

DAFTAR PUSTAKA

- [1] Y. Fitriana and A. Dwi Indriyanti, “Analisis Penerimaan Pengguna Terhadap Layanan Mobile Ticketing dengan Pendekatan TAM dan TRA (Studi Kasus: KAI ACCESS),” *J. Informatics Comput. Sci.*, vol. 02, 2021.
- [2] Y. Arisma and D. Y. Hardiyanti, “Analisis Tingkat Kepuasan Pengguna Aplikasi Access by KAI Menggunakan Metode End-User Computing Satisfaction,” *Ilk. J. Comput. Sci. Appl. Informatics*, vol. 5, no. 3, pp. 129–138, 2023, doi: 10.28926/ilkomnika.v5i3.587.
- [3] Wikipedia contributors, “Kereta Api Indonesia,” *Wikipedia, Free Encycl.*, [Online]. Available: https://id.wikipedia.org/wiki/Kereta_Api_Indonesia
- [4] D. Indonesia, “6 wisata dekat stasiun kereta api untuk perjalanan singkat,” *Darmawisata Indonesia.*, [Online]. Available: <https://blog.darmawisataindonesia.co.id/6-wisata-dekat-stasiun-kereta-api-untuk-perjalanan-singkat/>
- [5] P. Zulvia and A. Shinta Yerina, “Motivasi Dan Pengalaman Pengguna Sebagai Faktor Tambahan Dalam Meninjau Penerimaan Aplikasi Seluler Kai Access : Modifikasi Technology Acceptance Model (Tam),” *J. Stud. Komun. dan Media*, vol. 27, no. 2, pp. 209–228, 2023, doi: 10.17933/jskm.2023.5250.
- [6] R. D. Putra and D. R. Prehanto, “Analisis Kepuasan Pengguna Aplikasi Flip.id menggunakan Metode Technology Acceptance Model (TAM) dan End User Computing Satisfac (EUCS),” *J. Emerg. Inf. Syst. Bus. Intell.*, vol. 2, no. 4, p. 4, 2021.
- [7] P. Zulvia, N. D. Haryanto, and A. A. P. Buana, “Peningkatan Kepuasan Pelanggan Melalui Perbaikan Kualitas Informasi Di Kompas.Com,” *J. Stud. Komun. dan Media*, vol. 26, no. 2, pp. 81–94, 2022, doi: 10.17933/jskm.2022.4734.
- [8] Hil Dina Mulya Dewi, Bagaskara Antaris, R. Hafiz Aditya, and Dimas Dicky Saputra, “Analisis Penerimaan Aplikasi Dana Menggunakan Technology Acceptance Model (Tam) (Studi Kasus: Universitas Upn ‘Veteran’ Jawa

