

DAFTAR PUSTAKA

- Achjari, D. (2004). PARTIAL LEAST SQUARES: ANOTHER METHOD OF STRUCTURAL EQUATION MODELING ANALYSIS. Dalam *Jurnal Ekonomi dan Bisnis Indonesia* (Vol. 19, Nomor 3).
- Afnan, A. (2018). Pengukuran Keberhasilan Penggunaan E-Ticketing PT Kereta Api Indonesia (KAI) Dengan Modified DeLone & McLean. *JBE Jurnal Bingkai Ekonomi JBE*, 3(2), 1–13. <https://stie-aka.ac.id/journal/index.php/jbe3/index>
- Ahmad, B., & Laha, S. (2020). PENERAPAN STUDI LAPANGAN DALAM MENINGKATKAN KEMAMPUAN ANALISIS MASALAH (STUDI KASUS PADA MAHASISWA SOSIOLOGI IISIP YAPIS BIAK). *Jurnal Nalar Pendidikan*, 8(1), 63–72.
- Al-Ansi, A. M., Jaboob, M., & Ba Awain, A. M. S. (2023). *Sustaining Employees' Creativity Through the Organizational Justice: The Mediating Role of Leadership Styles*. <https://doi.org/10.2139/ssrn.4494548>
- Alhabsyi, M. I. (2018). *ANALISIS PENERIMAAN WEBSITE E-TICKETING MENGGUNAKAN METODE TAM 2 PADA PERUSAHAAN KAHHA TOURS & TRAVEL*. Institut Bisnis dan Informatika STIKOM Surabaya.
- Amalina, D., & Suryani, E. (2020). Evaluating the Success of E-Invoice Implementation at a State-Owned Enterprise Using DeLone & McLean IS Success Model. *IPTEK Journal of Proceedings Series*, 388–396.
- Andriyanto, D., Said, F., Titiani, F., & Erni, E. (2021). Analisis Kesuksesan Aplikasi Jakarta Kini (JAKI) Menggunakan Model Delone and McLean. *Paradigma - Jurnal Komputer dan Informatika*, 23(1). <https://doi.org/10.31294/p.v23i1.10018>
- Antonio, H., & Safriadi, N. (2012). *Rancang Bangun Sistem Informasi Administrasi Informatika (SI-ADIF)* (Vol. 4, Nomor 2).
- Buyannemekh, B., Picazo-Vela, S., Luna, D. E., & Luna-Reyes, L. F. (2024). Understanding value of digital service delivery by governments in Mexico.

- Chin, W. W., & Marcoulides, G. A. (1998). The Partial Least Squares Approach to Structural Equation Modeling. *Advances in Hospitality and Leisure*, 295–336. <https://www.researchgate.net/publication/311766005>
- Csárdi, G., & Nepusz, T. (2025). *Network Analysis and Visualization* (2.1.4).
- Delone, W. H., & Mclean, E. R. (2003). The DeLone and McLean Model of Information Systems Success: A Ten-Year Update. Dalam *Information Systems Research, Journal of Management Information Systems* (Vol. 19, Nomor 4).
- Dijkstra, T. K., & Henseler, J. (2015). Consistent partial least squares path modeling. Dalam *MIS Quarterly: Management Information Systems* (Vol. 39, Nomor 2, hlm. 297–316). University of Minnesota. <https://doi.org/10.25300/MISQ/2015/39.2.02>
- Ditjen Aptika Kemenkominfo. (2023). *Dokumen Petunjuk Teknis Penggunaan Sistem Penghubung Layanan Pemerintah (SPLP)*.
- Elmunsyah, H., Nafalski, A., Wibawa, A. P., & Dwiyanto, F. A. (2023). Understanding the Impact of a Learning Management System Using a Novel Modified DeLone and McLean Model. *Education Sciences*, 13(3). <https://doi.org/10.3390/educsci13030235>
- Farida, I., Setiawan, R., Maryatmi, A. S., & Juwita, N. (2020). The Implementation of E-Government in the Industrial Revolution Era 4.0 in Indonesia. *International Journal of Progressive Sciences and Technologies (IJPSAT)*, 22(2), 340–346. <http://ijpsat.ijsht-journals.org>
- Fox, J., Weisberg, S., & Price, B. (2024). *Companion to Applied Regression* (3.1-3). <https://r-forge.r-project.org/projects/car/>,
- Hair, J., Hult, T., Ringle, C., & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) Third Edition*.

