

DAFTAR PUSTAKA

- Almond, S. (2017). 8 Tips For Designing Mobile-Friendly Websites. Retrieved March 1, 2019, from <http://blog.invisionapp.com/mobile-design-tips/>
- Armala. (2012). *Buku Saku Manajer*. Jakarta: PT Gramedia Pustaka Utama.
- Bank, C., & Cao, J. (2015). *Web UI Design Best Practices*. Retrieved from <https://www.uxpin.com/studio/ebooks/web-ui-design-best-practices/>
- Barnes, S. J., & Vidgen, R. (2002). An Integrative Approach to the Assessment of E-commerce Quality. *Journal of Electronic Commerce Research*, 3(3), 114–127. Retrieved from <http://web.csulb.edu/journals/jecr/issues/20023/>
- Barnes, S. J., & Vidgen, R. (2003). Measuring Website Quality Improvements : A Case Study of the Forum on Strategic Management Knowledge Exchange. *Industrial Management & Data Systems*, 103(5), 297–309. Retrieved from <https://www.emeraldinsight.com/doi/full/10.1108/02635570310477352>
- Beaird, J., & George, J. (2014). *The Principles of Beautiful Web Design* (3rd ed.). Collingwood: SitePoint Pty. Ltd.
- Boone Jr., H. N., & Boone, D. A. (2012). Analyzing Likert Data. *Journal of Extension*, 50(2), 1–5. Retrieved from <https://joe.org/joe/2012april/tt2.php>
- Creswell, J. W. (2019). *Research Design: Pendekatan Metode Kualitatif, Kuantitatif, dan Campuran* (4th ed.). Yogyakarta: Pustaka Pelajar.
- Darmawan, D., & Permana, D. H. (2013). *Desain dan Pemrograman Website*. Bandung: PT Remaja Rosdakarya.
- Devi, K., & Sharma, A. K. (2016). Framework for Evaluation of Academic Website. *International Journal of Computer Techniques*, 3(2), 234–239. Retrieved from <http://www.ijctjournal.org/Vol3IssueNo.2.htm>

- Faizal, M., & Adriyanto, A. R. (2018). Perancangan Ulang Antarmuka Website Sebagai Media Informasi Perguruan Tinggi Universitas Telkom. *Serat Rupa Journal of Design*, 2(1), 54–66. <https://doi.org/10.28932/srjd.v2i1.477>
- Febri, B. (2016a). Kombinasi Font Sempurna untuk Website Anda. Retrieved March 14, 2019, from <https://www.niagahoster.co.id/blog/kombinasi-font-sempurna-website-anda/>
- Febri, B. (2016b). Menentukan Warna Efektif untuk Desain Website Anda. Retrieved March 14, 2019, from <https://www.niagahoster.co.id/blog/warna-efektif-desain-website/>
- Fitrayana, M. W., Hariadi, B., & Rahmawati, E. (2018). Analisis Pengaruh Kualitas Layanan Website DPRD Jawa Timur Terhadap Kepuasan Pengguna dengan Metode WebQual 4.0 Modifikasi. *Jurnal Sistem Informasi Dan Komputerisasi Akuntansi*, 7(1), 1–8. Retrieved from <https://jurnal.stikom.edu/index.php/jsika/article/view/2568>
- Frendy, J. S. (2013). The Impact of Perceived Value on Customer Satisfaction and Repurchase Intention of Blackberry Users in Manado. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 1(4), 1650–1658. Retrieved from <https://ejournal.unsrat.ac.id/index.php/emba/article/view/3344>
- Galitz, W. O. (2007). *The Essential Guide to User Interface Design: An Introduction to GUI Design Principles and Techniques*. Indianapolis: Wiley Publishing.
- Gata, W., & Hekmatyar, O. G. (2017). Analysis of Information System Quality of Service on BSI Academy's Environment using WebQual Methods, Importance Performance Analysis, and Fishbone. *Journal of Theoretical and Applied Information Technology*, 95(2), 229–241. Retrieved from <http://www.jatit.org/volumes/ninetyfive2.php>
- Google Developers. (2019). About PageSpeed Insights. Retrieved July 17, 2019,

from <https://developers.google.com/speed/docs/insights/v5/about>

Gremillion, B., Cao, J., & Rutherford, Z. (2015). *Responsive Web Design Best Practices*. Retrieved from <https://www.uxpin.com/studio/ebooks/responsive-web-design-best-practices/>

