

DAFTAR PUSTAKA

- [1] Barni Mahyudin .H, “PEMANFAATAN INTERNET SEBAGAI BAHAN PENGAYAAN BAGI MAHASISWA DALAM PERKULIAHAN,” *PROCEEDING ANTASARI INTERNATIONAL CONFERENCE*, no. Vol 1, 2019.
- [2] R. S. Sumi and G. Kabir, “Satisfaction of e-learners with electronic learning service quality using the servqual model,” *Journal of Open Innovation: Technology, Market, and Complexity*, vol. 7, no. 4, Dec. 2021, doi: 10.3390/joitmc7040227.
- [3] A. Rio Trilaksono, J. Sistem Informasi, S. Swadharma, and J. Jalan Malaka No, “EFEKTIVITAS PENGGUNAAN GOOGLE DRIVE SEBAGAI MEDIA PENYIMPANAN DI KALANGAN MAHASISWA EFFECTIVENESS OF GOOGLE DRIVE USE AS A STORAGE MEDIA IN STUDENTS,” *Jurnal Digital Teknologi Informasi*, vol. 1, 2018, doi: <https://doi.org/10.32502/digital.v1i2.1651>.
- [4] N. Sari and H. Amnur, “Monitoring Next Cloud sebagai Private Cloud Storage dengan Notifikasi Telegram,” *Jurnal Ilmiah Teknologi Sistem Informasi*, vol. 1, no. 4, pp. 144–149, 2020, doi: <https://doi.org/10.30630/jitsi.1.4.21>.
- [5] K. Safitri and P. Nasution, “Analisis Penggunaan Aplikasi Google Drive Sebagai Media Penyimpanan Data,” *Jurnal Jurnal Sains Dan Teknologi (JSIT)*, vol. 3, no. 2, p. 267, 2023, [Online]. Available: <http://jurnal.minartis.com/index.php/jsit>
- [6] N. Rommy Suleman, R. Madjid, and M. Fajar Salemaku, “The Role Of E-Satisfaction In Mediating The Effect Of E-Servqual And E-Trust On E-Loyalty On BRI M-Banking Application Users,” 2022. [Online]. Available: www.ajhssr.com
- [7] Z. A. Zulkifly, N. Brasit, M. S. Alhaqqi, and S. Adelia, “Analisis Peningkatan Kualitas Layanan Mobile Banking dengan Pendekatan Metode E-Servqual,” *JBMI (Jurnal Bisnis, Manajemen, dan Informatika)*, vol. 19, no. 1, pp. 61–79, Jun. 2022, doi: 10.26487/jbmi.v19i1.21337.
- [8] E. Nabila, M. Ariyanti, and D. Sumrahadi, “ANALISIS KUALITAS PELAYANAN ONLINE (E-SERVQUAL) MENGGUNAKAN METODE IMPORTANCE PERORMANCE ANALYSIS PADA BHINNEKA.COM,” 2018.
- [9] M. A. Saleem, H. Afzal, F. Ahmad, H. Ismail, and N. Nguyen, “An exploration and importance-performance analysis of bus rapid transit systems’ service quality attributes: Evidence from an emerging economy,” *Transp Policy (Oxf)*, vol. 141, pp. 1–13, Sep. 2023, doi: 10.1016/j.tranpol.2023.07.010.
- [10] Segonang Mutiara Safura, Alfansi Lizar, and Putri Eka Seprianti, “ANALISIS PENINGKATAN KUALITAS PELAYANAN MENGGUNAKAN PENDEKATAN E-SERVQUAL, IMPORTANCE PERFORMANCE ANALYSIS (IPA) DAN POTENTIAL GAIN CUSTOMER VALUE (PGCV) PADA WEBSITE PT.POS INDONESIA,” 2020.
- [11] Titah and T. Sutabri, “Analisis Kualitas Layanan Shopee menggunakan Pendekatan E-ServQual dan Potential Gain in Customer Value (PGCV),” *Jurnal Penelitian Ilmu dan Teknologi Komputer*, vol. 15, no. 2, 2023.

