

DAFTAR PUSTAKA

- Abror, K., Wahyuwono, T., Alfianti Oktavia, C., & Kartikasari, M. (2024). *Development Of An Information And Academic Service System With Chatbot Feature Using Dialogflow*. *S1*.
- Ahn, T., Ryu, S., & Han, I. (2007). The impact of Web quality and playfulness on user acceptance of online retailing. *Information and Management*, 44(3), 263–275. <https://doi.org/10.1016/j.im.2006.12.008>
- A'ini, Q., & Khoiriyah, R. (2024). Merevolusi Pendidikan dengan Kecerdasan Buatan Chatbots: Meningkatkan Pembelajaran dan Penilaian. *Jurnal Multidisiplin Ibrahimy*, 2(1), 54–71. <https://doi.org/10.35316/jummy.v2i1.5510>
- Aisyah Mutia Dawis, I. S. H. R. D. M. J. F. I. I. R. H. M. S. H. W. S. E. Y. R. P. I. I. Rr. A. G. N. (2022). *Artificial Intelligence : Konsep Dasar Dan Kajian Praktis*. TOHAR MEDIA.
- Ajie, M. D. (1996). *Pengertian Sistem Informasi Manajemen*.
- Alshibly, H. H. (2014). A Free Simulation Experiment to Examine the Effects of Social Commerce Website Quality and Customer Psychological Empowerment on Customers' Satisfaction. *Journal of Business Studies Quarterly*, 5(4). <https://www.researchgate.net/publication/264698482>
- 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>
- Basri Hasan Muhammad Nur. (2023). *Pengukuran Kualitas Penelitian Sistem Informasi Setelah Era Pandemi Dengan Model Delone & Mclean*.
- Billygraham, R. V., William, T., Areros, A., Jety, J., Jurusan, R., Administrasi, I., & Bisnis, A. (2022). *Pengaruh Budaya Organisasi dan Lingkungan Kerja Terhadap Kinerja Karyawan PT. Astra International Daihatsu Tbk Cabang Manado* (Vol. 3, Issue 1).
- Burton-Jones, A., & Straub, D. W. (2006). Reconceptualizing system usage: An approach and empirical test. *Information Systems Research*, 17(3), 228–246. <https://doi.org/10.1287/isre.1060.0096>
- Candra Susanto, P., Ulfah Arini, D., Yuntina, L., & Panatap Soehaditama, J. (2024). *Konsep Penelitian Kuantitatif: Populasi, Sampel, dan Analisis Data (Sebuah Tinjauan Pustaka)*. <https://doi.org/10.38035/jim.v3i1>
- Chen, P., Shi, W., Liu, Y., & Cao, X. (2022). Slip rate deficit partitioned by fault-fold system on the active Haiyuan fault zone, Northeastern Tibetan Plateau. *Journal of Structural Geology*, 155. <https://doi.org/10.1016/j.jsg.2022.104516>

