

DAFTAR PUSTAKA

- [1] B. S. Santoso and M. F. Anwar, "Analisis Kualitas Website Menggunakan Metode Webqual dan Importance-Performance Analysis (IPA) Pada Situs Kaskus," *National Conference on Information Technology and Technical Engineering (CITEE)*, no. September, 2015.
- [2] Andi, *Metoda Pengumpulan Data dan Teknik Analisis Data*. Yogyakarta, 2018.
- [3] Sugiyono, "Sugiyono, Metode Penelitian," *Uji Validitas*, 2016.
- [4] Rajali, *Analisis Data*, vol. 17. 2018.
- [5] Yunus and R. Rusli, *SISTEM PENJAMINAN MUTU PENDIDIKAN: Pengertian, Lembaga, Sistem, Proses*, vol. 1. Indramayu: CV. Adanu Abimata, 2023.
- [6] D. Pertiwi, *PEMASARAN JASA PARIWISATA*. Yogyakarta: CV. BUDI UTAMA, 2021.
- [7] D. A. Wahyuni, "MANAJEMEN KUALITAS," 2020.
- [8] Agus Prayitno and Y. Safitri, "Volume 1 No 1 – 2015 Lppm3.bsi.ac.id/jurnal IJSE – Indonesian Journal on Software Engineering," *Pemanfaatan Sistem Informasi Perpustakaan Digital Berbasis Website Untuk Para Penulis*, vol. 1, no. 1, 2015.
- [9] M. Ahmia and H. Belbachir, "p, q-Analogue of a linear transformation preserving log-convexity," *Indian Journal of Pure and Applied Mathematics*, vol. 49, no. 3, 2018, doi: 10.1007/s13226-018-0284-5.
- [10] D. Mustika, Darmansah, S. Astiti, Y. Fathoni, D. Sunardi, and S. Fernandez, *WEB DASAR Menggunakan HTML, CSS, JS, PHP dan Studi Kasus*. Jambi: PT. Sonpedia Publishing Indonesia, 2023.
- [11] J. I. Shin, K. H. Chung, J. S. Oh, and C. W. Lee, "The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea," *Int J Inf Manage*, vol. 33, no. 3, 2013, doi: 10.1016/j.ijinfomgt.2013.02.003.
- [12] B. Bavarsad, M. A. Mennatyan, and R. Farajollah, "A Study of the Effects of Website's Perceived Features on the Intention to Use E-shopping," *World Applied Programming*, vol. 3, no. 6, 2013.
- [13] T. Suryani, M. Nurhadi, A. A. Fauzi, and F. F. Cordova, *STRATEGI PENGELOLAAN AKTIVITAS PEMASARAN DI MEDIA SOSIAL*. CV. Jakad Media Publishing, 2022.
- [14] J. Zhang, M. X. Cai, T. Lu, X. H. Sun, and J. L. Jia, "Lumbar spinal stenosis treated with polyetheretherketone pedicle screw fixation combined with interbody fusion: A follow-up assessment focusing on bone fusion rate," *Chinese Journal of Tissue Engineering Research*, vol. 20, no. 12, 2016, doi: 10.3969/j.issn.2095-4344.2016.12.002.
- [15] Harmayani, D. Marpaung, A. Hamzah, N. Mulyani, and J. Hutahean, *E-commerce : Suatu Pengantar Bisnis Digital*. Yayasan Kita Menulis, 2020.