- [12] Y. Septiani, E. Arribe, and R. Diansyah, "ANALISIS KUALITAS LAYANAN SISTEM INFORMASI AKADEMIK UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN METODE SEVQUAL (Studi Kasus : Mahasiswa Universitas Abdurrah Pekanbaru)," *JURNAL TEKNOLOGI DAN OPEN SOURCE*, vol. 3, no. 1, pp. 131–143, 2020, doi: 10.36378/jtos.v3i1.560.
- [13] Y. R. Sari and E. Nurmiati, "Analisis Kepuasan Pengguna Google Classroom Menggunakan PIECES Framework (Studi Kasus: Prodi Sistem Informasi UIN Jakarta)," *INFOTEKJAR (JURNAL NASIONAL INFORMATIKA DAN TEKNOLOGI JARINGAN)*, vol. 5, no. 2, pp. 77–82, 2021, doi: 10.30743/infotekjar.v5i2.3349.
- [14] Trisnawati, "ANALISIS UNSUR PSIKOLOGIS DAN RELIGIUS PADA NOVEL TUHAN IZINKAN AKU MENJADI PELACUR KARYA MUHIDIN M. DAHLAN SEBAGAI UPAYA PEMILIHAN BAHAN PEMBELAJARAN PADA SISWA KELAS X SMA," *Jurnal Pendidikan Bahasa dan Sastra Indonesia*, vol. 7, no. 1, pp. 1–22, 2018, doi: <https://doi.org/10.31980/caraka.v7i1.15.g12>.
- [15] Tjiptono Fandy, *Service, quality & customer satisfaction*, 5th ed. Yogyakarta: ANDI, 2019.
- [16] D. Octabriyantiningtyas, E. Suryani, and A. R. Jatmiko, "Modeling customer satisfaction with the service quality of E-money in increasing profit of Pt. Telekomunikasi Indonesia," in *Procedia Computer Science*, Elsevier B.V., 2019, pp. 943–950. doi: 10.1016/j.procs.2019.11.203.
- [17] A. Calista, "ANALISIS KUALITAS LAYANAN AKADEMIK STIE RAHMANIYAH SEKAYU," *Jurnal Adminika*, vol. 8, no. 1, pp. 15–33, 2022.
- [18] Z. Alfauqy and Irwansyah, "APLIKASI HALODOC SEBAGAI BENTUK DARI KONSTRUKSI SOSIAL DALAM MEDIA BARU DI MASA PANDEMIK COVID 19," *Syntax Literate: Jurnal Ilmiah Indonesia*, vol. 19, no. 2, 2022, doi: <https://doi.org/10.36418/syntax-literate.v7i2.6379>.
- [19] B. Huda and B. Priyatna, "Penggunaan Aplikasi Content Manajement System (CMS) Untuk," *SYSTEMATICS*, vol. 1, no. 2, pp. 81–88, 2019, doi: <https://doi.org/10.35706/sys.v1i2.2076>.
- [20] S. Alfeno and R. E. C. Devi, "Implementasi Global Positioning System (GPS) dan Location Based Service (LSB) pada Sistem Informasi Kereta Api untuk Wilayah Jabodetabek," *JURNAL SISFOTEK GLOBAL*, vol. 7, no. 2, pp. 27–33, 2017.
- [21] M. S. Firman, "Dahsyatnya Google Drive," vol. 6, Guepedia, Ed., Guepedia, 2021.
- [22] K. Ibnutama, H. Winata, and M. Hutasuhut, "Web-Based College Student Assignment File Collection Application Using Google Drive API," *The IJICS (International Journal of Informatics and Computer Science)*, vol. 3, no. 2, p. 34, Oct. 2019, doi: 10.30865/ijics.v3i2.1371.
- [23] Jefferly Helianthusonfri, *10 Aplikasi Terbaik Google untuk Bisnis Anda*. PT Elex Media Komputindo, 2022.
- [24] A. Tobagus, "PENGARUH E-SERVICE QUALITY TERHADAP E-SATISFACTION PADA PENGGUNA DI SITUS TOKOPEDIA," *AGORA*, vol. 6, no. 1, pp. 1–10, 2018.

- [25] P. Kotler and K. L. Keller, *Marketing management*, 15th ed. London : Pearson Education, 2016.