- Timur),” *Pros. Semin. Nas. Teknol. dan Sist. Inf.*, vol. 2, no. 1, pp. 90–102, 2022, doi: 10.33005/sitasi.v2i1.272.
- [9] K. C. Laudon and J. P. Laudon, *Management Information System: Managing the Digital Firm*. 2014.
 - [10] H. J. Christanto, S. A. Sutresno, Y. A. Singgalen, and C. Dewi, “Analyzing Benefits of Online Train Ticket Reservation App Using Technology Acceptance Model,” *Ing. des Syst. d’Information*, vol. 29, no. 1, pp. 107–115, Feb. 2024, doi: 10.18280/isi.290112.
 - [11] H. Warsono, T. Yuwono, and I. R. Putranti, “Analyzing technology acceptance model for collaborative governance in public administration: Empirical evidence of digital governance and *Perceived Ease of Use*,” *Int. J. Data Netw. Sci.*, vol. 7, no. 1, pp. 41–48, 2023, doi: 10.5267/j.ijdns.2022.12.008.
 - [12] M. R. Awal, T. A. Arzin, M. M. Islam, and M. T. Hasan, “Understanding railway passengers’ E-ticketing usage intention in an emerging economic context: application of an extended technology acceptance model,” *Arab Gulf J. Sci. Res.*, Oct. 2023, doi: 10.1108/AGJSR-12-2022-0294.
 - [13] T. Albayrak, M. Rosario González-Rodríguez, M. Caber, and S. Karasakal, “The Use of Mobile Applications for Travel Booking: Impacts of Application Quality and Brand Trust,” *J. Vacat. Mark.*, vol. 29, no. 1, pp. 3–21, Jan. 2023, doi: 10.1177/13567667211066544.
 - [14] T. T. Nguyen, H. Thi Thu Truong, and T. Le-Anh, “Online Purchase Intention Under the Integration of Theory of Planned Behavior and Technology Acceptance Model,” *SAGE Open*, vol. 13, no. 4, pp. 1–16, 2023, doi: 10.1177/21582440231218814.
 - [15] N. Shuhada Sehat, S. Rohana Daud, K. Sazimah Ahmad, I. Liana Suhaime, and J. Jogeran, “Acceptance Factors Affecting the Intention to Use Mobile Payments: QR Code Applications,” 2024.
 - [16] K. Aswar, E. Ermawati, W. Juliyanto, A. Andreas, and M. Wiguna, “ADOPTION OF E-GOVERNMENT BY INDONESIAN STATE UNIVERSITIES: AN APPLICATION OF TECHNOLOGY ACCEPTANCE MODEL,” *Probl. Perspect. Manag.*, vol. 20, no. 1, pp. 396–

406, 2022, doi: 10.21511/ppm.20(1).2022.32.

- [17] M. Siahaan and K. Kurniawan, “Analisis Penerimaan Aplikasi Transportasi Online di Kepulauan Riau Menggunakan Metode Technology Acceptance Model,” 2022. [Online]. Available: <http://jurnal.polibatam.ac.id/index.php/JAIC>
- [18] M. Andre *et al.*, “Analisis Perbandingan Metode TAM dan UTAUT Terhadap Tingkat Penerimaan Pengguna Aplikasi Easy Access,” *J. Inf. Syst. Res.*, vol. 6, no. 1, pp. 251–261, 2024, doi: 10.47065/josh.v6i1.5964.
- [19] H. Siagian, Z. J. H. Tarigan, S. R. Basana, and R. Basuki, “The effect of perceived security, *Perceived Ease of Use*, and *Perceived Usefulness* on consumer *Behavioral Intention* through *Trust* in digital payment platform,” *Int. J. Data Netw. Sci.*, vol. 6, no. 3, pp. 861–874, 2022, doi: 10.5267/j.ijdns.2022.2.010.
- [20] N. Ghassaani, I. Sartika, E. Maghfiroh, and M. C. Saputra, “Analisis Faktor yang Mempengaruhi Tingkat Penerimaan Teknologi pada Pengguna Aplikasi Notion Menggunakan Technology Acceptance Model (TAM) Termodifikasi,” 2017. [Online]. Available: <http://j-ptiik.ub.ac.id>
- [21] J. Mantik and D. Damayanti, “The Effect of Technology of Acceptance Model on the Gojek 4.0 Application on Repurchase Intention,” *J. Mantik*, vol. 5, no. 2, pp. 1147–1152, 2021.
- [22] R. S. Al-Marooif, S. A. Salloum, A. Q. M. AlHamadand, and K. Shaalan, “Understanding an extension technology acceptance model of google translation: A multi-cultural study in United Arab Emirates,” *Int. J. Interact. Mob. Technol.*, vol. 14, no. 3, pp. 157–178, 2020, doi: 10.3991/ijim.v14i03.11110.
- [23] S. B. Dias *et al.*, “Users’ Perspective on the AI-Based Smartphone PROTEIN App for Personalized Nutrition and Healthy Living: A Modified Technology Acceptance Model (mTAM) Approach,” *Front. Nutr.*, vol. 9, Jul. 2022, doi: 10.3389/fnut.2022.898031.
- [24] M. R. H. Lubis, D. Purnomo, and M. A. Dinata, “Technology Acceptance Model Approach in Measuring User Behavior of Online Food Delivery Applications in Banyumas District,” *Stab. J. Manag. Bus.*, vol. 6, no. 1, pp.

