

DAFTAR PUSTAKA

- Abdelkader, A. F., & Sayed, M. H. (2020). *Since January 2020 Elsevier has created a COVID-19 resource centre with free information in English and Mandarin on the novel coronavirus COVID- 19. The COVID-19 resource centre is hosted on Elsevier Connect, the company' s public news and information.*
- Agustinus Kadja, & Zega, Y. K. (2026). Tinjauan Literatur Sistem Informasi Pelayanan Publik Berbasis Website di Desa: Peluang, Tantangan, dan Rekomendasi. *Jurnal Ilmiah Multidisiplin*, 3(1), 1–14. <https://doi.org/10.62282/juilmu.v3i1.1-14>
- 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), 4–9. <https://doi.org/10.31294/p.v23i1.10018>
- Anggraeni, Fajar Indra Kurniawan, S. Kom. , M. K., Novi Indrayani, S. Kom. , M. M., Budi Setiadi, S. Kom. , M. K., & Sudirwo, S. E. , M. M. (2025). *BUKU REFERENSI SISTEM INFORMASI MANAJEMEN* (S. Kom. , M. K. Efitra, Ed.; Vol. 32, Number 3). PT. Sonpedia Publishing Indonesia.
- Ani Oktarini Sari, Ari Abdilah, Sunarti, & Abdullah. (2019). Web Programing. In *Sustainability (Switzerland)* (Vol. 11, Number 1). Graha Ilmu.<http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2010A><http://dx.doi.org/10.1016/j.regsciurbeco.2008.06.005>https://www.researchgate.net/publication/305320484_SISTEM_PEMBETUNGAN_TERPUSAT_STRATEGI_MELESTARI
- Annisa Fatmawati et al. (2022). ANALISIS KESUKSESAN SIAP BOS (SISTEM INFORMASI APLIKASI PENGELOLAAN BANTUAN OPERASIONAL SEKOLAH) DI KABUPATEN BLORA. *JURNAL AKTUAL AKUNTANSI KEUANGAN BISNIS TERAPAN*, Vol 5 NO1.
- Aziz, F., & Sugiarto, B. (2023). IMPLEMENTASI METODE SIMPLE ADDITIVE WEIGHTING (SAW) UNTUK SISTEM REKOMENDASI SELEKSI PESERTA PELATIHAN CEMPOR DISPORA KOTA BANDUNG. *Prosiding Seminar*

- Sosial Politik, Bisnis, Akuntansi Dan Teknik*, 5, 524.
<https://doi.org/10.32897/sobat.2023.5.0.3123>
- Barella, Y., Fergina, A., Mustami, M. K., Rahman, U., & Alajaili, H. M. A. (2024). Quantitative Methods in Scientific Research. *Jurnal Pendidikan Sosiologi Dan Humaniora*, 15(1), 281. <https://doi.org/10.26418/j-psh.v15i1.71528>
- 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>
- Çelik, K., & Ayaz, A. (2022). Validation of the Delone and McLean information systems success model: a study on student information system. *Education and Information Technologies*, 27(4), 4709–4727. <https://doi.org/10.1007/s10639-021-10798-4>
- Daraba, D., Salam, R., Wijaya, I. D., Baharuddin, A., Sunarsi, D., & Bustamin, B. (2023). MEMBANGUN PELAYANAN PUBLIK YANG INOVATIF DAN EFISIEN DI ERA DIGITAL DI INDONESIA. *Jurnal Pallangga Praja (JPP)*, 5(1), 31–40. <https://doi.org/10.61076/jpp.v5i1.3428>
- 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. (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>
- Dirgantari, P. D., Hidayat, Y. M., Mahphoth, M. H., & Nugraheni, R. (2020). 13. Level of use and satisfaction of e-commerce customers in covid-19 pandemic period: An information system success model (issm) approach. *Indonesian Journal of Science and Technology*, 5(2), 261–270. <https://doi.org/10.17509/ijost.v5i2.24617>
- E-Government Survey. (2022). *E-Government Survey 2022, The Future of Digital Government*.
- Eminda. (2023). 7. *Peran Strategis Generasi Muda dalam Teknologi, Pelestarian Seni, dan Pembanguna Sosial Budaya Menuju Indonesia Emas 2045*.