- [26] G. Whimphie Billyarta and E. Sudarusman, "PENGARUH KUALITAS LAYANAN ELEKTRONIK (E-SERVQUAL) TERHADAP KEPUASAN KONSUMEN PADA MARKETPLACE SHOPEE DI SLEMAN DIY," *OPTIMAL Jurnal Ekonomi dan Bisnis Aktual*, vol. 18, no. 1, pp. 41–62, 2021.
- [27] R. O. Putri and S. Martha, "ANALISIS KUALITAS PELAYANAN AKADEMIK DENGAN METODE SERVPERF DAN IPA," 2019.
- [28] S. M. Widodo and J. Sutopo, "Metode Customer Satisfaction Index (CSI) Untuk Mengetahui Pola Kepuasan Pelanggan Pada E-Commerce Model Business to Customer," 2018.
- [29] D. Patmalasari and A. Dwi, "Analisis Kepuasan Pengguna Layanan Aplikasi MyTelkomsel dengan Menggunakan Model UTAUT," *JEISBI*, vol. 02, 2021.
- [30] P. Hadroh, M. Maheis, and I. Farida, "Pengaruh Technology Acceptance Model (TAM) dan Kualitas Layanan Terhadap Minat Menggunakan Aplikasi Flip di Jawa Tengah," *Jurnal Mirai Management*, vol. 8, no. 2, pp. 408–421, 2023, [Online]. Available: <https://databoks.katadata.co.id/>
- [31] P. Rahmalia and S. Chan, "PENGARUH SERVICE QUALITY DAN E-SERVICE QUALITY TERHADAP CUSTOMER SATISFACTION YANG DIMEDIASI OLEH PERCEIVED VALUE PADA PELANGGAN PT TIKI JALUR NUGRAHA EKAKURIR (JNE) DI KOTA BANDA ACEH," *Jurnal Manajemen Inovasi*, vol. 10, no. 1, pp. 66–76, 2019, doi: <https://doi.org/10.24815/jmi.v10i1.14383>.
- [32] M. Mia Kristanti, "ANALISIS PENGARUH DIGITAL MARKETING, ONLINE CUSTOMER EXPERIENCE QUALITY, E-SERVQUAL, TERHADAP ONLINE CUSTOMER TRUST, ONLINE CUSTOMER REVIEW RATING, DAN ONLINE CUSTOMER LOYALTY UMKM INDONESIA MASA PANDEMI COVID-19," *Widyagama National Conference on Economics and Business*, pp. 896–915, 2021, [Online]. Available: <http://publishing-widyagama.ac.id/ejournal-v2/index.php/WNCEB>
- [33] T. M. Putra, A. M. Ramdan, and F. Mulia, "Analisis E-Service dan Kepercayaan Konsumen terhadap Kepuasan Konsumen Pengguna Website," *BUDGETING : Journal of Business, Management and Accounting*, vol. 1, no. 1, pp. 1–9, Sep. 2019, doi: 10.31539/budgeting.v1i1.777.
- [34] M. Andrew, "E-Service Quality dan Citra Merek terhadap Minat Beli: Studi E-Service Quality dan Citra Merek Shopee," *JURNAL SEKRETARIS & ADMINISTRASI BISNIS*, vol. 3, no. 1, pp. 23–38, 2019, [Online]. Available: <http://jurnal.asmtb.ac.id/index.php/jsab>
- [35] M. Aghajanzadeh, K. Aghabayk, J. Esmailpour, and C. De Gruyter, "Importance – Performance Analysis (IPA) of metro service attributes during the COVID-19 pandemic," *Case Stud Transp Policy*, vol. 10, no. 3, pp. 1661–1672, Sep. 2022, doi: 10.1016/j.cstp.2022.06.005.
- [36] P. Febriana Sari and D. Fatrianto Suyatno, "Pengukuran Kualitas Layanan Pada Aplikasi Tiktok Shop Menggunakan Metode E-Servqual Dan IPA (Importance Performance Analysis)," *Journal of Emerging Information Systems and Business Intelligence*, vol. 4, no. 2, pp. 126–135, 2023.

