

## DAFTAR PUSTAKA

[1]	J. Bailey and S. Pearson, "Development of a Tool for Measurement and Analyzing Computer User Satisfaction," <i>Management Science</i> , vol. 29, no. 5, pp. 530-545, May 1983.
[2]	W. H. DeLone and E. R. McLean, "Information Systems Success: The Quest for the Dependent Variable," <i>Information System Research</i> , vol. 3, no. 1, pp. 60-95, March 1992.
[3]	P. B. Seddon, "A Respecification and Extension of the DeLone and McLean Model of IS Success," <i>Information Systems Research</i> , vol. 8, no. 3, pp. 240-253, September 1997.
[4]	A. Rai, S. S. Lang, and R. B. Welker, "Assessing the Validity of IS Success Models: An Empirical Test and Theoretical Analysis," <i>Information System Research</i> , vol. 13, no. 1, pp. 50-69, March 2002.
[5]	K. A. Walstrom and L. N. K. Leonard, "Citation Classics from the Information Systems Literature," <i>Information &amp; Management</i> , vol. 38, no. 2, pp. 59-72, December 2000.
[6]	J. Livari, "An Empirical Test of the DeLone-McLean Model of Information System Success," <i>ACM SIGMIS Database</i> , vol. 36, no. 2, pp. 8-27, Spring 2005.
[7]	T. Ramayah, N. H. Ahmad, and M. C. Lo, "The Role Of Quality Factors In Intention to Continue Using An E-Learning System In Malaysia," <i>Procedia Social and Behavioral Sciences</i> , vol. 2, no. 2, pp. 5422-5426, May 2010.
[8]	F. T. Qutaishat, "Users' Perceptions Towards Website Quality And Its Effect On Intention To Use E-Government Services In Jordan," <i>International Business Research</i> , vol. 6, no. 1, pp. 97-105, December 2012.
[9]	M. C. Wu, Y. Tang, and H. J. Lo, "A Study on the Willingness to Use Information System of Sport Event Based on Information System Success Model," <i>The Journal of Human Resource and Adult Learning</i> , vol. 9, no. 2, pp. 31-40, December 2013.
[10]	H. M. Wang and G. Enkhbayar, "Consumers' Intention To Use M-Commerce In Tourism Industry," <i>International Journal of Information Technology and Business Management</i> , vol. 37, no. 1, pp. 35-49, May 2015.
[11]	N. Maulana, E. S. Astuti, dan Kertahadi, "The Influence Of Information Quality, System Quality, and Service Quality On The Use Of Web-Based Information Systems," <i>Jurnal Administrasi Bisnis</i> , vol. 26, no. 1, pp. 1-7, Oktober 2015.
[12]	C. Kenneth dan P. Laudon, <i>Sistem Informasi Manajemen</i> , Jakarta: Salemba Empat, 2007.
[13]	H. A. Fatta, <i>Analisis dan Perancangan Sistem Informasi</i> , Yogyakarta: Penerbit Andi, 2007.
[14]	R. McLeod, <i>Management Information Systems: A Study of Computer-Based Information Systems</i> , New Jersey: Prentice Hall, 1995.
[15]	S. Alter, <i>Information System: A Management Perspective</i> , California: Addison-Wesley Pub. Co., 1992.

