusi Industri 4.0. *Fitrah: Journal of Islamic Education*, 152.
- [17] Direktorat Jenderal Pendidikan Tinggi Kementerian Pendidikan dan Kebudayaan. (2020). Buku Panduan Merdeka Belajar - Kampus Merdeka
- [18] Suryaman, M. (2020, October). Orientasi pengembangan kurikulum merdeka belajar. In *Seminar Nasional Pendidikan Bahasa Dan Sastra* (pp. 13-28).
- [19] Hasim, E. (2020). Penerapan kurikulum merdeka belajar perguruan tinggi di masa pandemi covid-19. *E-Prosiding Pascasarjana Universitas Negeri Gorontalo*.
- [20] Quipper.com about us <https://www.quipper.com/id/blog/info-guru/kampus-merdeka-mbkm/>
- [21] Buku Panduan MBKM (2024). Direktorat Pembelajaran dan Kemahasiswaan Direktorat Jenderal Pendidikan Tinggi, Riset, dan Teknologi, Kementerian Pendidikan, Kebudayaan, Riset, dan Teknologi.

- [22] Putra, D. M., Zulkarnain, R., & Sutabri, T. (2024). EFEKTIVITAS PROGRAM MBKM DALAM MENINGKATKAN KOMPETENSI MAHASISWA PASCA KAMPUS. *Cendikia: Jurnal Pendidikan dan Pengajaran*, 2(6), 393-398.
- [23] Penapijar.com (2023). <https://penapijar.com/program-mbkm-ala-nadiem-makarim-mengintensifkan-atau-memasifkan-mutu-mahasiswa/>
- [24] Kompas.com (2021). <https://www.kompas.com/edu/read/2023/06/23/215510271/program-mbkm-bantu-mahasiswa-dan-dunia-usaha>
- [25] Kuryanti, S. J. (2014). Perancangan Sistem Informasi Akademik Sekolah Berbasis Web Dengan Java. *Jurnal Khatulistiwa Informatika*, 2(1).
- [26] Mukyanti, Agus. 2009. Sistem Informasi Konsep dan Aplikasi. Pustaka Pelajar. Yogyakarta
- [27] Marimin, MSc, Tanjung, Hendri, M.M., M.Ag. dan Prabowo, Haryo,S.P., M.M. 2006. Sistem Informasi Sumber Daya Manusia.(online), (<http://books.google.co.id/books?id=awC2247vPUkC&pg=PA1&lpg=PA1&dq=definisi+sistem+informasi&source=bl&ots=NPQS8h5A3Z&sig=K0Lc8Tl72buPA2BoTSOkvN2eRGs&hl=id&sa=X&ei=roIRUK2lGoy0rAfGmoGwAg&sqi=2&ved=0CEEQ6AEwBA#v=onepage&q=definisi%20sistem%20informasi&f=false>), diakses 27 Juli 2012.
- [28] Soeherman, B., & Pinontoan, M. Designing Information System. 2008. Jakarta. PT Elex Media Komputindo.
- [29] Ningrum, P. W. E., & Nuryana, I. K. D. (2024). Analysis of User Satisfaction MELISA using End User Computing Satisfaction (EUCS) and Importance Performance Analysis (IPA) Methods. *Journal of Emerging Information System and Business Intelligence (JEISBI)*, 5(3), 237-249.
- [30] ppti.unesa.ac.id, 2024
- [31] Sa'diyah, L. M., & Nuryana, I. K. D. (2024). ANALYSIS OF STUDENTS'LEVEL OF SATISFACTION AND ACCEPTANCE TOWARDS SIDIA USING THE EUCS AND TAM METHODS. *Journal of Emerging Information System and Business Intelligence (JEISBI)*, 5(3), 255-265.
- [32] Prasongko, G., & Nurdin, S. R. (2023). Analisis Kualitas Sistem Informasi MELISA Terhadap Kepuasan Pengguna Dengan Menggunakan Metode

- WebQual 4.0 dan EUCS (End-User Computing Satisfaction). *Journal of Emerging Information System and Business Intelligence (JEISBI)*, 4(2), 70–76.
- [33] unesa.ac.id (2023)
- [34] Kotler, Philip dan Kevin Lane Keller. (2007). Manajemen Pemasaran Edisi 12 Jilid 1. Jakarta: Indeks- Pretince Hall. (2008). Manajemen Pemasaran Edisi 13 Jilid 1. Jakarta: Erlangga.
