

BIBLIOGRAPHY

- [1] Pemerintah Provinsi Jawa Timur, “Trans Jatim,” 2024.
- [2] International Organization for Standardization, *ISO 9241-11: Ergonomics of Human-System Interaction — Usability: Definitions and Concepts*. Geneva: ISO, 2018.
- [3] Jakob Nielsen, *Usability 101: Introduction to Usability*. Fremont: Nielsen Norman Group, 2012.
- [4] J. Brooke, *System Usability Scale (SUS): A Quick and Dirty Usability Scale*. London: Digital Equipment Co Ltd., 1986.
- [5] Don Norman, *The Design of Everyday Things*. New York: Basic Books, 2013.
- [6] Nielsen Norman Group, *User Experience Basics*. Fremont: Nielsen Norman Group, 2020.
- [7] Kementerian Perhubungan Republik Indonesia, *Transformasi Digital Transportasi Publik di Indonesia*. Jakarta: Kementerian Perhubungan RI, 2023.
- [8] Pemerintah Provinsi Jawa Timur, *Layanan Transportasi Publik Trans Jatim*. Surabaya: Dinas Perhubungan Jawa Timur, 2024.
- [9] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta, 2019.
- [10] S. Arikunto, *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta, 2018.
- [11] H. M. Jogiyanto, *Sistem Informasi Keperilakuan*. Yogyakarta: Andi Offset, 2017.
- [12] R. S. Pressman, *Software Engineering: A Practitioner’s Approach*. New York: McGraw-Hill Education, 2015.
- [13] J. Preece, Y. Rogers, and H. Sharp, *Interaction Design: Beyond Human-Computer Interaction*. United Kingdom: Wiley, 2019.
- [14] Sugiyarto, D. P. Dewi, and E. Junaedi, “Pengaruh Moda Transportasi Berbasis Aplikasi Terhadap Pilihan Masyarakat Dalam Menentukan Moda Transportasi dan Dampaknya Terhadap Pendapatan Driver Ojek Online”, *Jurnal Manajemen*, Vol. 14 No. 2, November. 2020.
- [15] S. R. Fadhillah, “Analisa Kepuasan Pengguna Aplikasi Transportasi Online Maxim Menggunakan *Extended Expectation-Confirmation Model (ECM)*”, Skripsi, Universitas Islam Negeri Syarif Hidayatullah Jakarta, Jakarta, 2023.

- [16] M. A. Januar and L. Kriswanti, "Analisa Kebutuhan Masyarakat Terhadap Transportasi Berbasis Aplikasi Dan Konvensional Di Kota Malang", *Jurnal Pangripta*, Vol. 1 No. 2.
- [17] R. Salim, M. S. D. Cahyono, R.P. Intan, and N. Ray, "Identifikasi Matriks Asal dan Tujuan Bus BRT Rute Mojokerto-Surabaya ", Skripsi, Universitas Widya kartika, Surabaya, 2025.
- [18] A. Bangor, P. T. Kortum, and J. T. Miller, "*Determining what individual SUS scores mean: Adding an adjective rating scale*," J. Usability Stud., vol. 4, no. 3, pp. 114–123, 2009.
- [19] J. R. Lewis, "*The system usability scale: Past, present, and future*," Int. J. Hum.-Comput. Interact., vol. 34, no. 7, pp. 577–590, 2018.
- [20] Pemerintah Provinsi Jawa Timur, "Aplikasi Trans Jatim: Layanan Transportasi Publik Digital Jawa Timur," Dinas Perhubungan Provinsi Jawa Timur, Surabaya, 2023.
- [21] J. Sauro and J. R. Lewis, Quantifying the User Experience: Practical Statistics for User Research, 2nd ed. Waltham, MA: Morgan Kaufmann, 2016.
- [22] J. Nielsen, *Usability Engineering*. San Francisco, CA, USA: Morgan Kaufmann Publishers, 1994.