

## DAFTAR PUSTAKA

- [1] Badan Pusat Statistik, “Jumlah kendaraan bermotor yang didaftarkan menurut kabupaten/kota dan jenis kendaraan di Provinsi Jawa Timur (unit), 2018-2020,” 2021. [Online]. Available: <https://jatim.bps.go.id/id/statistics-table/1/MjI1MyMx/jumlah-kendaraan-bermotor-yang-didaftarkan-menurut-kabupaten-kota-dan-jenis-kendaraan-di-provinsi-jawa-timur-unit-2018-2020.html>
- [2] S. Amirulkamar, “Dampak literasi digital terhadap pelayanan publik di indonesia dalam perspektif etika,” vol. 5, no. 1, pp. 87–94, 2024.
- [3] Kementerian Komunikasi dan Digital Republik Indonesia, “Indeks Literasi Digital Indonesia Tahun 2021-2022.” [Online]. Available: <https://data.komdigi.go.id/opendata/dataset/indeks-literasi-digital-indonesia>
- [4] E. Sutrisno, M. S. Silitonga, R. R. Yusuf, and A. A. Nugroho, “Digital Divided: How Indonesian Public Service Affected?,” *JPPI (Jurnal Penelit. Pendidik. Indones.*, vol. 10, no. 3, pp. 454–463, 2024, doi: 10.29210/020244613.
- [5] G. Agung and A. Wisudiawan, “ANALISIS FAKTOR KESUKSESAN SISTEM INFORMASI MENGGUNAKAN MODEL DELONE AND MCLEAN,” 2015.
- [6] A. K. Abdulkareem and R. M. Ramli, “Does digital literacy predict e-government performance? An extension of Delone and Mclean information system success model,” *Electron. Gov.*, vol. 17, no. 4, pp. 466–493, 2021, doi: 10.1504/EG.2021.118103.
- [7] H. A. Rohma and P. Handayani, “Analisis Kesuksesan Penerapan Portal E-Gov (Studi Kasus Dispora Kota Tangerang),” *Indones. J. Softw. Eng.*, vol. 9, no. 1, pp. 55–62, 2023, [Online]. Available: <http://ejournal.bsi.ac.id/ejurnal/index.php/ijse55>
- [8] D. Anggraini *et al.*, “ANALISIS KESUKSESAN APLIKASI JEPIN MENGGUNAKAN DELONE AND MCLEAN IS SUCCESS MODEL DAN METODE IMPORTANCE PERFORMANCE ANALYSIS,” *J. Pendidik. Teknol. Inf.*, vol. 7, no. 1, pp. 76–87, 2023.
- [9] D. Andriyanto, F. Said, F. Titiani, and E. Erni, “Analisis Kesuksesan Aplikasi Jakarta Kini (JAKI) Menggunakan Model Delone and McLean,” *Paradig. - J.*

