

DAFTAR PUSTAKA

- Akbar, B. B. (2022). Analisis Kepuasan Pengguna Sistem Informasi Manajemen Surat Menggunakan Metode End User Computing Satisfaction. *Jurnal Pengembangan Sistem Informasi Dan Informatika*, 3(1), 2746–1335.
- Albalushi, M. A., Jano, Z., Devi, I., Abazeed, A., & Alkaabi, M. (2022). Measuring Website Quality using Service Quality and User Satisfaction Dimensions: A Conceptual Framework. *Journal of Computer Science*, 18(7), 674–686. <https://doi.org/10.3844/jcssp.2022.674.686>
- Ari, L., Suhandiah, S., & Sulistiowati. (2016). ANALISIS PENGARUH KUALITAS WEBSITE TERHADAP KEPUASAN PENGGUNA BERDASARKAN METODE WEBQUAL 4.0 PADA WEBSITE SMAN 2 KOTA MOJOKERTO. *JSIKA*, 5(11). www.sman2mojokerto.com
- Daga, R. (2017). *Citra, Kualitas Produk, dan Kepuasan Pelanggan* (H. Upu, Ed.). Global Research and Consulting Institute (Global-RCI). <https://www.researchgate.net/publication/334957485>
- Dewi, A. Y., Subowo, E., Fahlevi, R., Ajeng, N., & Studi,) Program. (2022). ANALISIS KEPUASAN PENGGUNA WEBSITE RENCANA PEMBELAJARAN SEMESTER DENGAN METODE END USER COMPUTING SATISFACTION. *Jurnal Teknik Dan Sains*, 3(2).
- Duy, V. N. K. (2021). *Service Quality And Its Impact On Customer Satisfaction*. <https://doi.org/10.6084/m9.figshare.17089454>
- Garson, G. D. (2016). *Partial Least Squares: Regression & Structural Equation Models*. www.statisticalassociates.com
- Habiba, I., & Wijaya, G. (2022). Pengukuran Kualitas Website Skill Academy Terhadap Kepuasan Pengguna Menggunakan Metode Webqual 4.0. *Paradigma - Jurnal Komputer Dan Informatika*, 24(1), 29–36. <https://doi.org/10.31294/paradigma.v24i1.963>
- Hox, J. J., & Bechger, T. M. (1999). An Introduction to Structural Equation Modeling. *Family Science Review*, 354–373. <https://www.researchgate.net/publication/27706391>
- Król, K., & Zdonek, D. (2020). Aggregated indices in website quality assessment. *Future Internet*, 12(4). <https://doi.org/10.3390/FI12040072>

- Marlina T, & Herman Sjahrudin. (2016). Kepuasan Konsumen : Implementasi Kualitas Layanan dan Harga Jual Mobil. *STIE YPBUP Bongaya*.
<https://doi.org/10.13140/RG.2.2.29635.40485>
- Moon, Y. J. (2013). The Tangibility and intangibility of e-Service Quality. *International Journal of Smart Home*, 7(5), 91–102.
<https://doi.org/10.14257/ijsh.2013.7.5.10>
- Mukhid. (2021). *Metodologi Penelitian Pendekatan Kuantitatif*. CV. Jakad Media Publishing.
- Neliwati. (2018). *Metodologi Penelitian Kuantitatif (Kajian Teori dan Praktek)* (O. K. Banurea, Ed.). CV. Widya Puspita.
- Nurofik, A., Putri Wiana, P., & Adabiah Padang, S. (2022). Pengaruh Kualitas Layanan Terhadap Loyalitas Pelanggan Dengan Kepuasan Sebagai Variabel Intervening. *Jurnal Pustaka Manajemen*, 2(1).
- Pan, H., & Ha, H. Y. (2021). Service quality and satisfaction in the context of varying levels of restaurant image and customer orientation during the covid-19 pandemic. *Sustainability (Switzerland)*, 13(17).
<https://doi.org/10.3390/su13179694>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1).
- Permana, M. V. (2013). PENINGKATAN KEPUASAN PELANGGAN MELALUI KUALITAS PRODUK DAN KUALITAS LAYANA. *JDM*, 4(2), 115–131.
<http://journal.unnes.ac.id/nju/index.php/jdm>
- Pirouz, D. M. (2006). An Overview of Partial Least Squares. *SSRN Electronic Journal*.
<https://doi.org/10.2139/ssrn.1631359>
- Rahmanita, E., Prastiti, N., & Jazari, I. (2018). Penggunaan Metode AHP dan FAHP dalam Pengukuran Kualitas Keamanan Website E-Commerce. *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 5(3), 371.
<https://doi.org/10.25126/jtiik.201853816>
- Ritzkal, Fadly Cahya, Aminudin, Willy Mandela, Dahlia Widhyaestoeti, & Fitrah Satrya Fajar. (2022). SISTEM INFORMASI PEMESANAN PERBAIKAN KENDARAAAN BERMOTOR MENGGUNAKAN PENGUJIAN BLACK BOX. *Jurnal Darma Agung*, 30(3).

- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th ed.). WILEY. www.wileypluslearningspace.com
- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. CV. ALFABETA.
- Supriyanti. (2021, November). *Metodologi Penelitian Structural Equation Modeling-Partial Least Squares*. <https://doi.org/10.13140/RG.2.2.15759.71849>
- Tran, T. A., Pham, N. T., van Pham, K., & Nguyen, L. C. T. (2020). The roles of health consciousness and service quality toward customer purchase decision. *Journal of Asian Finance, Economics and Business*, 7(8), 345–351. <https://doi.org/10.13106/JAFEB.2020.VOL7.NO8.345>
- Wells, J. D., Parboteeah, D. V., & Valacich, J. S. (2011). Online impulse buying: Understanding the interplay between consumer impulsiveness and website quality. *Journal of the Association for Information Systems*, 12(1), 32–56. <https://doi.org/10.17705/1jais.00254>
- Wijaya Satria. (2018). PENGARUH TINGKAT KEPUASAN PENGGUNA APLIKASI TERHADAP KINERJA INDIVIDU PENGGUNA APLIKASI SISTEM ABSENSI ONLINE DI STMIK STIKOM BALI. *Jurnal Ilmiah Rekayasa Dan Manajemen Sistem Informasi*.