- Hajjar, S. T. El. (2018). STATISTICAL ANALYSIS: INTERNAL-CONSISTENCY RELIABILITY AND CONSTRUCT VALIDITY. Dalam *International Journal of Quantitative and Qualitative Research Methods* (Vol. 6, Nomor 1). www.eajournals.org
- Hevner, A. R., March, S. T., Park, J., & Ram, S. (2004). DESIGN SCIENCE IN INFORMATION SYSTEMS RESEARCH 1. Dalam *Design Science in IS Research MIS Quarterly* (Vol. 28, Nomor 1).
- Hidayatullah, S., Khourouh, U., Windhyastiti, I., Patalo, R. G., Waris, A., & Artikel, R. (2020). Jurnal Teknologi dan Manajemen Informatika Implementasi Model Kesuksesan Sistem Informasi DeLone And McLean Terhadap Sistem Pembelajaran Berbasis Aplikasi Zoom Di Saat Pandemi Covid-19 Info Artikel ABSTRAK. *Tahun*, 6(1). <http://http://jurnal.unmer.ac.id/index.php/jtmi>
- Kante, M., Chepken, C., & Oboko, R. (2018). Partial least square structural equation modellingâ’ use in information systems. *Kabarak Journal of Research & Innovation*, 6(1), 49–67. <https://doi.org/10.58216/kjri.v6i1.125>
- Khairrunisa, U., & Yunanto, M. (2018). PENGARUH KUALITAS SISTEM TERHADAP KEPUASAN PENGGUNA DAN MANFAAT BERSIH PADA IMPLEMENTASI E-FAKTUR: VALI- DASI MODEL KESUKSESAN SISTEM INFORMASI DELONE DAN MCLEAN. *Jurnal Ilmiah Ekonomi Bisnis*, 3.
- Kim, T. K. (2015). *T test as a parametric statistic*. <https://doi.org/http://dx.doi.org/10.4097/kjae.2015.68.6.540>
- Kock, N. (2015). Common method bias in PLS-SEM: A full collinearity assessment approach. *International Journal of e-Collaboration*, 11(4), 1–10.
- Kock, N. (2021). Harman’s single factor test in PLS-SEM: Checking for common method bias. Dalam *Data Analysis Perspectives Journal* (Vol. 2, Nomor 2). <https://www.scriptwarp.com>,
- Kurniawan, R., Tinggi, S., Statistik, I., Nasution, B. I., Tiodora, †, Siagian, H., Yuniarto, B., & Caraka, R. E. (2018). Construction of social vulnerability

- index in Indonesia using partial least squares structural equation modeling. *International Journal of Engineering & Technology*, 7(4), 6131–6136. <https://doi.org/10.14419/ijet.v7i4>
- Lee, M., Lee, S. A., Jeong, M., & Oh, H. (2020). Quality of virtual reality and its impacts on behavioral intention. *International Journal of Hospitality Management*, 90. <https://doi.org/10.1016/j.ijhm.2020.102595>
- Lutfi, A. (2023). Factors affecting the success of accounting information system from the lens of DeLone and McLean IS model. *International Journal of Information Management Data Insights*, 3(2). <https://doi.org/10.1016/j.jjime.2023.100202>
- Lytras, M. D., & Şerban, A. C. (2020). E-Government Insights to Smart Cities Research: European Union (EU) Study and the Role of Regulations. *IEEE Access*, 8, 65313–65326. <https://doi.org/10.1109/ACCESS.2020.2982737>
- Marliana, R. R. (2020). PARTIAL LEAST SQUARES-STRUCTURAL EQUATION MODELING PADA HUBUNGAN ANTARA TINGKAT KEPUASAN MAHASISWA DAN KUALITAS GOOGLE CLASSROOM BERDASARKAN METODE WEBQUAL 4.0. *Jurnal Matematika, Statistika, & Komputasi*, 16(2), 174–186. <https://doi.org/10.20956/jmsk.v%vi%oi.7851>
- Memon, M. A., Ramayah, T., Cheah, J. H., Ting, H., Chuah, F., & Cham, T. H. (2021). PLS-SEM STATISTICAL PROGRAMS: A REVIEW. *Journal of Applied Structural Equation Modeling*, 5(1), i–xiv. [https://doi.org/10.47263/JASEM.5\(1\)06](https://doi.org/10.47263/JASEM.5(1)06)
- Nani, D. A., & Lina, L. F. (2022). Determinants of Continuance Intention to Use Mobile Commerce during the Emergence of COVID-19 in Indonesia: DeLone and McLean Perspective. *SRIWIJAYA INTERNATIONAL JOURNAL OF DYNAMIC ECONOMICS AND BUSINESS*, 261–272. <https://doi.org/10.29259/sijdeb.v5i3.261-272>
- Nemoto, T., & Beglar, D. (2014). *Developing Likert-Scale Questionnaires*.