- Fairnando Augusto, Y., Rachmadi, A., & Herlambang, A. D. (2020). *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, Number 1). <http://j-ptiik.ub.ac.id>
- Fauzi, A. M. (2022). Desain Ui/Ux Aplikasi Pet Shop Menggunakan Metode Pendekatan Design Thinking. *Jurnal Siliwangi Seri Sains Dan Teknologi*. <https://jurnal.unsil.ac.id/index.php/jssainstek/article/view/6274>
- Ghozali, M. C., & Kusumadewi, M. S. (2023). *PARTIAL LEAST SQUARES BOOK*.
- Guenther, P., Guenther, M., Ringle, C. M., Zaefarian, G., & Cartwright, S. (2023). Improving PLS-SEM use for business marketing research. *Industrial Marketing Management*, 111, 127–142. <https://doi.org/10.1016/j.indmarman.2023.03.010>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hardani, Nur Hikmatul Auliya, Grad. Cert. B., Helmina Andriani, G., Roushandy Asri Fardani, Ms., Jumari Ustiawaty, Mp., Evi Fatmi Utami, Ms., Dhika Juliana Sukmana, A., & Rahmatul Istiqomah, R. (2020). *METODE PENELITIAN KUALITATIF & KUANTITATIF* (A. Md. ,AK Husnu Abadi, Ed.). CV. Pustaka Ilmu.
- Hasbah, N. I., Purwanto, A. J., Rulinawaty, R., & Heri. (2025). Assessing E-Government User Satisfaction With Delone & Mclean Is Success Model And Digital Literacy. *JIAP (Jurnal Ilmu Administrasi Publik)*, 13(2), 81. <https://doi.org/10.31764/jiap.v13i2.33124>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hukmi, W., & Rahayu, R. (2023). Analisis the Update D&M IS Success Model Pada Penerapan Sistem Informasi Pemerintahan Daerah (SIPD) pada Kota Sawahlunto. *Jurnal Informatika Ekonomi Bisnis*, 5, 913–919. <https://doi.org/10.37034/infeb.v5i3.635>

- Iivari, J. (2005). An empirical test of the DeLone-McLean model of information system success. *ACM SIGMIS Database: The DATABASE for Advances in Information Systems*, 36(2), 8–27. <https://doi.org/10.1145/1066149.1066152>
- Cohen, J. (2013). *Statistical Power Analysis for the Behavioral Sciences*. Routledge. <https://doi.org/10.4324/9780203771587>
- Kementerian PPN. (2022). *Strategi_Nasional_Kewirausahaan_Pemuda*.
- Khaerisma Athala Nurfitri, Ida Hayu, Budi, & Priyadi. (2023). *INOVASI PROGRAM WIRAUSAHA PEMUDA KABUPATEN TEGAL PADA DINAS KEPEMUDAAN*. <https://doi.org/https://doi.org/10.14710/jppmr.v13i4.47172>
- Laudon, K. C., & Laudon, J. P. (2021). *Management Information Systems Managing the Digital Firm* (Vol. 32, Number 3).
- Lidya Wara et al. (2021). PENGUJIAN MODEL KESUKSESAN SISTEM INFORMASI DELONE DAN MCLEAN PADA SISTEM APLIKASI PEMERIKSAAN (SIAP) DI BADAN PEMERIKSA KEUANGAN REPUBLIK INDONESIA PERWAKILAN PROVINSI SULAWESI UTARA. *Jurnal Riset Akuntansi Dan Auditing “GOODWILL.”* <https://doi.org/https://doi.org/10.35800/jjs.v12i1.31885>
- Liu, A., Ma, X., Zhou, M., Zeng, L., & Lu, J. (2023). Performance Model of Youth Entrepreneurship Platform in the Context of Common Wealth Returning to Hometown. *Sustainability (Switzerland)*, 15(19). <https://doi.org/10.3390/su151914616>
- Malcolm Koo, & Shih Wei. (2025). Likert-Type Scale. *Encyclopedia*, 5(1). <https://doi.org/10.3390/encyclopedia5010018>
- Meilani, L., Suroso, A. I., & Yuliati, L. N. (2020). Evaluasi Keberhasilan Sistem Informasi Akademik dengan Pendekatan Model DeLone dan McLean. *JURNAL SISTEM INFORMASI BISNIS*, 10(2), 137–144. <https://doi.org/10.21456/vol10iss2pp137-144>
- Miftahuddin, M., Prasajo, L. D., Akalili, A., & Uno, J. (2021). 14.The Validation of the Information Systems Success Model: LMS Integration during Covid-19. *Indonesian Research Journal in Education |IRJE|*, 5(2), 560–574. <https://doi.org/10.22437/irje.v5i2.15300>