- [37] S. M. Segonang, Prof. Lizar Alfansi, and S. E. Putri, "ANALISIS PENINGKATAN KUALITAS PELAYANAN MENGGUNAKAN PENDEKATAN E-SERVQUAL, IMPORTANCE PERFORMANCE ANALYSIS(IPA) DAN POTENTIAL GAIN CUSTOMER VALUE(PGCV) PADA WEBSITEPT.POS INDONESIA," vol. 3, no. 2, 2021, doi: <https://doi.org/10.33369/tmr.v3i2.19709>.
- [38] D. B. Napitupulu, "Evaluasi Kualitas Website Universitas XYZ Dengan Pendekatan Webqual [Evaluation of XYZ University Website Quality Based on Webqual Approach]," *Buletin Pos dan Telekomunikasi*, vol. 14, no. 1, p. 51, Jul. 2016, doi: 10.17933/bpostel.2016.140105.
- [39] E. Suwandi, H. Fitri Imansyah, H. Dasril,) Jurusan, and T. Elektro, "ANALISIS TINGKAT KEPUASAN MENGGUNAKAN SKALA LIKERT PADA LAYANAN SPEEDY YANG BERMIGRASI KE INDIHOME," *Jurnal Teknik Elektro Universitas Tanjungpura*, vol. 7, no. 1, 2019, [Online]. Available: www.melon.co.id
- [40] S. Bahrin, S. Alifah, and S. Mulyono, "Rancang Bangun Sistem Informasi Survey Pemasaran dan Penjualan Berbasis Web," 2018.
- [41] A. Efendi and D. Soelistya, "THE IMPORTANCE OF MEASURING THE GAP LEVEL OF INFORMATION SYSTEM USER SATISFACTION IN THE WORLD OF EDUCATION IN UNIVERSITY: ELECTRONIC SERVICE QUALITY MODEL," *Journal Universitas MuhammadiyahGresik Engineering, Social Science, and Health International Conference (UMGESHC)*, vol. 1, no. 2, 2021, doi: <http://dx.doi.org/10.30587/umgeshc.v1i2.3422>.
- [42] V. H. Pranatawijaya, W. Widiatry, R. Priskila, and P. B. A. A. Putra, "Penerapan Skala Likert dan Skala Dikotomi Pada Kuesioner Online," *Jurnal Sains dan Informatika*, vol. 5, no. 2, pp. 128–137, Dec. 2019, doi: 10.34128/jsi.v5i2.185.
- [43] I. Ghazali, "Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25," 9 th ed., Universitas Diponegoro, 2018.
- [44] C. Gunawan, *Mahir Menguasai SPSS (Mudah mengolah Data Dengan IBM SPSS Statistic 25)*, 1st ed. DEEPUBLISH, 2018.
- [45] A. Purwanto, M. Asbari, and T. I. Santoso, "Analisis Data Penelitian Marketing: Perbandingan Hasil antara Amos, SmartPLS, WarpPLS, dan SPSS Untuk Jumlah Sampel Besar," *Journal of Industrial Engineering & Management Research*, vol. 2, no. 4, pp. 216–227, 2021, doi: 10.7777/jiemar.
- [46] W. T. Bhirawa, "Proses Pengolahan Data Dari Model Persamaan Regresi Dengan Menggunakan Statistical Product and Service Solution (SPSS)," *Jurnal Mitra Manajemen*, vol. 7, no. 1, pp. 71–83, 2020.
- [47] G. D. Saraswati and F. Agustina, "Analisis Kualitas Layanan Aplikasi Indodax Dengan Menggunakan Metode E-Serqual Dan Importance Performance Analysis (IPA)," *Jurnal Ilmiah Komputasi*, vol. 20, no. 3, Sep. 2021, doi: 10.32409/jikstik.20.3.2735.
- [48] H. V. Nguyen, T. D. Vu, B. K. Nguyen, T. M. N. Nguyen, B. Do, and N. Nguyen, "Evaluating the Impact of E-Service Quality on Customer Intention to Use Video Teller Machine Services," *Journal of Open Innovation: Technology, Market, and Complexity*, vol. 8, no. 3, Sep. 2022, doi: 10.3390/joitmc8030167.

- [49] A. Dhiaulhaq, R. Yasirandi, and M. J. Alibasa, "Analisis Tingkat Kepuasan Pengguna Pada Aplikasi Ehac Dengan Menggunakan Metode E-Servqual Dan Importance Performance Analysis (IPA)," *eProceedings of Engineering*, pp. 2048–2051, 2023.