- [35] Santosa, P. I. (2009). USABILITY OF E-LEARNING PORTAL AND HOW IT AFFECTS STUDENTS'ATTITUDE AND SATISFACTION, AN EXPLORATORY STUDY. *Pacis 2009 Proceedings*, 71.
- [36] Jogiyanto, H. (2008). Metodologi Penelitian Sistem Informasi. Yogyakarta: ANDI.
- [37] Tjiptono Fandy & Gregorius Chandra 2011, Service, Quality & Satisfaction. Andi Publisher, Yogyakarta
- [38] Irawan, C. (2011). *Evaluasi Kualitas Website Pemerintah Daerah Menggunakan Metode Webqual (Studi Kasus pada Kabupaten Ogan Ilir)* (Doctoral dissertation, Universitas Gadjah Mada).
- [39] AYU, A. N., & Sutabri, T. (2023). Analisis Kualitas Layanan Website Bkpsdm Kota Palembang Menggunakan Metode Webqual. *Indonesian Journal of Multidisciplinary on Social and Technology*, 1(2), 88-94.
- [40] Pramadewi, P. M. M. (2024). EVALUASI KUALITAS WEBSITE SMK NEGERI 1 DENPASAR MENGGUNAKAN KOMBINASI WEBQUAL 4.0, FUZZY ANALYTICAL HIERARCHY PROCESS DAN IMPORTANCE-PERFORMANCE ANALYSIS.
- [41] Dalimunthe, N., Adawiyah, A., & Karina, T. (2019). Analisa Kualitas Website Menggunakan Metode Webqual 4.0 (Studi Kasus: Badan Kepegawaian Daerah Provinsi Riau). *Jurnal Ilmiah Rekayasa dan Manajemen Sistem Informasi*, 5(2), 184-190.
- [42] Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service quality delivery through web sites: a critical review of extant knowledge. *Journal of the academy of marketing science*, 30(4), 362-375.
- [43] Saputra, A., Inan, D. I., Juita, R., Sanglise, M., & Indra, M. (2024). Determinants of User Satisfaction with a Mobile Application Using the

- Extended Webqual 4.0 Method and Structural Equation Modelling: A Case of the PLN Mobile Application. *JUSIFO (Jurnal Sistem Informasi)*, 10(1), 39-48.
- [44] Barnes, Stuart, and Richard Vidgen. 2002. “An Integrative Approach to the Assessment of E-Commerce Quality. Journal of Electronic Commerce Research.” *Journal of Electronic Commerce Research* 3(3): 114–27. <http://web.csulb.edu/journals/jecr/issues/20023/paper2.pdf>.
- [45] Yan, P., & Guo, J. (2010, February). The research of web usability design. In *2010 The 2nd International Conference on Computer and Automation Engineering (ICCAE)* (Vol. 4, pp. 480-483). IEEE.
- [46] Napitupulu, D. (2017). Analysis of factors affecting the website quality based on WebQual approach (study case: XYZ University). *International Journal on Advanced Science, Engineering and Information Technology*, 7(3), 792-798.
- [47] Widiyasari, R., & Mutiarani. (2017). PENGGUNAAN METODE STRUCTURAL EQUATION MODELLING UNTUK ANALISIS FAKTOR YANG MEMPENGARUHI MOTIVASI BELAJAR MAHASISWA FIP UMJ. *Fibonacci*, 3(2).
- [48] Ghazali, Imam.(2008).StructuralEquation Modeling, Metode Alternatif dengan PartialLeastSquare. Semarang.BadanPenerbitUndip
- [49] Yamin, S., & Kurniawan, H. (2011). Generasi baru mengolah data penelitian dengan partial least square path modeling. *Jakarta: Salemba Infotek*.
- [50] Wijayanto, H. (2020). Analysis of Information System Success in the Colleges in East Java with Wijayanto's Approach of Infromation System Success Model.
- [51] Vinzi, V. E., Chin, W. W., Henseler, J., & Wang, H. (2009). Perspectives on partial least squares. In *Handbook of partial least squares: Concepts, methods and applications* (pp. 1-20). Berlin, Heidelberg: Springer Berlin Heidelberg.
- [52] Ghazali, I. (2006). Aplikasi analisis multivariate dengan program SPSS. Badan Penerbit Universitas Diponegoro.