- Moh Rokeman. (2024). Likert Measurement Scale in Education and Social Sciences: Explored and Explained. *EDUCATUM Journal of Social Sciences*, (10), 77–88. <https://doi.org/10.37134/ejoss.vol10.1.7.2024>
- Nam, H., Nam, T., Kim, S., & Tan, S. (2024). 1. Identifying the Determinants of Platform-Based E-Government Service Use. *Journal of Global Information Management*, 32(1), 1–21. <https://doi.org/10.4018/JGIM.336554>
- Nawang Adi Prasetyo, & Heni. (2025). ANALISIS KEPUASAN PENGGUNA SISTEM INFORMASI BERDASARKAN KUALITAS SISTEM, PERSEPSI KEGUNAAN DAN KUALITAS INFORMASI DI RSUD BOYOLALI. *Jurnal Akuntansi Dan Bisnis*, 5(2), 115–125. <https://doi.org/10.51903/4dhqfr30>
- Negash, S., Ryan, T., & Igbaria, M. (2003). Quality and effectiveness in Web-based customer support systems. *Information & Management*, 40(8), 757–768. [https://doi.org/10.1016/S0378-7206\(02\)00101-5](https://doi.org/10.1016/S0378-7206(02)00101-5)
- Nur Hikmatul Auliya, Ms., Helmina Andriani, G., Roushandy Asri Fardani, Ms., Jumari Ustiawaty, Mp., Evi Fatmi Utami, Ms., Dhika Juliana Sukmana, A., Rahmatul Istiqomah, R., Oleh, D., Pustaka Ilmu Editor, C., & Abadi, H. (n.d.). *METODE PENELITIAN KUALITATIF & KUANTITATIF*.
- Pratiwi, N. P. D., Ariyanto, D., Putra, I. N. W. A., & Mimba, N. P. S. H. (2022). 4. Analisa Kesuksesan E-Government LAPOR dengan Model Delone-Mclean pada Pengembangan Smart City. *E-Jurnal Akuntansi*, 32(2), 3764.
- Primadasa, Y., Kuswandhie, R., Verdian, I., & Shafnur, A. (2023). Penerapan D & M IS Success Model Terhadap Aplikasi SIMPEL (Sistem Informasi Pemantauan Tindak Lanjut). *CogITO Smart Journal*, 9(1), 207–217. <https://doi.org/10.31154/cogito.v9i1.493.207-217>
- Putri, A. A., Jayadianti, H., Yuwono, B., & Herul, D. (2021). 8. Evaluation Of Jogja Application Success From User's Perspective Using Development of Delone And Mclean Models To Support The Realization Of The Smart Province. *Telematika*, 18(2), 181. <https://doi.org/10.31315/telematika.v18i2.5316>
- Putu Gede Subhaktiyasa. (2024). PLS-SEM for Multivariate Analysis: A Practical Guide to Educational Research using SmartPLS. *EduLine: Journal of Education and Learning Innovation*, 4(3), 353–365.

<https://doi.org/10.35877/454RI.eduline2861>

- Rachman, R. (2021). Analisa kesuksesan e-government LAPOR dengan model DeLone–McLean. *Sistemasi: Jurnal Sistem Informasi*.
- Rahmatullah, R., Habibi, A., Khaeruddin, K., Yaqin, L. N., Alharmali, T. M., Fauzee, M. S. O., & Mahat, J. (2025). 2.A study of user satisfaction and net benefits in indonesia through the DeLone and McLean Model for E-Government success. *Discover Sustainability*, 6(1). <https://doi.org/10.1007/s43621-025-01645-4>
- Rainer, R. K., & Prince, B. (2021). *Introduction Information system* (Vol. 32, Number 3).
- Ramadhan, M. I., & Rizal, E. (2025). Analysis of Information System Quality on User Satisfaction of the Regional Financial Management Information System (SIPKD) Using the Delone & Mclean Model in the East Jakarta Administration Mayor's Government. *Jurnal Sisfokom (Sistem Informasi Dan Komputer)*, 14(3), 342–348. <https://doi.org/10.32736/sisfokom.v14i3.2376>
- Ramlan, I., & Rusdan, M. (2025). An Evaluation of Academic Information System Success at Widyatama University Using the DeLone and McLean Model. *Sistem Informasi Dan Teknologi Informasi*, 3(1). <https://doi.org/10.33197/justinfo.v3i1.3412>
- Ramos, I., Noor Yulianti, L., Simanjuntak, M., & Riko. (2022). The Success of Online Passport Queue Registration Applications Using Delone and Mclean Models. *Jurnal Aplikasi Bisnis Dan Manajemen*, 8(1), 33. <https://doi.org/10.17358/jabm.8.1.33>
- Rulinawaty, Samboteng, L., Purwanto, A. J., Kuncoro, S., Jasrial, Tahlili, M. H., Efendi, Y., & Karyana, A. (2024a). 9. Investigating the influence of the updated DeLone and McLean information system (IS) success model on the effectiveness of learning management system (LMS) implementation. *Cogent Education*, 11(1). <https://doi.org/10.1080/2331186X.2024.2365611>
- Sangaji, M. S. J., & Irianto, J. (2025). Transformasi Inovasi Pelayanan Publik menuju Pemerintahan Digital. *Jejaring Administrasi Publik*, 17(1), 54–70. <https://doi.org/10.20473/jap.v17i1.72708>
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Partial Least Squares Structural