- Ojo, A. I. (2017). Validation of the delone and mclean information systems success model. *Healthcare Informatics Research*, 23(1), 60–66. <https://doi.org/10.4258/hir.2017.23.1.60>
- Paramita, R. W. D., Rizal, N., & Sulistyan, R. B. (2021). *METODE PENELITIAN KUANTITATIF (Buku Ajar Perkuliahan Metodologi Penelitian Bagi Mahasiswa Akuntansi & Manajemen)* (3 ed.).
- Purwanto, A., & Sudargini, Y. (2021). Partial Least Squares Structural Squation Modeling (PLS-SEM) Analysis for Social and Management Research : A Literature Review. *Journal of Industrial Engineering & Management Research*, 2(4), 120. <https://doi.org/10.7777/jiemar.v2i4>
- Raharjo, B., Nugroho, H. A., & Winarno, W. W. (2016). *ANALISIS FAKTOR DETERMINAN PENGGUNAAN SISTEM INFORMASI SUMBER DAYA MANUSIA DAN IMPLIKASINYA TERHADAP REFORMASI BIROKRASI PADA BPK RI* (Vol. 10, Nomor 1).
- Rahayu, W., & Rohimah, S. R. (2015). MENINGKATKAN KETERAMPILAN MENGGUNAKAN SOFTWARE R SEBAGAI SOLUSI UNTUK MENINGKATKAN INOVASI PEMBELAJARAN BAGI GURU-GURU MATEMATIKA SMA DAN SMK DI JAKARTA TIMUR. *Sarwahita*, 12(2), 134–140. <https://doi.org/10.21009/sarwahita.122.10>
- Revelle, W. (2025). *Procedures for Psychological, Psychometric, and Personality Research* (2.5.3). <https://personality-project.org/r/psych/>
- Safitri, R. K., & Putro, H. P. (2021). *Implementasi REST API untuk Komunikasi Antara ReactJS dan NodeJS (Studi Kasus : Modul Manajemen User Solusi247)*.
- Sanchez, G. (2013). *PLS Path Modeling with R*. <http://www.gastonsanchez.com/PLS Path Modeling with R.pdf>
- Sandjojo, N. (2011). *Metode ANALISIS JALUR (Path Analysis)* (Herda, Ed.). Pustaka Sinar Harahapan.

- Santosa, P. I. (2018). *Metode Penelitian Kuantitatif - Pengembangan Hipotesis Dan Pengujiannya Menggunakan SmartPLS* (Giovanny, Ed.). Penerbit ANDI.
- Seliana, N., Suroso, A. I., & Yuliati, L. N. (2020). EVALUATION OF E-LEARNING IMPLEMENTATION IN THE UNIVERSITY USING DELONE AND MCLEAN SUCCESS MODEL. *JURNAL APLIKASI MANAJEMEN*, 18(2), 345–352.
<https://doi.org/10.21776/ub.jam.2020.018.02.15>
- Seta, H. B., Wati, T., Muliawati, A., & Hidayanto, A. N. (2018). E-learning success model: An extention of delone & mclean is' success model. *Indonesian Journal of Electrical Engineering and Informatics*, 6(3), 281~291.
<https://doi.org/10.11591/ijeei.v6i3.505>
- Sihotang, H. (2023). *METODE PENELITIAN KUANTITATIF* (E. Murniarti, Ed.; 1 ed.). Pusat Penerbitan dan Pencetakan Buku Perguruan Tinggi Universitas Kristen Indonesia Jakarta.
- Singh, H., & Sharma, R. (2012). Role of Adjacency Matrix & Adjacency List in Graph Theory. *INTERNATIONAL JOURNAL OF COMPUTERS & TECHNOLOGY*, 3(1), 179–183. <https://doi.org/10.24297/ijct.v3i1c.2775>
- Siregar, I. A. (2021). Analisis Dan Interpretasi Data Kuantitatif. Dalam *ALACRITY: Journal Of Education* (Vol. 1, Nomor 2). <http://lpppipublishing.com/index.php/alacrity>
- Sorongon, E., & Hidayati, Q. (2020). Evaluation of Implementation E-Government with Delone and Mclean. *INTENSIF: Jurnal Ilmiah Penelitian dan Penerapan Teknologi Sistem Informasi*, 4(1), 22–37.
<https://doi.org/10.29407/intensif.v4i1.13067>
- Stefanovic, D., Marjanovic, U., Delić, M., Culibrk, D., & Lalic, B. (2016). Assessing the success of e-government systems: An employee perspective. *Information and Management*, 53(6), 717–726.
<https://doi.org/10.1016/j.im.2016.02.007>