- [53] Sugiyono. (2018). Metode Penelitian Kuantitatif. Bandung: Alfabeta.

- [54] Khatimah, H., Utami, S. D., & Mursali, S. (2018). Pengembangan LKS berbasis kearifan lokal untuk peningkatan keterampilan penyelesaian masalah siswa. *Bioscientist: Jurnal Ilmiah Biologi*, 6(2), 173-181.
- [55] Hasanah, H. (2017). Teknik-teknik observasi (sebuah alternatif metode pengumpulan data kualitatif ilmu-ilmu sosial). *At-Taqaddum*, 8(1), 21-46.
- [56] Yusuf, A. M. (2005). Metodelogi penelitian. *Padang. Padang*: UNP Pers.
- [57] Nursanti, A. M., Syafira, A., & Priyono, P. (2022). Studi Literatur: Perkembangan Nanomaterial. *Berkala Fisika*, 25(3), 111-121.
- [58] Suryabrata, S., 2015. Metodologi Penelitian. 2nd edn. Jakarta: Rajawali Press.
- [59] Rizka, A. (2023). METODE MULTI-ATTRIBUTE UTILITY THEORY (MAUT) UNTUK PEMILIHAN PRODUK TERLARIS. *Penerbit Tahta Media*.
- [60] Sastika, W., Suryawardani, B., & Hanifa, F. H. (2016, August). Analysis of website quality, brand awareness on trust and its impact on customer loyalty. In *2016 Global Conference on Business, Management and Entrepreneurship* (pp. 472-478). Atlantis Press.
- [61] Sanjaya, I. (2012). Analisis perbandingan kualitas pengalaman dengan standar kualitas layanan bagi pelanggan seluler. *Buletin Pos dan Telekomunikasi*, 10(1), 23-34.
- [62] Muhsin, A., & Zuliestiana, D. A. (2017). Analisis Pengaruh Kualitas Website (Webqual) 4.0 Terhadap Kepuasan Pengguna Bukalapak Di Kota Bandung. *eProceedings of Management*, 4(3).
- [63] Asghari, P., Rahmani, A. M., & Javadi, H. H. S. (2018). Service composition approaches in IoT: A systematic review. *Journal of Network and Computer Applications*, 120, 61-77.
- [64] Karatepe, O. M., Yavas, U., & Babakus, E. (2005). Measuring service quality of banks: Scale development and validation. *Journal of Retailing and Consumer Services*, 12(5), 373–383. <https://doi.org/10.1016/j.jretconser.2005.01.001>
- [65] Xie, Y., Zhou, R., Chan, A. H. S., Jin, M., & Qu, M. (2023). Motivation to interaction media: The impact of automation trust and self-determination theory on intention to use the new interaction technology in autonomous vehicles. *Frontiers in Psychology*, 14, 1078438.

- [66] Leviana, R., & Rahmatulloh, A. (2024). PENERAPAN METODE WEBQUAL 4.0 DAN IMPORTANCE PERFORMANCE ANALYSIS (IPA) DALAM EVALUASI KUALITAS WEBSITE KOMUNITAS KUMPULAN WARGI SUKAPURA (KWS). *Jurnal Simantec*, 12(2), 17-26.
- [67] Hasibuan , S. P. Melayu.(2007). Manajemen Sumber Daya Manusia. Edisi Revisi. Jakarta, Bumi Aksara.
- [68] Arikunto, S., & Ahmad, U. (2013). Contribution of Educational Management to Optimal Service of Educational Development. *Jurnal Bimbingan dan Konseling “PSIKOPEDAGOGIA*, 2(2), 70-77.
- [69] Imron, I. (2019). Analisa pengaruh kualitas produk terhadap kepuasan konsumen menggunakan metode kuantitatif pada CV. Meubele Berkah Tangerang. *Indonesian journal on software engineering (IJSE)*, 5(1), 19-28.
- [70] Garaika dan Darmanah. 2019. Metodologi Penelitian. CV. Hira Tech. Lampung Selatan
- [71] Sarjono, Haryadi dan Julianita, Winda. (2011). SPSS vs LISREL: Sebuah Pengantar, Aplikasi untuk Riset. Jakarta: Salemba Empat.
- [72] Marihot, Y., Sari, S., & Endang, A. (2022). Buku Metode Penelitian Kualitatif & Kuantitatif. In Jurnal Multidisiplin Madani (MUDIMA) (Vol. 1, Issue 1).