- |      |  |
|------|--|
| [16] | Jogiyanto, <i>Sistem Informasi Berbasis Komputer : Konsep Dasar dan Komponen</i> , Yogyakarta: BPFE Yogyakarta, 2003.  |
| [17] | B. Ives, M. Olson, and S. Baroudi, "The Measurement of User Information Satisfaction," <i>Communications of the ACM</i> , vol. 26, no. 10, pp. 785-793, October 1983.  |
| [18] | W. J. Doll and G. Torkzadeh, "A Discrepancy Model of End-User Computing Involvement," <i>Management Science</i> , vol. 35, no. 10, pp. 151-171, October 1989.  |
| [19] | P. Seddon and S. K. Yip, "An Empirical Evaluation of User Information Satisfaction (UIS) Measure of Use with General Ledger Accounting Software," <i>The Journal Information Systems</i> , vol. 6, no. 1, pp. 75-92, Spring 1992.  |
| [20] | M. A. Mahmood, J. M. Burn, L. Gemoets, and C. Jacquez, "Variables Affecting Information Technology End-User Satisfaction: A Meta-Analysis of the Empirical," <i>International Journal of Human-Computer Studies</i> , vol. 52, no. 4, pp. 751-771, April 2000.   |
| [21] | W. J. Doll, X. Deng, T. S. Raghunathan, G. Torkzadeh, and W. Xia, "The Meaning and Measurement of User Satisfaction: A Multigroup Invariance Analysis of the End-User Computing Satisfaction Instrument," <i>Journal of Management Information Systems</i> , vol. 21, no. 1, pp. 227-262, Summer 2004. |
| [22] | D. Radityo dan Zulaikha, <i>Pengujian Model DeLone dan McLean dalam Pengembangan Sistem Informasi Manajemen</i> , Makassar: Simposium Nasional Akuntansi, 2007.  |
| [23] | W. H. DeLone and E. R. McLean, "The DeLone and McLean Model of Information Systems Success: A Ten-Year Update," <i>Journal of Management Information Systems</i> , vol. 19, no. 4, pp. 9-30, Spring 2003.  |
| [24] | Hartono dan Jogiyanto, <i>Model Kesuksesan Sistem Teknologi Informasi</i> , Yogyakarta: Penerbit Andi, 2007.   |
| [25] | Sugiyono, <i>Metode Penelitian Kuantitatif, Kualitatif, dan R&amp;D</i> , Bandung: Alfabeta, 2011.   |
| [26] | Sumarni dan Wahyuni, <i>Metodologi Penelitian dan Bisnis</i> , Yogyakarta: Penerbit Andi, 2006.  |
| [27] | H. Lin, W. Fan, L. Wallace, and Z. Zhang, "An Empirical Study of Web-Based Knowledge Community Success," in <i>40th Annual Hawaii International Conference on System Sciences</i> , pp. 1530-1605, Jan. 3-6, 2007.   |
| [28] | J. W. Palmer, "Web Site Usability, Design, and Performance Metrics," <i>Information Systems Research</i> , vol. 13, no. 2, pp. 151-167, June 2002.   |
| [29] | Z. Yang, S. Cai, Z. Zhou, and N. Zhou, "Development and Validation of an Instrument to Measure User Perceived Service Quality of Information Presenting Web Portals," <i>Information and Management</i> , vol. 42, no. 4, pp. 575-589, June 2005.  |
| [30] | A. Parasuraman, V. A. Zeithaml, and A. Malhorta, "E-S-QUAL: A Multiple-Item Scale for Assessing Electronic Service Quality," <i>Journal of Service Research</i> , vol. 7, no. 10, pp. 1-21, February 2005.   |
| [31] | C. McMellon and M. Long, "Exploring the Determinants of Retail Service Quality on the Internet," <i>Journal of Services Marketing</i> , vol. 18, no. 1, pp. 78-90, January 2004.   |

- |      |   |
|------|---|
| [32] | A. R. Syamsudin dan V. S. Damaianti, <i>Metode Penelitian Pendidikan Bahasa</i> , Bandung: PT. Remaja Rosdakarya, 2011.               |
| [33] | S. Arikunto, <i>Prosedur Suatu Penelitian: Pendekatan Praktek</i> , Jakarta: Penerbit Rineka Cipta, 2002.                             |
| [34] | I. Ghazali, <i>Aplikasi Analisis Multivariate Dengan Program IBM SPSS 19</i> , Semarang: Badan Penerbit Universitas Diponegoro, 2011. |



# UNIVERSITAS MIKROSKIL