

DAFTAR PUSTAKA

- [1] I. Z. Sitalaksana and dkk, Teknik Perancangan dan Sistem Kerja, Bandung: ITB, 2006.
- [2] Fatmasari and M. Ariandi, "Penerapan Metode Technology Acceptance Model (TAM) Terhadap Penerimaan KRS Online," *Jurnal Ilmiah Matrik*, vol. 16, p. 1, 2014.
- [3] "Rencana Pembangunan Jangka Menengah Daerah (RPJMD) Kota Bandung," Pemerintah Kota Bandung, Bandung, 2018-2023.
- [4] B. S.J and V. R, "An Integrative Approach to The Assessment of E-Commerce Quality," *Journal of Electronic Commerce Research*, vol. 3, p. 114, 2002.
- [5] J. F Hair, A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM), London: SEGA, 2017.
- [6] R. Harminigtyas, "Analisis Layanan Website sebagai Media Promosi, Media Transaksi, dan Media Informasi dan pengaruhnya Terhadap Brand Image Perusahaan Pada Hotel Ciputra Di Kota Semarang," *STIE SEMARANG*, vol. 6, 2014.
- [7] G. D.L and D. S, Qualiti Manajemen, English: Prentice Hall International, 2013.
- [8] H. Kim and L. S. Niehm, "The Impact of Website Quality on Information Quality, Value, and Loyalty Interntion in Apparel Retailing," *Journal of Interactive Marketing*, vol. 23, p. 221, 2009.

- [9] F. D. Davis, "Technology Acceptance Model for Empirically Testing New End-User Information System Theory and Result", Cambridge: Massachusetts Institute of Technology (MIT), 1986.
- [10] A. Parasuraman, V. A. Zeithaml and L. L. Berry, "SERVQUAL: Multiple-Item Scale for Measuring Consumer Perception of Service Quality," *Journal of Retailing*, 1999.
- [11] I. Sanjaya, "Pengukuran Kualitas Layanan Website Kementrian Kominfo Dengan Menggunakan Metode Webqual 4.0," *Jurnal Penelitian IPTEK KOM*, vol. 1, p. 14, 2012.
- [12] R. Safira Nur, "Analisis Kualitas Website Akademik Menggunakan Metode Webqual 4.0 Dan Importance-Performance Analysis (IPA)," UIN Syarif Hidayatullah, Jakarta, 2018.
- [13] T. Josua, "User Satisfaction Using Webqual Instrumen: A Research on Stock Exchange of Thailand (SET)," *Jurnal Akuntansi dan Keuangan*, vol. 10, p. 34, 2008.
- [14] M. Jabar, U. A. Usman and A. A, "Assessing Usability Of University Website From User Perspektif," *Australian Journal of Basic Applied Sciences*, vol. 7(10), no. 98-111, 2013.
- [15] A. S. Nugroho, *Analisis dan Perancangan Sistem Informasi*, Yogyakarta: Trans Tekno, 2017.
- [16] P. Kotler, *Manajemen Pemasaran Edisi Milenium 2*, Jakarta: Prenhallindo, 2002.

- [17] D. W. H and M. E. R , "Information System Success: The Quest For The Dependent Variabel," *Journal of Management Information System*, vol. 19(4), no. 9-30, 2003.
- [18] C. Fornell and D. F. Larcker, "Evaluating Structural Equation Models with Unobservable Variabel and Measurement Error," *Journal of Marketing Research*, vol. 18, pp. 39-50, 1981.
- [19] A. Subiyako, A. R. Ahlan, M. Kartiwi and H. T. Sukmana, "Influences of the Factors Toward the Success of an Information System Project," *TELKOMNIKA*, vol. 13, no. 2, p. 690, 2015.
- [20] K. Wirajaya, F. N. S. Setiawan, K. Verma and K. F. Utomo, "Structural Equation Modeling-Partial Least Square for Poverty Modeling in Papua Province," *Jurnal Varian*, vol. 4, no. 2, p. 82, 2017.
- [21] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. edisi ke-25, Bandung: CV. Alfabeta, 2017.