

DAFTAR PUSTAKA

- Akpan, A. O. A., & Etuk, A. E. (2024). E-service quality and customer loyalty in online shopping in Nigeria. *American Interdisciplinary Journal of Business and Economics (AIJBE)*, 11(1), 1-22.
- Anwarudin, A., Fadlil, A., & Yudhana, A. (2022). Analisis Kualitas Layanan Sistem Infomasi Akademik SIMAK dengan Pendekatan e-Servqual Gap. *RESISTOR (Elektronika Kendali Telekomunikasi Tenaga Listrik Komputer)*, 5(1), 85-96.
- Buchari, A. (2004). Belajar Mudah Penelitian untuk Guru-Karyawan dan Peneliti Pemula. *Bandung: Alfabeta*.
- Chou, S., & Chen, C. (2018). The influences of relational benefits on repurchase intention in service contexts : the roles of gratitude , trust and commitment. *Journal of Business and Industrial Marketing*, 33(5), 680–692.
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: a ten-year update. *Journal of management information systems*, 19(4), 9-30.
- Efendi, M. A., Mahjudin, M., & Soelistya, D. (2021, December). The Importance Of Measuring The Gap Level Of Information System User Satisfaction In The World Of Education In University: Electronic Service Quality Model. In *Journal Universitas Muhammadiyah Gresik Engineering, Social Science, and Health International Conference (UMGESHIC)* (Vol. 1, No. 2, pp. 522-540).
- Handoko, H. (2013). Analisis pengaruh kualitas pelayanan (service quality) sistem informasi akademik terhadap kepuasan mahasiswa (studi kasus stmik amikom yogyakarta dan amikom cipta darma surakarta). *Among Makarti*, 4(2).
- Instructor, I. (2015, September 7). *The five languages or dimensions of interaction design*. Interaction Design Foundation - IxDF. <https://www.interaction-design.org/seminars/the-five-languages-of-interaction-design>

design.org/literature/article/the-five-languages-or-dimensions-of-interaction-design

- Kurbani, A. (2017). Pengaruh kualitas layanan akademik dan fasilitas pendidikan terhadap kepuasan mahasiswa kuliah pada universitas PGRI palembang. *Jurnal Media Wahana Ekonomika*, 13(4).
- Kusyana, D. N. B., Purwaningrat, P. A., & Sunny, M. P. (2020). Peran Kualitas Layanan Dalam Menciptakan Loyalitas Mahasiswa. *Widya Manajemen*, 2(1), 10-27.
- Lang, S. (1997). *Basic Mathematics*. Springer. ISBN 978-0387972155.
- Li, Y. N., Tan, K. C., & Xie, M. (2002). Measuring web-based service quality. *Total quality management*, 13(5), 685-700.
- Li, H., & Suomi, R. (2009). A proposed scale for measuring e-service quality. *International Journal of u-and e-Service, Science and Technology*, 2(1), 1-10.
- Martilla, J.A., & James, J.C. (1977). Importance-Performance Analysis. *Journal of Marketing*, 41(1), 77-79.
- Murdy, S., & Pike, S. (2012). Perceptions of visitor relationship marketing opportunities by destination marketers: An importance-performance analysis. *Tourism Management*, 33(5), 1281-1285.
- Nemati, B., Gazor, H., Mirashrafi, N., & Ameleh, K. N. (2012). Analyzing e-service quality in service-based website by E-SERVQUAL. *Management Science Letters*, 2, 727–734. <http://doi.org/10.5267/j.msl.2011.12.002>
- Oktapiani, M., Sutiono, S., Choli, I., & Warlizasusi, J. (2022). Survei Kepuasan Mahasiswa Fakultas Agama Islam Terhadap Kualitas Pelayanan Pendidikan dengan Pendekatan Service Quality. *Edukasi Islami: Jurnal Pendidikan Islam*, 10(02).

- Oliver, R. L. (2014). Satisfaction: A behavioral perspective on the consumer: A behavioral perspective on the consumer. Routledge.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *Journal of marketing*, 49(4), 41-50.
- Pradana, M., Rahmawan, M. D., Wahyuddin, S., & Imam, R. (2021, February). Gap Analysis of University Online Learning Website from Students' Perspectives: A Case from Telkom University, Indonesia. In *Journal of Physics: Conference Series* (Vol. 1752, No. 1, p. 012069). IOP Publishing.
- Pranitasari, D., & Sidqi, A. N. (2021). Analisis Kepuasan Pengguna Elektronik Shopee Menggunakan Metode E-Service Quality dan Kartesius. *Jurnal Akuntansi Dan Manajemen*, 18(02), 12-31.
- Rachmawaty, D., Yamani, A. Z., Winati, F. D., & Mardhiana, H. (2021). Implementation of Importance-Performance Analysis on Integrated Information System Institut Teknologi Telkom Purwokerto. *Jurnal Ilmiah Teknik Industri*, 20(2), 184-194.
- Rahayu, A. P., Santoso, H. B., & Rahayuningsih, S. (2019). Analisa Kepuasan Sistem Informasi Akademik Mahasiswa Menggunakan E-Servqual. *JATI UNIK: Jurnal Ilmiah Teknik Dan Manajemen Industri*, 2 (1), 51.
- Saifuddin, A. (2012). Reliabilitas dan validitas edisi 4. Yogyakarta: Pustaka Pelajar.
- Statistics Center. (2016, August 8). *Apa itu survei?* SCSI. <https://scsi.scundip.org/2016/08/08/pengertian-survei/>
- Sugiarto, S., & Octaviana, V. (2021). Service Quality (SERVQUAL) Dimensions on Customer Satisfaction: Empirical Evidence from Bank Study. *Golden Ratio of Marketing and Applied Psychology of Business*, 1(2), 93-106.
- Sugiyono, D. (2014). Metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R&D.

Tjiptono, F., & Chandra, G. (2016). Service, Quality dan Satisfaction. Edisi 4. Penerbit Andi: Yogyakarta.

Triwijayanti, N., Sanoto, H., & Paseleng, M. (2022). Pengaruh Kualitas Layanan Pendidikan, Budaya Sekolah, Citra Sekolah Terhadap Kepuasan Orang Tua. *Scholaria: Jurnal Pendidikan Dan Kebudayaan*, 12(1), 74-80.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS quarterly*, 425-478.

Wibisono, D. (2017). *ANALISIS KUALITAS LAYANAN PENDIDIKAN DENGAN MENGGUNAKAN INTEGRASI METODE SERVQUAL DAN QFD (Studi Kasus: Sekolah YASPORBI)* (Doctoral dissertation, Universitas Mercu Buana Jakarta).