

DAFTAR PUSTAKA

- Albesher, A. S. (2023). Reviewing the Usability of Web Authentication Procedures: Comparing the Current Procedures of 20 Websites. *Sustainability (Switzerland)*, *15*(14). <https://doi.org/10.3390/su151411043>
- Andrian, Putra, C., Jumawan, & Nursal, Mf. (2022). *Perilaku Konsumen*. Rena Cipta Mandiri.
- APJII. (2025, November 12). Survei Internet APJII 2025. *Asosiasi Penyelenggara Jasa Internet Indonesia (APJII)*. <https://survei.apjii.or.id/>
- Galib, M. H. (2023). A comparative study between mobile and paper coupons. *International Journal of Electronic Commerce Studies*, *14*(1), 57–94. <https://doi.org/10.7903/ijecs.2146>
- Hamdani, N. (2023). *Technology Acceptance Model Pada Sistem Aplikasi Pencatatan Informasi Keuangan Siapik*. Widina Bhakti Persada.
- Hamzah, M., Hultari, L., Purwati, A., & Nazruddin. (2022). Analysis Of E-Library Based On Level Of User Satisfaction Using EUCS And IPA Methods. *Journal of Applied Engineering and Technological Science*, *4*(1), 599–610. <http://katalog-pustaka.iainbukittinggi.ac.id>.
- Harsanto, W. A., Matondang, N., & Wibowo, R. P. (2023). The Use of Technology Acceptance Model (TAM) to Analyze Consumer Acceptance Towards E-Commerce Websites. A Case of the Plantage.id Digital Transformation Solution. *Journal of Environmental and Development Studies*, *4*(2), 206–213. <https://doi.org/10.32734/jeds.v4i2.13144>

- Husna, A., & Fahlia. (2025). Dampak Self-Efficacy, Kreativitas, Dan Dukungan Sosial Terhadap Kinerja Usaha Mikro Pada Mahasiswa Di Fakultas Ekonomi Dan Bisnis Universitas Teknologi Sumbawa. *Jurnal Ilmiah Pendidikan Dasar*, 10(03).
- Irwansyah, R., Listya, K., Setiorini, A., & Hanika, I. (2021). *Perilaku Konsumen*. Widina Bhakti Persada.
- Jannah, R., & Hartono, A. (2025). The Influence Of Perception Of Ease, Usefulness, Enjoyment, And Interaction On User Satisfaction And Purchase Intention Through The Chatbot “Tanya” On The Tokopedia Platform. In *Indonesian Interdisciplinary Journal of Sharia Economics (IJSE)* (Vol. 8, Number 3).
- Judanto, I., Arief, H., & Daud, A. (2024). Analysis of Consumer Preferences and Satisfaction with Local Chicken Meat in Bandung City Traditional Markets (Survey of Consumers at Cibogo Market, Sukajadi). *Jurnal Peternakan*, 21(2), 180–191. <https://doi.org/10.24014/jupet.v21i2:29800>
- Kalana, M., Junaini, S. N., Jali, S. K., Rosmansyah, Y., Putri, A., & Kamal, A. A. (2025). Integrating gamification to increase users’ engagement to adhere COVID-19 interventions using extended TAM. *Indonesian Journal of Electrical Engineering and Computer Science*, 38(3), 1936. <https://doi.org/10.11591/ijeecs.v38.i3.pp1936-1945>
- Machali, I. (2021). *Metode Penelitian Kuantitatif (Panduan Praktis Merencanakan, Melaksanakan Dan Analisis Dalam Penelitian Kuantitatif)*. Universitas Islam Negeri (UIN) Sunan Kalijaga Yogyakarta.