- 16–30, 2023, doi: 10.26877/sta.v6i1.12051.
- [25] I. H. Napitupulu, “The Quality of Information System Applications and Service Quality Increases Customer Satisfaction,” *Mimb. J. Sos. dan Pembang.*, no. 10, pp. 177–186, 2023, doi: 10.29313/mimbar.v39i1.2261.
- [26] Elisa, A. Winarno, and T. D. Shinta, “Effect of Ease of Use and Consumer Experience on Repurchase Intention of Train Tickets Through Kai (Study on Kai Access Users in Malang),” *Econ. Bus. J.*, vol. 1, no. 4, pp. 305–312, 2023.
- [27] M. A. Al Hawari Nasution, S. Siswanto, and E. Suryana, “Rancangan Media Pembelajaran Berupa Aplikasi Augmented Reality Berbasis Android,” *J. Media Infotama*, vol. 19, no. 2, pp. 528–537, 2023, doi: 10.37676/jmi.v19i2.4771.
- [28] A. P. Sujana, A. S. Sitanggang, and ..., “PEMODELAN DALAM PERANCANGAN APLIKASI MOBILE TIKETING pada ETRANSPORT,” *J. Ilm. Nas.* ..., no. November 2018, 2018, [Online]. Available: https://www.researchgate.net/profile/Andri-Sitanggang/publication/329104487_PEMODELAN_DALAM_PERANCANGAN_APLIKASI_MOBILE_ETRANSPORT_melalui_RESERVASI_TIKET_pada_TRANSPORTASI_UMUM_Studi_Kasus_Krakaline_Travel/links/5e5796ee4585152ce8f29a34/PEMODELAN-DALAM-
- [29] P. K. A. Indonesia, “Annual Report 2022: Transformasi Digital KAI”, [Online]. Available: <https://kai.id>
- [30] Kompas, “Memasuki Usia 76 Tahun, KAI Perkuat Transformasi Digital”, [Online]. Available: <https://money.kompas.com/read/2021/09/28/193447726/memasuki-usia-76-tahun-kai-perkuat-transformasi-digital>
- [31] R. J. Musyaffa, A. Priyanto, and S. Wijayanto, “Evaluasi User Experience Aplikasi KAI Access Menggunakan Metode System Usability Scale (SUS) dan Cognitive Walktrough,” *LEDGER J. Inform. Inf. Technol.*, vol. 2, no. 1, pp. 28–47, 2023.
- [32] R. Naibaho Sulaiman, “Peranan dan Perencanaan Teknologi Informasi