- Equation Modeling. In *Handbook of Market Research* (pp. 1–40). Springer International Publishing. https://doi.org/10.1007/978-3-319-05542-8_15-1
- Sorongan, E., & Hidayati, Q. (2020). 3.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>
- Stacie Petter. (2008). Measuring information systems success: Models, dimensions, measures, and interrelationships. *European Journal of Information Systems*, 17(3), 236–263. <https://doi.org/10.1057/ejis.2008.15>
- Subiyakto, A., Rahmi, Y., Kumaladewi, N., Huda, M. Q., Hasanati, N., & Haryanto, T. (2021). Investigating quality of institutional repository website design using usability testing framework. *AIP Conference Proceedings*, 2331(4). <https://doi.org/10.1063/5.0041677>
- Sugiyono. (2023). *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D*. www.cvalfabeta.com
- Susilawati, S., Kurniawati, K., Ilham, D., Sunarsi, D., & Haedar, A. W. (2024). Digital-Based Public Services in Public Sector Organizations in Indonesia. *Jurnal Pallangga Praja (JPP)*, 6(1), 67–74. <https://doi.org/10.61076/jpp.v6i1.4357>
- Tambunan, M., & Dompok, T. (2025). Peran E-Government Dalam Peningkatan Efisiensi Dan Efektivitas Pelayanan Publik. *Professional : Jurnal Komunikasi Dan Administrasi Publik*, 12(1), 282–286.
- Ulil Azmi Utari, & Yuli Fauziah. (2023). Analysis of Factors Affecting Intention to Use and User Satisfaction of Paylater Using DeLone & McLean Adoption Model. *Jurnal Informatika Dan Teknologi Informasi*, 20(3), 343–361. <https://doi.org/10.31515/telematika.v20i3.10643>
- Urbach, N., & Müller, B. (2012). *The Updated DeLone and McLean Model of Information Systems Success* (pp. 1–18). https://doi.org/10.1007/978-1-4419-6108-2_1
- Utmary, N., & Agustin, H. (2020). 6. Evaluasi Keberhasilan Sistem Keuangan Desa Menggunakan Delone & Mclean Is Succes Model (Studi Empiris pada Pemerintah Desa di Kota Pariaman). *Jurnal Eksplorasi Akuntansi*, 2(3), 3216–3235.

- Vatresia, A., & Pasaribu, T. (2023). 12. Analisis Kesuksesan Sistem Informasi Manajemen Daerah (SIMDA) dengan Metode Delone dan Mclean Success Model dan Technology Acceptance Model (TAM). *J. Sistem Info. Bisnis*, 13(1), 70–77. <https://doi.org/10.21456/vol13iss1pp70-77>
- Widyaningrum, T., Sholihah, Q., & Haryono, B. S. (2024a). The Delone and McLean Information System Success Model: Investigating User Satisfaction in Learning Management System. *Journal of Education Technology*, 8(1), 86–94. <https://doi.org/10.23887/jet.v8i1.71080>
- Widyari, N. Y. A. (2021). 11. Understanding the impact of e-filing system performance on tax compliance using the DeLone and McLean model. *Jurnal Dinamika Akuntansi dan Bisnis*.
- Wulansari, A., Kartika, D. S. Y., Najaf, A. R. E., Suryanto, T. L. M., & Farqi, A. (2024). 10. Analisis Kesuksesan Layanan Digital Perguruan Tinggi Menggunakan Model Delone & McLean untuk Meningkatkan Kepuasan Pengguna. *Jurnal Sistem Informasi Bisnis*, 14(2), 153–161. <https://doi.org/10.21456/vol14iss2pp153-161>