- Madjina, N., Pratikno, B., & Tripena, A. (2024). Penentuan Ukuran Sampel Menggunakan Rumus Bernoulli Dan Slovin: Konsep Dan Aplikasinya. *Jurnal Ilmiah Matematika Dan Pendidikan Matematika*, 16(01).
- Marlina, W. A. (2024). *Manajemen Operasional dan Penerapan pada UMKM*. PT Rajagrafindo Persada.
www.google.co.id/books/edition/Manajemen_Operasional_dan_Penerapan_pada/ckdzEQAAQBAJ?hl=en&gbpv=0
- Mukti, B. H. (2025). Sample size determination: Principles and applications for health research. *Health Sciences International Journal*, 3(1), 127–143.
<https://doi.org/10.71357/hsij.v3i1.63>
- Nugroho, S. S. (2024). Gamification aspects affecting mobile app continued use, attitude, and satisfaction. *Jurnal Siasat Bisnis*, 19–36.
<https://doi.org/10.20885/jsb.vol28.iss1.art2>
- Oktyandito, Y. (2025, August 6). Apa Itu Qpon? Ini Cara Daftar, Brand, dan Promonya. *IDN Times*. <https://www.idntimes.com/business/finance/apa-itu-qpon-ini-cara-daftar-brand-dan-promonya-q9t03-00-qftxr-rjtkqc>
- Paendong, I., Lelemboto, J., Yusupa, A., & Tarigan, V. (2025). Optimalisasi UI/UX Dalam Aplikasi Mobile: Strategi Meningkatkan Pengalaman Dan Keterlibatan Pengguna. *Variable Research Journal*, 02.
- Purnawan, I. P. A., Sudarma, M., & Indra ER, N. (2025). Evaluating User Acceptance of Virtual Class on Bali Melajah Portal Using Technology Acceptance Model and Importance Performance Analysis. *Scientific Journal of Informatics*, 12(1), 53–66.
<https://doi.org/10.15294/sji.v12i1.22833>

- Qpon Indonesia. (2025, September 28). *Qpon-Selalu Ada Diskon*. Google Play Store.
- Rahadian, S., Sudradjat, R. H., & Mahdaria, S. (2025). Studi Komparatif Pengaruh Dua Kelompok Brand Ambassador Terhadap Brand Image Telkom University. *Jurnal Pustaka Komunikasi*, 8(2), 296–308. <https://doi.org/10.32509/pustakom.v8i2.4272>
- Ridha, A., & Limoa, W. S. (2025). Brewing The Experiences: Mapping Service Quality And Consumer Behavior In Coffeeshops Through SERVQUAL And Importance Performance Analysis. *Humanities, Research and Innovation*, 2(2).
- Rifa'i, K. (2023). *Kepuasan Konsumen*. UIN KHAS Press.
- Rifandi, A. R., Agung, G., Suriadi, K., Ayu, D., & Dewi, S. (2024). Analisis Kepuasan Pemustaka Terhadap Kualitas Layanan Di Perpustakaan Universitas Udayana Dengan Metode CSI (Customer Satisfaction Index) Dan IPA (Importance Performace Analysis). *Jurnal Pendidikan Sains Dan Teknologi Terapan*, 01(03), 228–236.
- Safutri, W., Alamanda, D., Ramdhani, A., & Fauziyyah, N. (2024). Online Service Acceptance Model of Population and Civil Registration Agency in Indonesia Using Technology Acceptance Model. *Jurnal Indonesia Sosial Teknologi*, 5(5). <http://jst.publikasiindonesia.id/>
- Sahir, S. (2021). *Metodologi Penelitian*. KBM Indonesia. www.penerbitbukumurah.com
- Sandri, S. H., Ardi, H. A., & Syafitri, R. (2025). The Pengaruh tingkat kepercayaan terhadap kualitas layanan QRIS di Pekanbaru. *Jurnal Akuntansi Dan Ekonomika*, 14(2), 262–269. <https://doi.org/10.37859/jae.v14i2.7681>
- Saputra, D., & Gürbüz, B. (2021a). Implementation of Technology Acceptance Model (TAM) and Importance Performance Analysis (IPA) in Testing the Ease and