- dalam Perusahaan,” *War. Edisi* 52, no. April, p. 45, 2017.
- [33] B. L. Tampang, “Peran Teknologi Informasi Dalam Pengembangan Vokasi Pendidikan Tinggi,” *Aptekindo*, no. 2010, pp. 415–422, 2012.
 - [34] F. D. Davis, “Perceived usefulness, *Perceived Ease of Use*, and user acceptance of information technology,” *MIS Q. Manag. Inf. Syst.*, vol. 13, no. 3, pp. 319–339, 1989, doi: 10.2307/249008.
 - [35] V. Venkatesh, M. G. Morris, G. B. Davis, and F. D. Davis, “User Acceptance of Information: Toward a Unified View,” *MIS Q.*, vol. 27, no. 3, pp. 425–478, 2003, [Online]. Available: <https://www.jstor.org/stable/30036540>
 - [36] Sholih, “Structural Equation Modeling: Teori dan Aplikasi,” *J. Ilm.*, vol. 10, no. 2, pp. 123–145, 2013.
 - [37] I. Ghazali and H. Latan, *Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0, 2nd ed.* Semarang, Indonesia: Badan Penerbit Universitas Diponegoro, 2015.
 - [38] Sugiyono, “METODE PENELITIAN KUANTITATIF,” 2013.
 - [39] N. F. Amin and S. G. K. Abunawas, “KONSEP UMUM POPULASI DAN SAMPEL DALAM PENELITIAN,” *J. Kaji. Islam Kontemporer*, vol. 14, no. 1, pp. 15–31, 2013, doi: 10.21070/2017/978-979-3401-73-7.
 - [40] Sugiyono, *Metode Penelitian kuantitatif, kualitatif dan R & D.* 2019.
 - [41] P. M. H. and A. G.-A. Thomas V. Perneger, Delphine S. Courvoisier, “Sample size for pre-tests of questionnaires,” *Qual. Life Res.*, vol. 24, no. 1, pp. 147–151, 2015, doi: 10.1007/s11136-014-0752-2.
 - [42] M. M. Sanaky, “Analisis Faktor-Faktor Keterlambatan Pada Proyek Pembangunan Gedung Asrama Man 1 Tulehu Maluku Tengah,” *J. Simetrik*, vol. 11, no. 1, pp. 432–439, 2021, doi: 10.31959/js.v11i1.615.
 - [43] J. F. Hair, G. T. Hult, C. Ringle, and M. Sarstedt, *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) - Joseph F. Hair, Jr., G. Tomas M. Hult, Christian Ringle, Marko Sarstedt.* 2017.
 - [44] Direktorat Jenderal Kependudukan dan Pencatatan Sipil (Dukcapil), “Data Kependudukan Bersih Semester I Tahun 2024,” *Kementerian Dalam Negeri Republik Indonesia*, 2024. [Online]. Tersedia: <https://www.dukcapil.kemendagri.go.id>

- [47] "KAI Access Berubah Nama Jadi Access by KAI Mulai 10 Agustus 2023, Apa Saja yang Berubah?", *Kompas.com*, 11 Agustus 2023. [Online]. Tersedia: <https://www.kompas.com/tren/read/2023/08/11/163000365/kai-access-berubah-nama-jadi-access-by-kai-mulai-10-agustus-2023-apa-saja>.
- [48] S. S. A. Rizka and S. N. Farida, "Pengaruh customer experience, *Trust*, dan customer satisfaction terhadap repurchase intention pada pemesanan tiket di aplikasi Access by KAI: Studi pada penumpang kereta api di Stasiun Gubeng Surabaya," *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, vol. 6, no. 6, pp. 4868–4880, 2024, doi: 10.47467/alkharaj.v6i6.2108.
- [49] D. A. Putri, N. Farida, and S. Listyorini, "Pengaruh e-service quality dan e-*Trust* terhadap e-customer satisfaction dalam meningkatkan e-customer loyalty: Studi pada aplikasi penyedia layanan transportasi online GrabBike di Jakarta Barat," *Jurnal Ilmu Administrasi Bisnis*, vol. 13, no. 4, pp. 971–978, 2024.
- [50] Badan Pusat Statistik, "Jumlah Penumpang Kereta Api," <https://www.bps.go.id/id/statistics-table/2/NzIjMg==/jumlah-penumpang-kereta-api.html>
- [51] H. Korkmaz, A. Fidanoglu, S. Ozcelik, and A. Okumus, "User acceptance of autonomous public transport systems: Extended UTAUT2 model," *Journal of Public Transportation*, vol. 24, p. 100013, Apr. 2022. doi: [10.5038/2375-0901.23.1.5](https://doi.org/10.5038/2375-0901.23.1.5).
- [52] S. Ramjan and P. Sangkaew, "Understanding the adoption of autonomous vehicles in Thailand: an extended TAM approach," *Engineering Management in Production and Services*, vol. 14, no. 1, pp. 49-62, 2022, doi: 10.2478/emj-2022-0005.
- [53] D. A. P. K. Dewi and N. W. S. Suprpti, "Aplikasi Model TAM dalam Menjelaskan Niat Konsumen Membeli E-Ticketing di Kota Denpasar," *Fakultas Ekonomi dan Bisnis, Universitas Udayana*, 2022.
- [53] R. Septiani, P. W. Handayani, and F. Azzahro, "Factors that Affecting *Behavioral Intention* in Online Transportation Service: Case Study of GO-JEK," *Procedia Computer Science*, vol. 124, pp. 504-512, 2017, doi: 10.1016/j.procs.2017.12.183.