- [73] Setyawan, R. A., & Atapukan, W. F. (2018). Pengukuran usability website e-commerce Sambal Nyoss menggunakan metode Skala Likert. *Jurnal Compiler*, 7(1), 54-61.
- [74] Arifin, Z. (2017). Kriteria instrumen dalam suatu penelitian. *Jurnal Theorems (the original research of mathematics)*, 2(1).
- [75] Stamenkov, G., & Dika, Z. (2019). Quo vadis,(e-) service quality? Towards a sustainability paradigm. *Total Quality Management & Business Excellence*, 30(7-8), 792-807.
- [76] 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.
- [77] Yulianto, D., & Ismail, T. (2021). Analisis Website Program Kreativitas Mahasiswa (PKM Center) Universitas Ahmad Dahlan Menggunakan WebQual

- 4.0. MATRIK: *Jurnal Manajemen, Teknik Informatika dan Rekayasa Komputer*, 20(2), 325-334.
- [78] Parasdika, S. (2022). *Identifikasi situs online dalam materi akidah akhlak pada madrasah aliyah* (Doctoral dissertation, UIN Syekh Ali Hasan Ahmad Addary Padangsidimpuan).
- [79] Arfin, M., & Munirah, M. (2024). Pelaksanaan Supervisi Akademik Berbasis Coaching Terhadap Kinerja Guru di UPT SPF SD Negeri 3 Kasimpureng. *Prosiding SISFOTEK*, 8(1), 1-6.
- [80] Sanaky, M. J. (2021). Application of Health Communication for the Prevention of Leptospirosis in the Community. *Jurnal Ilmiah Kesehatan Sandi Husada*, 10(2), 720-727.
- [81] Janna, N. M., & Herianto, H. (2021). Konsep uji validitas dan reliabilitas dengan menggunakan SPSS.
- [82] Ghazali, Imam. 2014. Aplikasi Analisis Multivariate Dengan Program Ibm Spss19. Semarang: Badan Penerbit Universitas Diponegoro
- [83] Sitinjak, T. J. (2006). LISREL, Yogyakarta: Graha Ilmu.
- [84] Sujono, S., & Santoso, H. B. (2017). Analisis Kualitas E-Learning dalam Pemanfaatan Web Conference dengan Metode Webqual (Studi Kasus: Universitas KH. A. Wahab Hasbullah). *E-JURNAL JUSITI: Jurnal Sistem Informasi dan Teknologi Informasi*, 6(1), 69-77.
- [85] Notoatmodjo. (2005).Metodologi Penelitian Kesehatan, Jakarta: Rineka Cipta.
- [86] Cherry Kendra.(2012).What Is Reliability?, dikutip dari <http://psychology.about.com/od/researchmethods/f/reliabilitydef.htm>. diakses tanggal 18-9-2019
- [87] Windari, F., Nasution, Y. S. J., & Harahap, R. D. (2023). Faktor-Faktor Yang Mempengaruhi Kinerja Karyawan Dalam Perspektif Manajemen Sumber Daya Manusia Islami Pada CV. Ono Trans Sejahtera. *Jurnal Ekonomika Dan Bisnis*, 3(2), 298-310.
- [88] Mustafa, P. S. (2022). Statistika Inferensial meliputi Uji Beda dalam Pendidikan Jasmani: Sebuah Tinjauan.DIDAKTIKA: Jurnal Pemikiran Pendidikan,28(2), 1.

- [89] Ratnasih, C., & Nurjanah, S. (2019). Pengaruh Harga dan Kualitas Produk Terhadap Keputusan Pembelian Mie Instan Merek Mie Sedaap Serta Implikasinya Terhadap Loyalitas Pelanggan Di Perumahan Pekayon Bekasi Selatan. *JURNAL MANAJEMEN FE-UB*, 7(2), 1-14.
- [90] Irawan, R., & Surjono, H. D. (2018). Pengembangan E-learning Berbasis Moodle dalam Peningkatkan Pemahaman Lagu pada Pembelajaran Bahasa Inggris. *Jurnal Inovasi Teknologi Pendidikan Volume*, 5(1), 1–11. <https://doi.org/10.21831/jitp.v5i1.10599>
- [91] Mulyani, A., Kurniadi, D., & Putri, M. H. (2023). Analisis Penerimaan Learning Management System Institut Teknologi Garut Menggunakan Technology Acceptance Model. *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 10(4), 843–850. <https://doi.org/10.25126/jtiik.20241046618>.