- Usability of E-wallet Applications. *Cornell University*.
<https://doi.org/https://doi.org/10.48550/arXiv.2103.09049>
- Saputra, D., & Gürbüz, B. (2021b). Implementation of Technology Acceptance Model (TAM) and Importance Performance Analysis (IPA) in Testing the Ease and Usability of E-wallet Applications. *Cornell University*.
- Sari, I., Sadguna, I., & Astuti, N. (2025). Evaluasi Kesesuaian Kompetensi Lulusan Pendidikan Vokasi Dengan Kebutuhan Industri Di Bali Menggunakan Metode Importance-Performance Analysis (IPA). *Jurnal Sosial Dan Sains (SOSAINS)*, 5(3).
- Setyawan, D. (2021). *Hipotesis Dan Variabel Penelitian*. CV Tahta Media Group.
- Silalahi, M., & Tukino. (2023). *SISTEM INFORMASI MANAJEMEN*. UBP Press.
- Situmorang, A., & Afrianti, P. (2025). Measuring Students' Empathy and Prosocial Attitudes toward Persons with Disabilities at the Faculty of Social and Political Sciences, Mulawarman University. *SOSHUM Jurnal Sosial Dan Humaniora*, 15(2).
- Soeharso, S. Y. (2024). Customer satisfaction as a mediator between service quality to repurchase intention in online shopping. *Cogent Business and Management*, 11(1).
<https://doi.org/10.1080/23311975.2024.2336304>
- Soesana, A., Subakti, H., & Karwanto. (2023). *Anisa Buku Metodologi Penelitian Kuantitatif*. Yayasan Kita Menulis.
- Wahyuni, A. E., Juraida, A., & Anwar, A. (2021). Readiness factor identification Bandung city MSMEs use blockchain technology. *Jurnal Sistem Dan Manajemen Industri*, 5(2), 53–62. <https://doi.org/10.30656/jsmi.v5i2.2787>

- Wardana, O. (2023). Analisis Kepuasan Pelanggan pada Platform Dompot Digital Dana dengan Metode IPA. *BRILIANT: Jurnal Riset Dan Konseptual*, 8(4).
<https://doi.org/10.28926/briliant.v8i4>
- Wardhana, A. (2023). *Populasi dan Sampel*. CV Eureka Media Aksara.
<https://www.researchgate.net/publication/382060682>
- Wardhana, A. (2024a). *Consumer Behavior In The Digital Era 4.0-Edisi Indonesia*. Cv Eureka Media Aksara.
- Wardhana, A. (2024b). *Consumer Satisfaction In The Digital Edge² Edisi Indonesia*. Cv Eureka Media Aksara.
- Wardhana, A., & Iba, Z. (2024). *Uji Validitas dan Reliabilitas Data Penelitian*. CV Eureka Media Aksara. <https://www.researchgate.net/publication/382060657>
- Wicaksono, S. (2022). *Teori Dasar Technology Acceptance Model*. CV Seribu Bintang.
<https://doi.org/10.5281/zenodo.7754254>
- Wisudawati, N., Irfani, M. G., Hastarina, M., & Santoso, B. (2023). Penggunaan Metode Importance-Performance Analysis (IPA) Untuk Menganalisis The Use of Importance-Performance Analysis in Evaluating Public Satisfaction with Population Administration Services in Lengkiti District. *Integrasi Jurnal Ilmiah Teknik Industri*, 8(1). <http://jurnal.um-palembang.ac.id/index.php/integrasi>
- Yin, J., Qiu, X., & Wang, Y. (2025). The Impact of AI-Personalized Recommendations on Clicking Intentions: Evidence from Chinese E-Commerce. *Journal of Theoretical and Applied Electronic Commerce Research*, 20(1).
<https://doi.org/10.3390/jtaer20010021>
- Zusrony, E. (2021). *Perilaku Konsumen Di Era Modern*. yayasan prima agus teknik.