Grimes, L. (2019). Technical Aspects that Are Essential in Website Development. Retrieved July 17, 2019, from <https://www.flyakiteosx.com/technical-aspects-essential-website-development/>

Hafiz, A. (2017). Mengukur Kualitas Website dengan Pendekatan WebQual 4.0 Modifikasi. *Prosiding Seminar Nasional Darmajaya*, 1(1), 443–457. Retrieved from <https://jurnal.darmajaya.ac.id/index.php/PSND/article/view/783>

Hariyanto, Y., Kristianto, E., & Cia, F. (2018). Analisis Kualitas Website Universitas dengan Metode WebQual (Studi Kasus Web Universitas Kristen Krida Wacana). *Jurnal Teknik Dan Ilmu Komputer*, 7(27), 339–348. Retrieved from <http://ejournal.ukrida.ac.id/ojs/index.php/TIK/article/view/1540>

Indrawati. (2014). The Use of Modified Unified Theory of Acceptance and Use of Technology to Predict the Behavioural Intention Toward Website. *Applied Mechanics and Materials*, 568–570, 1586–1592. Retrieved from <https://www.scientific.net/AMM.568-570.1586>

Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis : Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Refika Aditama.

Jayathunga, D. P., Jayawardana, J. M. D. R., Wimaladharma, S. T. C. I., & Herath, H. M. U. M. (2017). Usability Recommendations for an Academic Website : A Case Study. *International Journal of Scientific and Research Publications*, 7(4). Retrieved from <http://www.ijsrp.org/research-paper-0417.php?rp=P646330>

- Jones, L. (2016). How to Pair Fonts. Retrieved March 14, 2019, from <http://blog.invisionapp.com/how-to-pairfonts/>
- Jubilee Enterprise. (2018). *SPSS Komplet untuk Mahasiswa*. Jakarta: PT Elex Media Komputindo.
- Khawaja, K. F., & Bokhari, R. H. (2010). Exploring the Factors Associated with Quality of Website. *Global Journal of Computer Science and Technology*, 10(14), 37–45. Retrieved from https://globaljournals.org/GJCST_Volume10/7-Exploring-the-Factors-Associated-With-Quality-ofWebsite.pdf
- Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th ed.). Harlow: Pearson Education Limited.
- Kulas, J. T., Stachowski, A. A., & Haynes, B. A. (2008). Middle Response Functioning in Likert-responses to Personality Items. *Journal of Business and Psychology*, 22(3), 251–259. Retrieved from <https://link.springer.com/article/10.1007/s10869-008-9064-2>
- Kurniawan, A. (2014). *Metode Riset Untuk Ekonomi & Bisnis : Teori, Konsep & Praktik Penelitian Bisnis*. Bandung: Alfabeta.
- Kusrianto, A. (2009). *Pengantar Desain Komunikasi Visual*. Yogyakarta: Penerbit Andi.
- Masthori, A., Nugroho, H. A., & Ferdiana, R. (2016). Penggunaan Metode WebQual Modifikasi dalam Evaluasi Kualitas Layanan Website Pemerintah Daerah. *Pekommas*, 1(1), 57–68. Retrieved from <https://jurnal.kominfo.go.id/index.php/pekommas/article/view/2010106>
- Melbourne, B. (2011). The difference between a UX Designer and UI Developer. Retrieved March 1, 2019, from <https://asinthecity.com/2011/11/10/the-difference-between-a-ux-designer-and-ui-developer/>
- Mulyadi, M. (2011). Penelitian Kuantitatif dan Kualitatif Serta Pemikiran Dasar