- Civelek, M. E., İnce, H., & Karabulut, A. T. (2016). The Mediator Roles Of Attitude Toward The Web Site And User Satisfaction On The Effect Of System Quality On Net Benefit: A Structural Equation Model On Web Site Success. *European Scientific Journal, ESJ*, 12(10), 61. <https://doi.org/10.19044/esj.2016.v12n10p61>
- Creswell, J. W. , & C. J. D. (2018). *Research design: Qualitative, Quantitative, and Mixed Methods Approaches*.
- DataIndonesia. (2025, April 24). *Data Jumlah Pengguna Internet di Indonesia 11 Tahun Terakhir hingga Januari 2025*. DataIndonesia.Id.
- David M. Kroenke. (1994). *Management Information Systems*. Mitchell McGraw-Hill.
- Delone & McLean. (1992). Information systems success: The quest for the dependent variable. *Information Systems Research*, 3(1), 60–95. <https://doi.org/10.1287/isre.3.1.60>
- Delone & McLean. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>
- DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. *Information Systems Research*, 3(1), 60–95. <https://doi.org/10.1287/isre.3.1.60>
- DeLone, W. H., & McLean, E. R. (2016). Information Systems Success Measurement. *Foundations and Trends® in Information Systems*, 2(1), 1–116. <https://doi.org/10.1561/2900000005>
- Duli, N. (2019). *Metodologi Penelitian Kuantitatif: Beberapa Konsep Dasar untuk Penulisan Skripsi & Analisis Data dengan SPSS*.
- Ernawati, M., Heni Hermaliani, E., Nur Sulistyowati, D., Nusa Mandiri Jl Kramat Raya No, S., & Pusat, J. (2021). *Penerapan DeLone and McLean Model untuk Mengukur Kesuksesan Aplikasi Akademik Mahasiswa Berbasis Mobile*.
- Ertel, W. (n.d.). *Undergraduate Topics in Computer Science Introduction to Artificial Intelligence*. <http://www.springer.com/series/7592>
- Erwin, A. W. (2022). *Penggunaan Model DeLone Dan McLean Dalam Mengukur Kesuksesan Aplikasi Go-Jek Di Palembang*.
- Fairnando Augusto, Y., Rachmadi, A., & Herlambang, A. D. (2019). *Analisis Kesuksesan Aplikasi Mobile Pemesanan Tiket Bioskop M-Tix Cinema 21 Berdasarkan Perspektif Pengguna di Kota Malang Menggunakan Pendekatan Delone and McLean Success Model* (Vol. 3, Issue 1). <http://j-ptiik.ub.ac.id>
- Fifi Alfisa Fitri. (2023). *Analisis Kesuksesan Implementasi Aplikasi Pedulilindungi Dengan Menggunakan Model Delone & Mclean*.

- Forsgren, N., Clay, P. F., Wang, X., & Durcikova, A. (2016). The integrated user satisfaction model: Assessing information quality and system quality as second-order constructs in system administration. *Communications of the Association for Information Systems*, 38(1), 803–839. <https://doi.org/10.17705/1CAIS.03839>
- G. Dwayne Whitten. (2003). *an-examination-of-information-systems-service-quality-1lsn1d0fjq.*
- Gable ggable, G. G., Sedera dsedera, D., & Chan tchan, T. (2008). Re-conceptualizing Information System Success: the IS-Impact Measurement Model. In *Journal of the Association for Information Systems* (Issue 7). <http://eprints.qut.edu.au/>
- Ghozali. (2014). *Metodologi Penelitian Structural Equation Modeling-Partial Least Squares.* <https://doi.org/10.13140/RG.2.2.15759.71849>
- Gormantara, A. (2022). Evaluation of the Success of the Academic Information System (SIAMIK) with the DeLone and McLean Model. *Jurnal Teknologi Informasi Dan Pendidikan*, 15(2), 2023–2099. <https://doi.org/10.24036/tip.v15i2>
- Hadi Mogavi, R., Deng, C., Juho Kim, J., Zhou, P., D. Kwon, Y., Hosny Saleh Metwally, A., Tlili, A., Bassanelli, S., Buccharone, A., Gujar, S., Nacke, L. E., & Hui, P. (2024). ChatGPT in education: A blessing or a curse? A qualitative study exploring early adopters' utilization and perceptions. *Computers in Human Behavior: Artificial Humans*, 2(1), 100027. <https://doi.org/10.1016/j.chbah.2023.100027>
- Hair, J. F. ., Hult, G. T. M. ., Ringle, C. M. ., & Sarstedt, Marko. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM).* Sage.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Harry Kurniawan. (2019). *Pengukuran Keberhasilan Sistem Informasi Dengan Pendekatan Delone And Mclean Is Success Model Dan Tam.*
- Healey, Justin. (2020). *Artificial intelligence.* Spinney Press.
- Ilman Nugraha, R., Abdillah E