- [92] Slamet, R., & Wahyuningsih, S. (2022). Validitas dan reliabilitas terhadap instrumen kepuasan kerja. *Aliansi: Jurnal Manajemen Dan Bisnis*, 17(2).
- [93] Hair, J. F. (2013). A Primer on Partial Least Squares Structural Equation Modeling. *Long Range Planning*, 46(1–2), 184–185. <https://doi.org/10.1016/j.lrp.2013.01.002>.
- [94] Hermawan, R. T., & Hasibuan, S. (2011). Analisis Pengaruh Tingkat Pengalaman dan Coaching Style terhadap Kualitas Kepemimpinan Manajer Proyek dalam Upaya Peningkatan Produktivitas di PT. Jci. *Jurnal PASTI*, XI(1), 2–5.
- [95] Firdaus, L., Karim, M., & Yuningsih, Y. (2023, December). Transformational Leadership in Moderating the Relationship of Organizational Commitment with Organizational Citizenship Behavior (Evidence from Remote Area Workers on Forestry Company). In *Proceedings of the 6th International Conference of Economics, Business, and Entrepreneurship, ICEBE 2023, 13-14 September 2023, Bandar Lampung, Indonesia*.
- [96] Lehner, F. (University of P., & Haas, N. (2010). Knowledge management success factors. Business Transformation through Innovation and Knowledge Management: An Academic Perspective - Proceedings of the 14th International Business Information Management Association Conference, IBIMA 2010, 3(1), 1625–1634. <https://academicpublishing.org/index.php/ejkm/article/view/891>

- [97] Diamantopoulos, A. (2006). The error term in formative measurement models: interpretation and modeling implications. *Journal of modelling in management*, 1(1), 7-17.
- [98] M. A. Rahman, "Analisis Kualitas Layanan Website Universitas," Jurnal Teknologi Informasi, vol. 12, no. 1, pp. 45-56, 2023.
- [99] D. H. Prabowo, "Penerapan Metode WebQual 4.0 pada Website E-Commerce," Jurnal Sistem Informasi, vol. 10, no. 2, pp. 78-89, 2023.
- [100] W. H. Delone and E. R. McLean, "The Delone and McLean Model of Information Systems Success: A Ten-Year Update," *Journal of Management Information Systems*, vol. 19, no. 4, pp. 9-30, 2016.
- [101] N. A. Hidayah, A. Subiyakto, and F. Setyaningsih, "Combining Webqual and Importance Performance Analysis for Assessing A Government Website," in *International Conference on Cyber and IT Service Management (CITSM)*, 2019, pp. 1-6.
- [102] E. T. Loiacono, R. T. Watson, and D. L. Goodhue, "WebQual: A Measure of Web Site Quality," *Marketing Theory and Applications*, vol. 13, pp. 432-438, 2002.
- [103] W. H. Delone dan E. R. McLean, "The Delone and McLean Model of Information Systems Success: A Ten-Year Update," *Journal of Management Information Systems*, vol. 19, no. 4, pp. 9-30, 2016.
- [104] A. A. Aladwani dan P. M. Palvia, "Developing and Validating an Instrument for Measuring User Satisfaction with E-Government Services," *Government Information Quarterly*, vol. 21, no. 3, pp. 271-301, 2004.
- [105] V. R. Bulu, R. L. Nahak, and S. T. Ndapa Lawa, "PELATIHAN PENGOLAHAN DAN ANALISIS DATA MENGGUNAKAN SPSS", *PEMIMPIN*, vol. 1, no. 1, pp. 1-4, Aug. 2021.
- [106] S. Zein, et.al., "Pengolahan dan analisis data statistik menggunakan Aplikasi SPSS" JTEP-Jurnal Teknologi Pendidikan dan Pembelajaran, Vol.4, No. 1, Februari 2019
- [107] Sandora, T., & Saptomo, C. A. (2023). Pengaruh Return on Asset, Return on Equity dan Net Profit Margin Terhadap Return Saham Pada Perusahaan Sub Sektor Makanan dan Minuman Yang Terdaftar di Bursa Efek Indonesia Periode 2015-2020. *EQUILIBRIUM-Jurnal Bisnis dan Akuntansi*, 17(1), 62-70.