- Komput. dan Inform.*, vol. 23, no. 1, Mar. 2021, doi: 10.31294/p.v23i1.10018.
- [10] M. Mellouli, F. Bouaziz, and O. Bentahar, "E-government success assessment from a public value perspective," *Int. Rev. Public Adm.*, vol. 25, no. 3, pp. 153–174, Jul. 2020, doi: 10.1080/12294659.2020.1799517.
- [11] W. D. Tuti, Retnowati WD; Setiawan, Asep; Astuti, "Pelayanan Transportasi Online Di Indonesia," p. 51, 2021.
- [12] A. Geistiar Yoga Pratam, Suradi, "PERLINDUNGAN HUKUM TERHADAP DATA PRIBADI PENGGUNA JASA TRANSPORTASI ONLINE DARI TINDAKAN PENYALAHGUNAAN PIHAK PENYEDIA JASA BERDASARKAN UNDANG-UNDANG NOMOR 8 TAHUN 1999 TENTANG PERLINDUNGAN KONSUMEN," *Serambi Huk.*, vol. 5, no. 03, p. 1, 2016, [Online]. Available: <https://ejournal3.undip.ac.id/index.php/dlr/article/view/12128>
- [13] A. Aziah, Popon, R. Adawia, and C. Sitasi, "Analisis Perkembangan Industri Transportasi Online di Era Inovasi Disruptif (Studi Kasus PT Gojek Indonesia)," *Cakrawala*, vol. 18, no. 2, pp. 149–156, 2018, [Online]. Available: <http://ejournal.bsi.ac.id/ejurnal/index.php/cakrawaladoi:https://doi.org/10.31294/jc.v18i2>
- [14] W. Hukmi and R. Rahayu, "Analisis the Update D&M IS Success Model Pada Penerapan Sistem Informasi Pemerintahan Daerah (SIPD) pada Kota Sawahlunto," *J. Inform. Ekon. Bisnis*, pp. 913–919, Aug. 2023, doi: 10.37034/infv5i3.635.
- [15] W. H. DeLone and E. R. McLean, "Information systems success: The quest for the dependent variable," *Inf. Syst. Res.*, vol. 3, no. 1, pp. 60–95, 1992, doi: 10.1287/isre.3.1.60.
- [16] W. H. DeLone and E. R. McLean, "The DeLone and McLean model of information systems success: A ten-year update," *J. Manag. Inf. Syst.*, vol. 19, no. 4, pp. 9–30, 2003, doi: 10.1080/07421222.2003.11045748.
- [17] L. F. Pitt, R. T. Watson, and C. B. Kavan, "Service quality: A measure of information systems effectiveness," *MIS Q. Manag. Inf. Syst.*, vol. 19, no. 2, pp. 173–185, 1995, doi: 10.2307/249687.
- [18] T. A. J. Stephen P. Robbins, *Organizational behavior*, 17th ed. Harlow Pearson Education, 2017.

- [19] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*, Alfabet. Bandung, 2019.
- [20] M. S. Al-Zahrani, "Integrating IS success model with cybersecurity factors for e-government implementation in the Kingdom of Saudi Arabia," *Int. J. Electr. Comput. Eng.*, vol. 10, no. 5, pp. 4937–4955, 2020, doi: 10.11591/ijece.v10i5.pp4937-4955.
- [21] A. Alshaher, "IT capabilities as a fundamental of electronic government system success in developing countries from users perspectives," *Transform. Gov. People, Process Policy*, vol. 15, no. 1, pp. 129–149, 2021, doi: 10.1108/TG-05-2020-0080.
- [22] A. Hassan and E. A. Abu-Shanab, "Exploring the factors affecting user satisfaction with metrash2 system," *Int. J. Electron. Gov. Res.*, vol. 16, no. 1, pp. 18–39, Jan. 2020, doi: 10.4018/IJEGR.2020010102.
- [23] A. W. Erwin, "Penggunaan Model DeLone Dan McLean Dalam Mengukur Kesuksesan Aplikasi Go-Jek Di Palembang," vol. 3, no. 1, 2020.
- [24] I. Hidayat Ur Rehman, J. Ali Turi, J. Rosak-Szyrocka, M. N. Alam, and L. Pilař, "The role of awareness in appraising the success of E-government systems," *Cogent Bus. Manag.*, vol. 10, no. 1, 2023, doi: 10.1080/23311975.2023.2186739.
- [25] W. Setiawan Wibowo, A. Fadhil, D. Indra Sensuse, S. Lusa, P. Adi Wibowo Putro, and A. Yulfitri, "Pinpointing Factors in the Success of Integrated Information System Toward Open Government Data Initiative: A Perspective from Employees," 2023. [Online]. Available: [www.ijacsa.thesai.org](http://www.ijacsa.thesai.org)
- [26] J. Wang, W. Zhang, P. Jiang, S. Zhao, and R. Evans, "The role of mGovernment applications in building trust during public crises: Evidence from the COVID-19 epidemic," *Heliyon*, vol. 10, no. 12, Jun. 2024, doi: 10.1016/j.heliyon.2024.e32476.
- [27] C. Wang and T. S. H. Teo, "Online service quality and perceived value in mobile government success: An empirical study of mobile police in China," *Int. J. Inf. Manage.*, vol. 52, Jun. 2020, doi: 10.1016/j.ijinfomgt.2020.102076.
- [28] N. Legowo, "Impact of Organizational Factors on User Satisfaction and Net Benefit of COTS System in the Post-Implementation Period A Case Study: The COTS System of SPAN-IFMIS Indonesia," 2021. [Online]. Available:

[www.mirlabs.net/ijcism/index.html](http://www.mirlabs.net/ijcism/index.html)

- [29] R. Fitriana, “Quality Analysis of Vaberaya.Banyumaskab.Go.Id Website on User Satisfaction on Vaccination Activities in Banyumas District Using Delone and Mclean Success Model,” *Int. J. Informatics Inf. Syst.*, vol. 5, no. 1, pp. 16–24, 2022.
- [30] H. Haryono *et al.*, “Faktor Kesuksesan Smart Mobility Menggunakan DeLone McLean dan E-Government Adoption Models,” vol. 08, no. 02, 2023.
- [31] N. Mariana, I. Nugroho, S. Saefurrohman, and A. P. Utomo, “The Impact of System and Information Quality on User Satisfaction and Continuance Intention: An Analysis of Online Motorcycle Taxi (Ojek-Online) Applications,” *Sci. J. Informatics*, vol. 10, no. 2, May 2023, doi: 10.15294/sji.v10i2.43830.
- [32] K. A. Oladimeji and A. K. Abdulkareem, “An Assessment of User Satisfaction with E-Police in Nigeria,” *Rudn J. Public Adm.*, vol. 10, no. 1, pp. 130–143, Mar. 2023, doi: 10.22363/2312-8313-2023-10-1-130-143.
- [33] K. F. Brahmantyo, B. Paguna, and L. D. Prawati, “Measuring the Success of Corporate Annual Tax Online Reporting: Applying the Delone & McLean Information System Success Model,” in *E3S Web of Conferences*, EDP Sciences, Sep. 2023. doi: 10.1051/e3sconf/202342601094.
- [34] R. Ariyanto, E. Rohadi, and V. A. Lestari, “The effect of information quality, system quality, service quality on intention to use and user satisfaction, and their effect on net benefits primary care application at primary health facilities in Malang,” in *IOP Conference Series: Materials Science and Engineering*, Institute of Physics Publishing, Jan. 2020. doi: 10.1088/1757-899X/732/1/012084.
- [35] A. N. Wagiman, G. S. Aspasya, and L. D. Prawati, “Net Benefit on E-Invoice Implementation: Applying the Delone & McLean Information Systems Success Model,” in *E3S Web of Conferences*, EDP Sciences, May 2023. doi: 10.1051/e3sconf/202338804054.
- [36] G. P. L. Permana and N. W. Mudiayanti, “ANALISIS FAKTOR KESUKSESAN IMPLEMENTASI APLIKASI SISTEM KEUANGAN DESA (SISKEUDES) DENGAN MENGGUNAKAN MODEL KESUKSESAN SISTEM TEKNOLOGI INFORMASI DIPERBARUI OLEH DELONE DAN MCLEAN DI KABUPATEN GIANJAR,” *KRISNA Kumpul. Ris. Akunt.*, vol. 13, no. 1,