- Menggabungkannya. *Jurnal Studi Komunikasi Dan Media*, 15(1), 128–137.
Retrieved from <https://jurnal.kominfo.go.id/index.php/jskm/article/view/150106>
- Napitupulu, D. B. (2016). Evaluasi Kualitas Website Universitas XYZ Dengan Pendekatan Webqual [Evaluation of XYZ University Website Quality Based on Webqual Approach]. *Buletin Pos Dan Telekomunikasi*, 14(1), 51.
Retrieved from <http://online.bpostel.com/index.php/bpostel/article/view/140105>
- Nielsen, J. (1995). Guidelines for Multimedia on the Web. Retrieved July 22, 2019, from <https://www.nngroup.com/articles/guidelines-for-multimedia-on-the-web/>
- Olaleye, S. A., Sanusi, I. T., Ukpabi, D. C., & Okunoye, A. (2018). Evaluation of Nigeria Universities Websites Quality : A Comparative Analysis. *Library Philosophy and Practice*, 1(1), 1–14. Retrieved from <https://digitalcommons.unl.edu/libphilprac/1717/>
- Prayogo, M. A. (2018). Pengertian File dan Satuan Ukuran Data Pada Komputer. Retrieved March 1, 2019, from <https://www.mastekno.com/id/satuan-ukuran-data-pada-komputer/>
- Ranking Web of Universities. (2012). Methodology. Retrieved July 17, 2019, from <https://www.webometrics.info/en/Methodology>
- Rosania, & Yasir. (2016). Pengaruh Kegunaan, Kualitas Informasi, dan Kualitas Interaksi Layanan Website Perpustakaan Universitas Riau terhadap Kepuasan Pengguna (Studi pada Mahasiswa Universitas Riau dengan Menggunakan Metode WebQual 4.0). *Jurnal Online Mahasiswa Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Riau*, 3(2), 1–15. Retrieved from <https://jom.unri.ac.id/index.php/JOMFSIP/article/view/9849>
- Santoso, I. (2004). *Interaksi Manusia dan Komputer* (2nd ed.). Yogyakarta: Penerbit Andi.

- Sanusi, A. (2011). *Metodologi Penelitian Bisnis*. Jakarta: Salemba Empat.
- Satori, D., & Komariah, A. (2014). *Metodologi Penelitian Kualitatif*. Bandung: Alfabeta.
- Sauda, S., & Sopiah, N. (2015). Pengukuran Kualitas Layanan Website Perguruan Tinggi dengan Menggunakan Metode WebQual. *Jurnal Ilmiah MATRIK*, 17(1), 29–42. Retrieved from <http://jurnal.binadarma.ac.id/index.php/jurnalmatrik/article/view/119>
- Sekaran, U., & Bougie, R. (2013). *Research Methods for Business: A Skill-Building Approach* (6th ed.). New York: Wiley.
- Sheffield, R. (2009). *The Web Content Strategist's Bible*. Atlanta: CLUEfox Publishing.
- Skrba, A. (2019). How to Speed up Your Website. Retrieved July 22, 2019, from <https://firstsiteguide.com/website-speed/>
- Soewardikoen, D. W. (2013). *Metodologi Penelitian Visual, dari Seminar ke Tugas Akhir*. Bandung: Dinamika Komunika.
- Statista. (2019). Asia Pacific: number of internet users in selected countries 2018. Retrieved February 10, 2019, from <https://www.statista.com/statistics/265153/number-of-internet-users-in-the-asia-pacific-region/>
- Sugiyono. (2014). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Suyanto, A. H. (2009). *Step by Step Web Design Theory and Practices*. Yogyakarta: Penerbit Andi.
- Taniredja, T., & Mustafidah, H. (2011). *Penelitian Kuantitatif: Sebuah Pengantar*. Bandung: Alfabeta.
- Technopedia. (n.d.). What is a Pixel? Retrieved March 1, 2019, from

