

DAFTAR PUSTAKA

- [1] S. Andhika, N. Farida, and A. EP, “PENGARUH WEBSITE QUALITY, E-TRUST, DAN E-SERVICE QUALITY TERHADAP REPURCHASE INTENTION PADA PENGGUNA TRAVELOKA.COM DI INDONESIA,” *Jurnal Ilmu Administrasi Bisnis*, vol. 14, no. 1, 2025, [Online]. Available: <https://ejournal3.undip.ac.id/index.php/jiab>
- [2] Traveloka, “Tentang Traveloka.” Accessed: Nov. 20, 2025. [Online]. Available: <https://www.traveloka.com/id-id/about-us>
- [3] Booking.com, “Tentang Booking.com.” Accessed: Nov. 20, 2025. [Online]. Available: <https://www.booking.com/content/about.id.html>
- [4] D. Pibriana and L. Fitriyani, “Penggunaan Model EUCS Untuk Menganalisis Kepuasan Pengguna E-learning Di MTs N 2 Kota Palembang EUCS Model Usage to Analyze E-learning User Satisfaction at MTs N 2 Palembang,” *JTSI*, vol. 3, no. 1, pp. 69–80, 2022.
- [5] R. Maisari, M. N. Alamsyah, and L. Sunardi, “ANALISIS PENGUKURAN TINGKAT KEPUASAN PENGGUNA APLIKASI OVO MENGGUNAKAN METODE END USER COMPUTING SATISFACTION (EUCS),” *ESCAP*, vol. 3, 2024.
- [6] D. Novita and F. Helena, “Analisis Kepuasan Pengguna Aplikasi Traveloka Menggunakan Metode Technology Acceptance Model (TAM) Dan End-User Computing Satisfaction (EUCS) Analysis Of User Satisfaction Of The Traveloka Application Using The Technology Acceptance Model (TAM) And The End-User Computing Satisfaction (EUCS) Method,” *Jurnal Teknologi Sistem Informasi (JTSI)*, vol. 2, no. 1, pp. 22–37, Apr. 2021, doi: <https://doi.org/10.35957/jtsi.v2i1.846>.
- [7] J. Khatib Sulaiman, M. Mumtaz, R. Sanjaya, and I. Artikel Abstrak, “Analisis Tingkat Kepuasan Pengguna Aplikasi Mobile Traveloka Menggunakan Metode End-User Computing Satisfaction (EUCS),” *Indonesian Journal of Computer Science Attribution*, vol. 12, no. 5, p. 3090, 2023.
- [8] P. Ayu, O. Pasaribu, and C. Adiwihardja, “Media Teknologi dan Informatika KEPUASAN PENGGUNA TERHADAP APLIKASI MOBILE AGODA DALAM PEMESANAN KAMAR HOTEL MENGGUNAKAN METODE EUCS,” *Media Teknologi dan Informatika*, vol. 1, pp. 152–161, Jul. 2024, [Online]. Available: <http://jurnal.bsi.ac.id/index.php/mti>

- [9] E. Purwaningsih, E. Nurelasari, and H. J. Tamba, "PENERAPAN METODE EUCS DALAM ANALISIS KEPUASAN PENGGUNA TERHADAP PELAYANAN BERBASIS APLIKASI PADA TRAVELOKA DAN TIKET.COM," 2025. [Online]. Available: <https://databoks.katadata.co.id/>
- [10] H. Setiawan and D. Novita, "Analisis Kepuasan Pengguna Aplikasi KAI Access Sebagai Media Pemesanan Tiket Kereta Api Menggunakan Metode EUCS User Satisfaction Analysis of the KAI Access Application as a Train Ticket Booking Media Using the EUCS Method," *JTSI*, vol. 2, no. 2, pp. 162–175, 2021.
- [11] Maria Anysia Ayu, M. Y. Soni, A. M. E. M. Angel, M. R. Dita, and M. P. V Jere, "Perancangan Antarmuka Aplikasi Manajemen Tugas Belajar Menggunakan Prinsip Interaksi Manusia dan Komputer," *Prosiding Seminar Nasional KONSTELASI*, vol. 3, no. 1, pp. 307–318, Jan. 2026, doi: 10.24002/prosidingkonstelasi.v3i1.13721.
- [12] Fachri Munandar and Harry Budi Santoso, "User Interface Improvement by Evaluating Usability and User Experience: Case Study of Indonesia's Government Financial Management Information System," *The Indonesian Journal of Computer Science*, vol. 14, no. 1, Feb. 2025, doi: 10.33022/ijcs.v14i1.4630.
- [13] S. Amelia, "Analisis Kepuasan Penggunaan Aplikasi Ojek Online Dengan Menggunakan Model END USER COMPUTING SATISFACTION (EUCS)," Bachelor's Thesis (Skripsi), Universitas Islam Negeri Syarif Hidayatullah Jakarta, Jakarta, 2024.
- [14] A. A. Perdana, M. Catur Utami, and Q. Aini, "END USER COMPUTING SATISFACTION: MODEL ANALISIS KEPUASAN PENGGUNA APLIKASI MENGGUNAKAN PARTIAL LEAST SQUARE STRUCTURAL EQUATION MODELING (STUDI KASUS)," *Jurnal Teknologi Informasi dan Ilmu Komputer (JTIK)*, vol. 8, no. 6, pp. 1237–1246, 2021, doi: 10.25126/jtiik.202183586.
- [15] N. Saputri, F. S. Lubis, M. Rizki, Nazaruddin, and F. L. Norkhiza, "Iraise Satisfaction Analysis Use The End User Computing Satisfaction (EUCS) Method In Department Of Sains And Teknologi UIN Suska Riau," in *Proceedings of the 3rd South American International Industrial Engineering and Operations Management Conference*, Asunción, Paraguay: Industrial Engineering and Operations Management (IEOM) Society International, Jul. 2022. Accessed: Jan. 14, 2026. [Online]. Available: <https://ieomsociety.org/proceedings/2022paraguay/368.pdf>

