

DAFTAR PUSTAKA

- [1] S. Djusar, M. Sadar, and E. Asril, “Analisa Kualitas Layanan Sistem Smart Unilak Menggunakan Servqual Method,” 2020, doi: 10.31849/digitalzone.v11i2.5331ICCS.
- [2] H. Jonathan, “Analisis Pengaruh E-Service Quality Terhadap Customer Satisfaction Yang Berdampak Pada Customer Loyalty PT Bayu Buana Travel Tbk,” 2013. [Online]. Available: www.bayubuanatravel.com.
- [3] I. G. P. Asto Buditjahjanto, “Analisis Layanan Sistem Informasi Akademik Perguruan Tinggi Berbasis Fuzzy Service Quality (Analysis of Higher Education Academic Information System Services Based on Fuzzy Service Quality),” 2020.
- [4] I. Putu Pranatha Sentosa, N. Made Erpia Ordani Astuti, and I. Made Elia Cahaya, “Analisis Kepuasan Mahasiswa Menggunakan Metode Servqual,” 2019.
- [5] Direktorat Sistem Informasi, “Panduan Pengguna Aplikasi Sirama User Manual Aplikasi Registrasi-Sirama (Sistem registrasi akademik mahasiswa) versi 2.0 For Student,” 2018. [Online]. Available: <https://sirama.telkomuniversity.ac.id>
- [6] Diana, “Penerapan Metode E-Servqual untuk Evaluasi Kualitas Layanan Sistem Informasi. (Diana),” 2015.
- [7] D. Y. Ulpa, R. Teguh, and D. Pratama, “Analisis Kualitas Pelayanan Aplikasi Lazada Berbasis Mobile Dengan Metode Servqual Lazada Application Service Quality Analysis Mobile Based By Servqual Method,” 2021.
- [8] B. Nemati, H. Gazor, N. Mirashrafi, and K. N. Ameleh, “Analyzing e-service quality in service-based website by E-SERVQUAL,” *Management Science Letters*, vol. 2, pp. 727–734, 2012, doi: 10.5267/j.msl.2011.12.002.
- [9] M. A. Efendi, M. Mahjudin, and D. Soelistya, “*The Importance of Measuring The Gap Level of Information System User Satisfaction in The World of Education in University : Electronic Service Quality Model*,” 2021.
- [10] A. Anwarudin, A. Fadlil, A. Yudhana, A. Dahlan Jalan Soepomo, and S. Janturan Yogyakarta, “Analisis Kualitas Layanan Sistem Infomasi Akademik SIMAK dengan Pendekatan e-Servqual Gap,” vol. 5, no. 1, 2022, [Online]. Available: <https://simak.unimugo.ac.id>.

- [11] Sugiyono. *Metode Penelitian kuantitatif, kualitatif dan R & D / Sugiyono*. Bandung, 2021.
- [12] Rahayu, A. P., Santoso, H. B., & Rahayuningsih, S. Analisa Kepuasan Sistem Informasi Akademik Mahasiswa Menggunakan E-Servqual. *JATI UNIK : Jurnal Ilmiah Teknik Dan Manajemen Industri*, 2(1), 55–63, 2019 . <https://doi.org/10.30737/jatiunik.v2i1.387>
- [13] Ranganathan, C. & Ganapathy, Shobha. Key dimensions of business-to-consumer Web sites. *Information & Management*. 39. 457-465. 10.1016/S0378-7206(01)00112-4, 2002.
- [14] Riduwan, “Metode dan Teknik Menyusun Tesis”, Bandung. Alfabeta, 2004 .
- [15] Parasuraman, A., Zeithaml, V.A. and Malhotra, “E-S-Qual: A MultipleItem Scale For Assessing Electronic Service Quality” 2005.
- [16] Akdon, Riduwan. “Rumus dan Data dalam Aplikasi Statistika”. Bandung, 2007.
- [17] Putra, W. “Analisis Statistika dan data spasial. Menentukan Jumlah Sampel dengan Rumus Slovin”. Retrieved April 20, 2020, <http://analisisstatistika.blogspot.com/2012/09/menentukan-jumlah-sampel-dengan-rumus.html>
- [18] Handoko. “Analisis Pengaruh Kualitas Pelayanan (Service Quality) Sistem Informasi Akademik Terhadap Kepuasan Mahasiswa Pada STMIK AMIKOM Yogyakarta”, 2011. Among Makarti. Vol.04., No.08.
- [19] D. Rachmawaty, A. Z. Yamani, F. D. Winati, and H. Mardhiana, “Implementation of Importance-Performance Analysis on Integrated Information System Institut Teknologi Telkom Purwokerto,” *Jurnal Ilmiah Teknik Industri*, vol. 20, no. 2, pp. 184–194, Dec. 2021, doi: 10.23917/jiti.v20i2.15600