- pp. 75–85, Aug. 2021, doi: 10.22225/kr.13.1.2021.75-85.
- [37] S. Hidayatullah, S. Alvianna, A. Z. Sugeha, and W. Astuti, “Model of information systems success Delone and Mclean in using Pedulilindungi application in the tourism sector of Malang City,” *J. Pariwisata Pesona*, vol. 7, no. 1, pp. 49–57, Jun. 2022, doi: 10.26905/jpp.v7i1.7505.
  - [38] M. Firdaus and Z. Adrianto, “ANALISIS KESUKSESAN IMPLEMENTASI APLIKASI SAKTI DI KANTOR WILAYAH KEMENTERIAN AGAMA PROVINSI JAWA BARAT,” 2024.
  - [39] E. Sorongan and Q. Hidayati, “Evaluation of Implementation E-Government with Delone and Mclean,” *INTENSIF J. Ilm. Penelit. dan Penerapan Teknol. Sist. Inf.*, vol. 4, no. 1, pp. 22–37, 2020, doi: 10.29407/intensif.v4i1.13067.
  - [40] K. P. Gupta and H. Maurya, “The role of access convenience of common service centres (CSCs) in the continued use of e-government,” *Digit. Policy, Regul. Gov.*, vol. 22, no. 5–6, pp. 437–453, 2020, doi: 10.1108/DPRG-06-2019-0046.
  - [41] S. B. Surya, S. K. Gurung, S. B. Jung Bahadur Rana, and B. R. Dhungana, “e-Governance, citizen satisfaction and net benefits: the moderating effect of digital divide,” *Cogent Bus. Manag.*, vol. 11, no. 1, 2024, doi: 10.1080/23311975.2024.2402512.
  - [42] A. Nurcahyani, E. M. Safitri, A. Wulansari, U. Pembangunan, N. " Veteran, and J. Timur, “Analisis Kesuksesan Website E-Pelayanan Dinas Sosial Kota Surabaya Menggunakan Model DeLone McLean,” *Anal. Kesuksesan Website*, vol. 2, no. 1, pp. 298–306, 2024, doi: 10.5281/zenodo.10535067.
  - [43] R. Rachman, “SISTEMASI: Jurnal Sistem Informasi Analisa Kesuksesan E-Government LAPOR dengan Model Delone-Mclean pada Pengembangan Smart City,” 2021. [Online]. Available: <http://sistemasi.ftik.unisi.ac.id>
  - [44] A. Ameen, D. Al-Ali, O. Isaac, and F. Mohammed, “Examining relationship between service quality, user satisfaction and performance impact in the context of smart government in UAE,” *Int. J. Electr. Comput. Eng.*, vol. 10, no. 6, pp. 6026–6033, Dec. 2020, doi: 10.11591/ijece.v10i6.pp6026-6033.
  - [45] J. S. Suroso and G. M. Utomo, “SUCCESS FACTORS ON THE IMPLEMENTATION OF HUMAN-RIGHTS-AWARE CITIES SCORING APPLICATION,” *J. Theor. Appl. Inf. Technol.*, vol. 15, no. 23, 2022, [Online]. Available: [www.jatit.org](http://www.jatit.org)

- [46] A. Zakiah *et al.*, “IMPLEMENTATION OF THE DELONE & MCLEAN METHOD TO MEASURE THE SUCCESS OF THE PERFORMANCE ACCOUNTABILITY SYSTEM OF GOVERNMENT AGENCIES (SAKIP) APPLICATION IN SUPPORTING GOOD GOVERNMENT, CASE STUDY : SUBANG DISTRICT GOVERNMENT,” vol. 23, p. 2022, doi: 10.37178/ca-c.23.1.323.
- [47] Prof. Dr. Sugiyono, *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta, 2013.
- [48] I. P. G. S. Putu Ayu Mira Witriyanti Wida, Ni Nyoman Kerti Yasa, “APLIKASI MODEL TAM (TECHNOLOGY ACCEPTANCE MODEL) PADA PERILAKU PENGGUNA INSTAGRAM,” *J. Organ. End User Comput.*, 2016, doi: 10.4018/joeuc.2004010104.
- [49] R. B. Uma Sekaran, *Research Methods for Business: A Skill-Building Approach*, 7th ed. John Wiley & Sons Ltd, 2016. doi: 10.1108/lodj-06-2013-0079.
- [50] R. Budiwaskito, “Makalah II2092 Probabilitas dan Statistik-Sem. I Tahun,” no. 18209003, 2011.
- [51] J. F. Hair, G. T. M. Hult, C. M. Ringle, M. Sarstedt, N. P. Danks, and S. Ray, *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. 2021. doi: 10.1007/978-3-030-80519-7\_5.
- [52] A. B. Dyah Budiastuti, *Validitas dan Reliabilitas Penelitian*. Mitra Wacana Media, 2018.
- [53] W. Abdillah, *Metode Penelitian Terpadu Sistem Informasi*. Andi, 2018.
- [54] N. Salkind, *Mixed Methods Design*. 2012. doi: 10.4135/9781412961288.n245.
- [55] J. F. Hair, M. Sarstedt, L. Hopkins, and V. G. Kuppelwieser, “Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research,” *Eur. Bus. Rev.*, vol. 26, no. 2, pp. 106–121, 2014, doi: 10.1108/EBR-10-2013-0128.