- [50] R. Mohebifar, H. Hasani, A. Barikani, and S. Rafiei, "Evaluating Service Quality from Patients' Perceptions: Application of Importance–performance Analysis Method," *Osong Public Health Res Perspect*, vol. 7, no. 4, pp. 233–238, Aug. 2016, doi: 10.1016/j.phrp.2016.05.002.
- [51] P. R. Damayanti and G. S. Palupi, "Penerapan Metode E-Service Quality dan Importance Performance Analysis (IPA) untuk Analisis Kualitas Layanan Transfer Terhadap Kepuasan Pengguna Aplikasi BRImo," *Journal of Emerging Information Systems and Business Intelligence*, vol. 4, no. 3, pp. 115–125, 2023, [Online]. Available: <https://cekgangguan.id/layanan/m-banking->
- [52] M. V. Patandianan and H. Shibusawa, "Importance and performance of streetscapes at a tourism destination in Indonesia: The residents' perspectives," *Frontiers of Architectural Research*, vol. 9, no. 3, pp. 641–655, Sep. 2020, doi: 10.1016/j.foar.2020.05.006.
- [53] T. P. Astuti, E. Elmayati, and T. Hasanah, "Analysis of e-Service quality performance at BKPSDM Lubuklinggau web-based using E-Govqual and Importance Performance Analysis (IPA) methods," *Sinkron*, vol. 7, no. 3, pp. 1017–1027, Jul. 2022, doi: 10.33395/sinkron.v7i3.11444.
- [54] S. Theresia and H. Sen Tan, "Evaluation of service quality and user experience on credit card application using e-SERVQUAL model and usability testing," in *IOP Conference Series: Earth and Environmental Science*, IOP Publishing Ltd, Aug. 2021, pp. 1–11. doi: 10.1088/1755-1315/794/1/012095.
- [55] D. R. Aprilia L and T. Gilang Saraswati, "ANALISIS E-SERVICE QUALITY MENGGUNAKAN METODE IMPORTANCE PERFORMANCE ANALYSIS (IPA) PADA PENGGUNA OVO," *e-Proceeding of Management*, vol. 7, no. 2, pp. 3360–3368, 2020.
- [56] N. Fadilah Amin, S. Garancang, and K. Abunawas, "KONSEP UMUM POPULASI DAN SAMPEL DALAM PENELITIAN," *JURNAL PILAR: Jurnal Kajian Islam Kontemporer*, vol. 14, no. 1, pp. 15–31, 2023.
- [57] D. Firmansyah, S. Pasim Sukabumi, and S. Al Fath Sukabumi, "Teknik Pengambilan Sampel Umum dalam Metodologi Penelitian: Literature Review," *Jurnal Ilmiah Pendidikan Holistik (JIPH)*, vol. 1, no. 2, pp. 85–114, 2022, doi: 10.55927.
- [58] T. Y. R. Yanto and D. A. Anjarsari, "PENGARUH E-SERVICE QUALITY TERHADAP KEPUASAN PELANGGAN E-COMMERCE (STUDI KASUS PENGGUNA TOKO ONLINE SHOPEE)," *Jurnal Bisnis dan Pemasaran*, vol. 11, no. 1, 2021.
- [59] D. Lestari and I. Rusi, "Pengukuran Kualitas Layanan Sistem Informasi Perpustakaan Universitas Tanjungpura Menggunakan Metode LibQual, WebQual 4.0, dan Importance Performance Analysis (IPA)," *Jurnal Komputer dan Aplikasi*, vol. 10, no. 1, 2022, doi: <http://dx.doi.org/10.26418/coding.v10i01.52134>.