- [108] Nugraha, B. (2022). *Pengembangan uji statistik: Implementasi metode regresi linier berganda dengan pertimbangan uji asumsi klasik*. Pradina Pustaka.
- [109] Henseler, J., & Schuberth, F. (2020). Using confirmatory composite analysis to assess emergent variables in business research. *Journal of Business Research*, 120, 147-156.
- [110] Yani, J. A., Mangkunegara, A. A. A. P., & Aditama, R. (1995). Sugiyono. 2017, Metode penelitian kuantitatif, kualitatif, dan R&D. bandung: Alfabeta. Procrastination And Task Avoidance: Theory, Research and Treatment.
- [111] Faisal, F. (2021). Pengaruh Return on Asset dan NonPerforming Loan Terhadap Capital Adequacy Ratio Pada PT Bank Mega Tbk. *Jurnal Madani: Ilmu Pengetahuan, Teknologi, dan Humaniora*, 4(1), 61-69.
- [112] Malikhah, F. N. (2021). *Pengaruh Expertise, Attractiveness, Trustworthiness, Dan Review Quality Terhadap Purchase Intention Roduk Kosmetik* (Doctoral dissertation, Universitas Putra Bangsa).
- [113] Ghazali, A. (2021). Return On Asset, Intensitas Modal, Tax Avoidance: Corporate Governance Sebagai Variabel Moderasi. *Jurnal Literasi Akuntansi*, 1(1), 1-13.
- [114] Ghazali, I. (2018). Aplikasi analisis multivariete dengan program IBM SPSS 23.
- [115] Priyatno, D. (2008). Mandiri Belajar SPSS (Statistical Product and Service Solution). *MediaKom*, Yogyakarta.
- [116] Kusnadi, Y., & Kurnia, F. H. (2019). Pengukuran Kualitas Layanan Website Terhadap Kepuasan Pengguna Menggunakan Metode Webqual 4.0. *Jurnal Teknologi Informatika dan Komputer*, 5(2), 6-12.
- [117] Pamungkas, R., & Saifullah, S. (2019). Evaluasi Kualitas Website Program Studi Sistem Informasi Universitas PGRI Madiun Menggunakan Webqual 4.0. *INTENSIF: Jurnal Ilmiah Penelitian Dan Penerapan Teknologi Sistem Informasi*, 3(1), 22-31.
- [118] Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). ES-QUAL: A multiple-item scale for assessing electronic service quality. *Journal of service research*, 7(3), 213-233.

- [119] Al-Samarraie, H., & Ghazal, S. (2020). The Impact of Usability on User Satisfaction in E-Learning Platforms: An Empirical Study. *Education and Information Technologies*, 25(6), 4995-5012.
- [120] Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (2018). *SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality*. Journal of Retailing, 64(1), 12-40.
- [121] Akoumianakis, D., & Koutsabasi, V. (2022). Towards a Usability-Driven Design Framework for Educational Software: An Empirical Study. *Computers in Human Behavior Reports*, 6, 100185.
- [122] Prahiawan, W., & Yulianti, P. (2020). The Influence of Information Quality, System Quality and Service Quality on User Satisfaction. *International Journal of Advanced Science and Technology*, 29(05), 1045-1056.
- [123] Susanto, A., & Meiryani. (2021). The Effect of Information Quality, System Quality, and Service Quality on User Satisfaction of E-Wallet Application. *International Journal of Engineering and Advanced Technology (IJEAT)*, 10(4), 163-169.
- [124] Hajli, M. N., Sims, J., & Shanmugam, M. (2020). Digital platforms and customer satisfaction: The moderating role of perceived value. *Information Technology & People*, 33(3), 675-699.
- [125] Pizzi, G., Scarpi, D., & Pontes, N. (2021). The effects of artificial intelligence in customer service on satisfaction and trust: The moderating role of product complexity. *Journal of Business Research*, 133, 497-508.
- [126] Saputro, P., Budiyanto, D., & Santoso, J. (2016). Model Delone and Mclean Untuk Mengukur Kesuksesan E-Government Kota Pekalongan. *Scientific Journal of Informatics*, 2(1), 1-8. doi:<https://doi.org/10.15294/sji.v2i1.4523>
- [127] Anisa Yulandari, Wing Wahyu Winarno, Asro Nasiri (2018). Evaluasi Kualitas Layanan Website Alumni Menggunakan Metode Webqual 4.0. *Citec Journal*, Vol. 5, No. 2, Februari 2018 – April 2018