- Sugiyono. (2022). *METODE PENELITIAN KUANTITATIF* (Setiyawami, Ed.; 3 ed.). CV. ALFABETA.
- Suroso, A. I., & Yuliati, L. N. (2020). Evaluation Of E-Learning Implementation In The University Using Delone And McLean Success Model. *Journal of Applied Management (JAM)*, 18(2), 345–352. <https://doi.org/10.21776/ub.jam.2020.018.02.15>
- Tenenhaus, M., Vinzi, V. E., Chatelin, Y. M., & Lauro, C. (2005). PLS path modeling. *Computational Statistics and Data Analysis*, 48(1), 159–205. <https://doi.org/10.1016/j.csda.2004.03.005>
- Ugiana, P., Adhitya, G., & Effendie, R. (2017). *Belajar Bahasa Pemrograman R (Dilengkapi Cara Membuat Aplikasi Olah Data Sederhana dengan R Shiny)*.
- Ullman, J. B., & Bentler, P. M. (2012). Structural Equation Modeling. Dalam *Handbook of Psychology, Second Edition*. Wiley. <https://doi.org/10.1002/9781118133880.hop202023>
- Umaroh, S., & Barmawi, M. M. (2021). DeLone and McLean Model of Academic Information System Success. *Electrotehnica, Electronica, Automatica*, 69(2), 92–101. <https://doi.org/10.46904/eea.21.69.2.1108011>
- Veeramootoo, N., Nunkoo, R., & Dwivedi, Y. K. (2018). What determines success of an e-government service? Validation of an integrative model of e-filing continuance usage. *Government Information Quarterly*, 35(2), 161–174. <https://doi.org/10.1016/j.giq.2018.03.004>
- Wang, X., & Cheng, Z. (2020). Cross-Sectional Studies: Strengths, Weaknesses, and Recommendations. Dalam *Chest* (Vol. 158, Nomor 1, hlm. S65–S71). Elsevier Inc. <https://doi.org/10.1016/j.chest.2020.03.012>
- Wang, Y.-S., & Liao, Y.-W. (2006). *Assessing E-Government Systems Success: A Validation Of The DeLone & McLean Model Of Information Systems Success*.
- Zafitri, Z., & Putra, A. (2023). Analisis Pengaruh User Satisfaction Terhadap Niat Penggunaan Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI)

pada Pemerintahan Kota Palembang. *Indonesian Journal of Computer Science Attribution*, 12(5), 2023–2729.

Zakiah, A., Hayanti, A., Utami, T., Nurrahman, A., Ritia, R., & Zamolistria, M. (2022). IMPLEMENTATION OF THE DELONE & MCLEAN METHOD TO MEASURE THE SUCCESS OF THE PERFORMANCE ACCOUNTABILITY SYSTEM OF GOVERNMENT AGENCIES (SAKIP) APPLICATION IN SUPPORTING GOOD GOVERNMENT, CASE STUDY : SUBANG DISTRICT GOVERNMENT. *CENTRAL ASIA AND THE CAUCASUS*, 23(1). <https://doi.org/10.37178/ca-c.23.1.323>