- [16] R. R. Rerung, *E-COMMERCE MENCIPTAKAN DAYA SAING MELALUI TEKNOLOGI INFORMASI*. 2018.
- [17] P. Kotler and K. L. Keller, *Marketing Management*, 15e édition. 2016.
- [18] F. Tjiptono and A. Diana, *MANAJEMEN DAN STRATEGI KEPUASAN PELANGGAN*, 1st ed. Yogyakarta: ANDI Yogyakarta, 2022.
- [19] D. K. Sawlani, *KEPUTUSAN PEMBELIAN ONLINE: KUALITAS WEBSITE, KEAMANAN DAN KEPERCAYAAN*, vol. 1. Scopindo Media Pustaka, 2021.
- [20] U. da C. Leonidio, R. M. da S. Montezano, and F. A. de Carvalho, "Evaluation of the perceived Quality of the Website of an Online Bookstore: an Empirical Application of the Carnes and Vidgen Model," *JISTEM Journal of Information Systems and Technology Management*, vol. 8, no. 1, 2011, doi: 10.4301/s1807-17752011000100006.
- [21] P. Natalia and D. M. Mulyana, "Pengaruh Periklanan Dan Promosi Penjualan Terhadap Keputusan Pembelian."
- [22] W. Abdillah and J. Hartono, *Konsep dan Aplikasi PLS (Partial Least Square) untuk Penelitian Empiris*. 2015.
- [23] M. Rosmiati and Fawaz Ali, "Analisis Kualitas Layanan Website Bukalapak Terhadap Kepuasan Pengguna Menggunakan Metode Webqual 4.0," *SATIN - Sains dan Teknologi Informasi*, vol. 7, no. 2, pp. 31–43, Dec. 2021, doi: 10.33372/stn.v7i2.763.
- [24] R. A. Kurniawati, A. Kusyanti, and Y. T. Mursityo, "Analisis Pengaruh Kualitas Website Terhadap Kepuasan Pelanggan Mister Aladin Dengan Menggunakan Webqual 4.0," *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, vol. 2, no. 3, 2018.
- [25] A. DS and R. Sanjaya, "Analisis Pengaruh Kualitas Layanan Terhadap Kepuasan Pengguna Aplikasi MyARS Menggunakan Metode Webqual 4.0," *Jurnal Komputer dan Informatika*, vol. 9, no. 2, pp. 214–222, Oct. 2021, doi: 10.35508/jicon.v9i2.5273.
- [26] S. Marlina, B. Klaudia Pohwain, N. Yunita, and U. N. Mandiri, "This work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License Analisis Kualitas Website dan Kepuasan Nasabah Terhadap CMS (Cash Management System) dengan Menggunakan Metode Webqual 4.0," 2021, doi: 10.31294/jtk.v4i2.
- [27] M. Nur, K. Sari, and J. N. Utamajaya, "PENGARUH KUALITAS WEBSITE TRAVELOKA MENGGUNAKAN WEBQUAL 4.0 TERHADAP KEPUASAN PENGGUNA," 2022. [Online]. Available: www.similarweb.com,
- [28] R. E. Riyanto and O. S. Bachri, "Analisis Pengukuran Kualitas Website Terhadap Kepuasan Pengguna Berdasarkan Webqual 4.0," *Jurnal Ilmiah Intech : Information Technology Journal of UMUS*, vol. 1, no. 01, 2019, doi: 10.46772/intech.v1i01.41.
- [29] A. Winarni and W. Riska, "Analisis Kualitas Website Dan Kepuasan Nasabah Terhadap Website Pt. Bank Sinarmas Tbk Menggunakan Metode Webqual 4.0," *Jurnal Bangkit Indonesia*, vol. 9, no. 1, 2020, doi: 10.52771/bangkitindonesia.v9i1.106.

- [30] I. Purwandani and N. O. Syamsiah, "Analisis Kualitas Website Menggunakan Metode Webqual 4.0 Studi Kasus: MyBest E-learning System UBSI," *Jurnal Sistem dan Teknologi Informasi (Justin)*, vol. 9, no. 3, p. 300, Aug. 2021, doi: 10.26418/justin.v9i3.47129.
- [31] P. Hendradi, "PENGARUH KUALITAS WEBSITE PT GO-JEK INDONESIA TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN METODE WEBQUAL," *JURNAL SATYA INFORMATIKA*, vol. 2, no. 2, 2023, doi: 10.59134/jsk.v2i2.430.
- [32] N. A. J. Putri and R. Setyadi, "Analisis Kepuasan Pengguna Website TVCCTube Menggunakan Metode Webqual 4.0," *Journal of Information System Research (JOSH)*, vol. 4, no. 2, 2023, doi: 10.47065/josh.v4i2.2951.
- [33] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, 2nd ed. Bandung: ALFABETA, 2019.
- [34] I. K. Swarjana, *POPULASI-SAMPEL, TEKNIK SAMPLING & BIAS DALAM PENELITIAN*. Yogyakarta: ANDI, 2022.
- [35] I. Ghozali, *PARTIAL LEAST SQUARES KONSEP, TEKNIK, DAN APLIKASI MENGGUNAKAN PROGRAM SMARTPLS 3.2.9*, 3rd ed. Semarang: Badan Penerbit Universitas Diponegoro, 2021.
- [36] A. Aditiya, "ANALISIS PENGARUH KUALITAS WEBSITE TERHADAP KEPUASAN PELANGGAN BERDASARKAN METODE WEBQUAL 4.0 PADA WEBSITE WWW.WINGSCORP.COM," 2017.
- [37] F. C. Yudi Hariyanto, Edy Kristianto, "Analisis Kualitas Website Universitas Dengan Metode Webqual (Studi Kasus Web Universitas Kristen Krida Wacana)," *Jurnal Teknik dan Ilmu Komputer*, vol. 07, no. 26, 2018.
- [38] R. Y. Endra and D. Hermawan, "Analisis dan Uji Kualitas Pengguna Website Tokopedia.Com Menggunakan Metode Webqual (case: Pengguna Tokopedia.com di Universitas Bandar Lampung)," *Explore: Jurnal Sistem informasi dan telematika*, vol. 8, no. 2, 2017, doi: 10.36448/jsit.v8i2.957.
- [39] K. Lorenzo, H. Arfandy, and S. Kharisma Makassar, "ANALISIS KUALITAS WEBSITE JADWALIBADAH TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN METODE WEBQUAL 4.0 Oleh," 2021. [Online]. Available: <https://tech.kharisma.ac.id>