- [16] K. Nurhadewa, A. Setiawan, and H. Djajadikerta, "Pengaruh Customer Satisfaction Terhadap Online Travel Agent-Sebuah Studi Literatur," *Jurnal Ekonomika Dan Bisnis (JEBS)*, vol. 4, no. 6, pp. 1723–728, 2024, doi: 10.47233/jebbs.v4i6.2239.
- [17] D. Pradiatiningtyas, C. B. Dewa, and L. Ayu Safitri, "ANALISIS KEPUASAN PELANGGAN AGEN PERJALANAN ONLINE (OTA) APLIKASI MOBILE DI YOGYAKARTA: PENDEKATAN KUANTITATIF," *Jurnal Pariwisata Bisnis Digital dan Manajemen*, vol. 4, no. 1, pp. 55–61, Jun. 2025, doi: 10.33480/jasdim.v4i1.6680.
- [18] Suhartini Yulianti and Freddy Kurnia Wijaya, "ANALISIS TINGKAT KEPUASAAN PENGGUNA PORTAL WEB PPID DENGAN METODE EUCS PADA KANWIL KEMENAG PROVINSI SUMATERA SELATAN," *Jurnal Riset Sistem Informasi*, vol. 3, no. 1, pp. 14–27, Dec. 2025, doi: 10.69714/v7zc9t86.
- [19] W. Irsyadunas Rahayu, "ANALISIS KEPUASAN PENGGUNA SIM AKADEMIK UNIVERSITAS MENGGUNAKAN METODE EUCS," *PeTeKa (Jurnal Penelitian Tindakan Kelas dan Pengembangan Pembelajaran)*, vol. 9, no. 1, pp. 38–45, Jan. 2026, doi: 10.31604/ptk.v9i1.38-45.
- [20] N. P. Pratama, M. A. Izzudin, and I. Ilham, "The Effect of User Satisfaction (EUCS) on User Loyalty of Spotify among Surabaya Students," *Jurnal Ilmiah Sistem Informasi*, vol. 5, no. 1, pp. 186–199, Jan. 2026, doi: 10.51903/x9c8bx65.
- [21] A. Rahmania, A. Meilia, R. Monika, and F. Purwani, "Analisis Kepuasan Pengguna BSB Mobile Menggunakan EUCS (Studi Kasus: Mahasiswa UIN Raden Fatah Palembang)," *Jurnal Ilmiah Sistem Informasi*, vol. 5, no. 1, pp. 36–50, Dec. 2025, doi: 10.51903/qg5b4c53.
- [22] Y. Kusnadi and I. A. Rahman, "User Satisfaction Analysis of Netflix Application Using End User Computing Satisfaction (EUCS) Method," *Jurnal Teknologi Informatika dan Komputer*, vol. 11, no. 1, pp. 278–287, Mar. 2025, doi: 10.37012/jtik.v11i1.2561.
- [23] F. El-Dahiyat *et al.*, "Jordanians' knowledge, attitude and practice regarding adverse drug reactions reporting," *Saudi Pharmaceutical Journal*, vol. 31, no. 7, pp. 1197–1201, Jul. 2023, doi: 10.1016/j.jsps.2023.05.016.
- [24] L. Jones, A. Barnett, and D. Vagenas, "Common misconceptions held by health researchers when interpreting linear regression assumptions, a cross-sectional study," *PLoS One*, vol. 20, no. 6 JUNE, Jun. 2025, doi: 10.1371/journal.pone.0299617.

- [25] S. Mar'atush Sholihah, N. Yoga Aditiya, E. Saphira Evani, and S. Maghfiroh, "KONSEP UJI ASUMSI KLASIK PADA REGRESI LINIER BERGANDA," *JURNAL RISET AKUNTANSI SOEDIRMAN (JRAS)*, vol. 2, Dec. 2023, doi: <https://doi.org/10.32424/1.jras.2023.2.2.10792>.

