

DAFTAR PUSTAKA

- [1] A.O.S Laboratory. (2013). *Training Tips and Tricks in Making a Good Questionnaire*.
- [2] Agarwal R., V. V. (2002). Assessing a Firm's Presence: A Heuristic Evaluation Procedure for the Measurement of usability . *Information Sistem Research*.
- [3] Arikunto, S. (1999). *Prosedur Penelitian. Suatu Pendekatan Praktek ed. rev. IV*.
- [4] David T. Green, J. M. (2004). Confirmatory Faktor Analysis of Two Web Site Usability Instruments . *Proceedings of the Third Annual Workshop in HCI Research in MIS*.
- [5] David T. Green, J. M. (2009). The Examination of two website usability instruments for use in B2C e-Commerce Organization. *Journal of Computer Information System*.
- [6] Ghozali, I. (2002). *Aplikasi Analisis Multivariat dengan Program SPSS*.
- [7] Ghozali, I. (2008). *Model Persamaan Struktural Konsep dan Aplikasi dengan Program Amos 16.0*.
- [8] Hakim, Z. (2014, June 2). *Zainal Hakim web design - programming Education - Internet - Technology*. Retrieved from www.zainalhakim.web.id
- [9] Hom, J. (1998). *The Usability Methods Toolbox Handbook*.
- [10] HS., S. (1999). *Perancangan Kerja Dalam Perangkat Lunak Interaktif. Jurnal Informatika ITB*.
- [12] *iFace IT Telkom*. (2013, November 7). Retrieved from www.ittelkom.ac.id/iface
- [13] Imam Ghozali, F. (2005). *Structural Equation Modelling, Teori, Konsep, dan Aplikasi dengan Program Lisrel 8.54*.
- [14] J. Hair, e. a. (2006). *Multivariat Data Analysis*.
- [15] J. Nielsen, R. M. (1994). *Usability Inspection Methods*.

- [16] J.E. Bailey, P. S. (1983). Development of a Tool for Measuring and Analysing Computer User Satisfaction.
- [17] J.L. Giese, J. C. (2000). Defining Consumer Satisfaction. *Academy of Marketing Science Review*.
- [18] Likert, R. (1932). A Technique for the Measurement of Attitudes. *Archives of Psychology*.
- [19] Miller, M. J. (2000). Graduate Research Methods, Issue Western International University. *Reliability and Validity RES 600*.
- [20] Mills, D. J. (2003). A Review for Teacher. *SPSS Text Book*, 59 - 70.
- [21] Palmer, J. W. (2000). web Site Usability, Design and Performance Metrics. *Information Systems Research*.
- [22] *Pingdom*. (2014, April). Retrieved from www.tools.pingdom.com
- [23] Robbins Pearson, J. (2009). Organizational Behavior. In B. Stretch, *Types of Study Variables*.
- [24] Santoso, S. (2011). *Structural Equation Modelling : Konsep dan Aplikasi dengan AMOS 18*. Jakarta: Elex Media Komputindo.
- [25] Sigit Hadi Prayoga, D. I. (2012). Analisis Usability pada Aplikasi Berbasis Web dengan mengadopsi model kepuasan pengguna (user satisfaction).
- [26] *Smashing Magazine*. (2014, June). Retrieved from www.smashingmagazine.com
- [27] *Speedtest*. (2014, April). Retrieved from www.speedtest.net
- [28] Sugiyono. (2006). Metode Penelitian Pendidikan, Pendekatan Kuantitatif, Kualitatif dan R&D.
- [29] Sugiyono. (2009). Metode Penelitian Kuantitatif, Kualitatif dan R&D.
- [30] U.S. Department of Health & Human Services "Usability Basics". (2013, November 7). Retrieved from www.usability.gov
- [31] *User Effects*. (2014, May). Retrieved from www.usereffects.com

- [32] W.H. DeLone, E. M. (2003). The DeLone and McLean Model of Information System Success : A Ten-Year Update. *Journal of Management Information Systems*.
- [33] Wisudiawan, G. A. (2013). Kepuasan Pengguna.