<https://www.techopedia.com/definition/24012/pixel>

Tripathi, K. P. (2011). A Study of Interactivity in Human Computer Interaction. *International Journal of Computer Applications*, 16(6), 1–3. Retrieved from <https://www.ijcaonline.org/archives/volume16/number6/2020-2724>

Unirank. (2017). About us. Retrieved July 17, 2019, from <https://www.4icu.org/about/>

Universitas Telkom. (2018). Profile. Retrieved January 19, 2019, from <https://telkomuniversity.ac.id/history/>

Universitas Telkom. (2019). Entering the 6th Years, Telkom University I established 1,286 graduands. Retrieved July 17, 2019, from <https://telkomuniversity.ac.id/entering-the-6th-years-telkom-university-i-established-1286-graduands/>

Usability.gov. (2013). Information Architecture Basics. Retrieved July 22, 2019, from <https://www.usability.gov/what-and-why/information-architecture.html>

UserTesting. (2019). *The Marketer's Guide to User Testing*. Retrieved from https://info.usertesting.com/Marketers_Guide_to_User_Testing.html

W3C. (2014). How does the internet work. Retrieved March 1, 2019, from https://www.w3.org/wiki/How_does_the_Internet_work

W3Techs. (2019). W3Techs. Retrieved July 22, 2019, from <https://w3techs.com/>

Walton, P. (2019). User-centric Performance Metrics. Retrieved July 17, 2019, from <https://developers.google.com/web/fundamentals/performance/user-centric-performance-metrics>

Wawolumaya, E. A., Sunarto, D. Y., & Wulandari, S. H. E. (2016). Analisis Pengaruh Kualitas Website Terhadap Kepuasan Pengguna Berdasarkan Metode WebQual 4.0 Pada Universitas Narotama. *Jurnal JSIKA*, 5(11), 1–8.

Retrieved from <https://jurnal.stikom.edu/index.php/jsika/article/view/1416>

Wicaksono, B. L., Susanto, A., & Winarno, W. W. (2012). Evaluasi Kualitas Layanan Website Pusdiklat BPK RI Menggunakan Metode WebQual Modifikasian dan Importance Performance Analysis. *MEDIA*, 19(1), 21–34. Retrieved from <http://publikasi.dinus.ac.id/index.php/media/article/view/893>

Wijaya, T. (2018). *Manajemen Kualitas Jasa : Desain Servqual, QFD, Dan Kano*. Jakarta: Penerbit Indeks.

Wikipedia. (2018). Universitas Telkom. Retrieved January 19, 2019, from https://id.wikipedia.org/wiki/Universitas_Telkom

Williams, B. K., & Sawyer, S. C. (2007). *Using Information Technology : Pengenalan Praktis Dunia Komputer dan Komunikasi*. Yogyakarta: Penerbit Andi.

Winarti, W., & Munggaran, L. C. (2014). Pengukuran Kualitas Situs Perguruan Tinggi dari Sudut Pandang Pemakai dengan Menggunakan Metode WebQual 4.0. *Jurnal Ilmiah Informatika Komputer*, 19(3), 6–14. Retrieved from <https://www.ejournal.gunadarma.ac.id/index.php/infokom/article/view/1102>

Wong, M. S., Hideki, N., & George, P. (2011). The Use of Importance-Performance Analysis (IPA) in Evaluating Japan's E-Government Services. *Journal of Theoretical and Applied Electronic Commerce Research*, 6(2), 17–30. Retrieved from https://scielo.conicyt.cl/scielo.php?pid=S0718-18762011000200003&script=sci_arttext

Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2010). *Business Research Methods*. Canada: South-Western.