- [54] F. Biassoni and M. Gnerre, "Understanding Elderly Drivers' Perception of Advanced Driver Assistance Systems: A Systematic Review of *Perceived risks*, *Trust*, Ease of Use, and Usefulness," *Geriatrics*, vol. 9, no. 144, Nov. 2024, doi: [10.3390/geriatrics9060144](https://doi.org/10.3390/geriatrics9060144).
- [55] N. Taufik and M. H. Hanafiah, "Airport passengers' adoption behaviour towards self-check-in Kiosk Services: the roles of *Perceived Ease of Use*, *Perceived Usefulness* and need for human interaction," *Heliyon*, vol. 5, 2019. DOI: [10.1016/j.heliyon.2019.e02960](https://doi.org/10.1016/j.heliyon.2019.e02960).
- [55] P. H. Wongyai, K. Suwannawong, P. Wannakul, T. Thepchalerm, and T. Arreeras, "The adoption of self-service check-in kiosks among commercial airline passengers," *Heliyon*, vol. 10, 2024. DOI: [10.1016/j.heliyon.2024.e38676](https://doi.org/10.1016/j.heliyon.2024.e38676).
- [56] Z. Kenesei, K. Ásványi, L. Kökény, M. Jászberényi, M. Miskolczi, T. Gyulavári, and J. Syahrivar, "*Trust* and *perceived risk*: How different manifestations affect the adoption of autonomous vehicles," *Transportation Research Part A*, vol. 164, pp. 379–393, 2022. DOI: [10.1016/j.tra.2022.08.022](https://doi.org/10.1016/j.tra.2022.08.022).
- [57] A. T. To and T. H. M. Trinh, "Understanding *Behavioral Intention* to use mobile wallets in Vietnam: Extending the TAM model with *Trust* and enjoyment," *Cogent Business & Management*, vol. 8, no. 1, 2021. DOI: [10.1080/23311975.2021.1891661](https://doi.org/10.1080/23311975.2021.1891661).
- [58] P. H. Wongyai, T. Ngo, H. Wu, K. W. H. Tsui, and T.-H. Nguyen, "Self-service technology in aviation: A systematic literature review," *Journal of the Air Transport Research Society*, vol. 2, 2024. DOI: [10.1016/j.jatrs.2024.100016](https://doi.org/10.1016/j.jatrs.2024.100016).
- [59] W. Abdillah, *Metode penelitian terpadu sistem informasi*, Ed.1. Yogyakarta: Andi, 2018.
- [60] J. F. Hair, C. M. Ringle, and M. Sarstedt, "PLS-SEM: Indeed a silver bullet," *Journal of Marketing Theory and Practice*, vol. 19, no. 2, pp. 139–152, 2011. doi: [10.2753/MTP1069-6679190202](https://doi.org/10.2753/MTP1069-6679190202).
- [61] J. F. Hair, C. M. Ringle, and M. Sarstedt, "PLS-SEM: Indeed a silver bullet," *Journal of Marketing Theory and Practice*, vol. 19, no. 2, pp. 139–152, 2011.

doi: 10.2753/MTP1069-6679190202.

- [62] W. Abdillah and J. HM, Partial Least Square (PLS): Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis. 2015. [Online]. Available: http://digilib.uki.ac.id/index.php?p=show_detail&id=17856