- [60] O. Dwi Ariska, A. Kusyanti, and F. A. Bachtiar, "Evaluasi Kualitas Layanan Website Portal Jurnal Universitas Brawijaya dan Website Student Journal

Universitas Brawijaya Menggunakan Metode Webqual 4.0 dan IPA (Importance Performance Analysis),” *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, vol. 2, no. 8, pp. 2595–2603, 2018, [Online]. Available: <http://j-ptiik.ub.ac.id>

- [61] M. Fauzan Ahnaf, H. Muslimah Az-Zahra, W. Hayuhardhika, and N. Putra, “Pengukuran Kualitas Layanan Website Akademik Universitas Sriwijaya Kota Palembang Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis (IPA),” *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, vol. 3, no. 6, pp. 5817–5824, 2019, [Online]. Available: <http://j-ptiik.ub.ac.id>
- [62] Y. H. Putri, A. Rosa, and G. Sabathini, “Peningkatan Kepuasan Pengguna Pada Aplikasi Agen Travel Online Melalui Fitur dan Gamifikasi,” *Jurnal Manajemen dan Bisnis Sriwijaya*, vol. 20, no. 4, pp. 1412–4521, 2022, doi: <https://doi.org/10.29259/jmbs.v20i4.19563>.
- [63] P. Muniarty, D. Saputri, P. Studi Manajemen, and S. Tinggi Ilmu Ekonomi Bima, “PENGARUH E-SERVICE QUALITY TERHADAP E-CUSTOMER SATISFACTION PADA MARKETPLACE SHOPEE,” *Equilibrium*, vol. 11, no. 2, 2022, doi: <https://doi.org/10.35906/equili.v11i2.1097>.
- [64] A. Magdalena and F. Jaolis, “ANALISIS ANTARA E-SERVICE QUALITY, E-SATISFACTION, DAN E-LOYALTY DALAM KONTEKS E-COMMERCE BLIBLI,” *Manajemen Pemasaran*, 2018.
- [65] R. Machmud, *Kepuasan Penggunaan Sistem Informasi (Studi Kasus pada T3-Online)*. Ideas Publishing, 2018.
- [66] D. Damayanti, S. Dwi Putro, P. Studi Manajemen, and S. Widya Wiwaha Yogyakarta, “PENGARUH ELECTRONIC SERVICE QUALITY (E-SERVQUAL) DAN ELECTRONIC WORD OF MOUTH (E-WOM) TERHADAP KEPUTUSAN PEMBELIAN ONLINE PENGGUNA SHOPEE,” *Jurnal Riset Akuntansi dan Bisnis Indonesia STIE Wiya Wiwaha*, vol. 2, no. 1, 2022, doi: <https://doi.org/10.32477/jrabi.v2i1.432>.
- [67] H. E. Hastuti, “Analisis Kualitas Pelayanan Situs Belanja Online dengan Pendekatan Model Kano Berdasarkan Dimensi E-SERVQUAL Pada Bukalapak,” *Jurnal Ilmiah Mahasiswa FEB*, vol. 9, no. 2, 2021.
- [68] M. Tamba and S. Rianti Agustini, “Analisis Kualitas Layanan Aplikasi Belanja Online Kota Jambi Terhadap Kepuasan Pengguna Menggunakan Metode E-Servqual,” *Jurnal Informatika Dan Rekayasa Komputer (JAKAKOM)*, vol. 3, no. 2, 2023, doi: [10.33998/jakakom.v3i2](https://doi.org/10.33998/jakakom.v3i2).
- [69] M. Zaki and Saiman, “Kajian tentang Perumusan Hipotesis Statistik Dalam Pengujian Hipotesis Penelitian,” *Jiip-Jurnal Ilmiah Ilmu Pendidikan*, vol. 4, no. 2, pp. 115–118, 2021, doi: <https://doi.org/10.54371/jiip.v4i2.216>.
- [70] A. Wibisono, M. Rofik, and E. Purwanto, “Penerapan Analisis Regresi Linier Berganda dalam Penyelesaian Skripsi Mahasiswa,” *Jurnal ABDINUS: Jurnal Pengabdian Nusantara*, vol. 3, no. 1, p. 30, Sep. 2019, doi: [10.29407/ja.v3i1.13512](https://doi.org/10.29407/ja.v3i1.13512).
- [71] S. Ningsih and H. Dukalang, “Penerapan Metode Suksesif Interval pada Analisis Regresi Linier Berganda,” *Jambura Journal of Mathematics*, vol. 1, no. 1, 2019, doi: <https://doi.org/10.34312/jjom.v1i1.1742>.

