

DAFTAR PUSTAKA

- [1] M. Reza Fahlevy, M. H. Saleh, and N. Nurmiyati, “Eksistensi Birokrasi di Era Revolusi 4.0: Penggunaan Electronic Government dalam Optimalisasi Pelayanan,” *J. Gov. Sci. J. Ilmu Pemerintah.*, vol. 4, no. 1, pp. 42–57, 2023, doi: 10.54144/govsci.v4i1.45.
- [2] A. F. Rahmadany, “Literature Study of Electronic Government Implementation in the Perspective of Indonesia’s Electronic Government Ranking Dimensions,” *J. Bina Praja*, vol. 13, no. 2, pp. 281–292, 2021, doi: 10.21787/jbp.13.2021.281-292.
- [3] R. Rita, “Penyusunan Peooman Pemberian Izin Badan Usaha Angkutan Multimoda (BUAM),” *War. Penelit. Perhub.*, vol. 24, no. 6, p. 567, 2019, doi: 10.25104/warlit.v24i6.1041.
- [4] J. Brooke, “SUS: A ‘Quick and Dirty’ Usability Scale,” *Usability Eval. Ind.*, no. July, pp. 207–212, 2020, doi: 10.1201/9781498710411-35.
- [5] R. Rahmi, I. M. A. Pradnyana, and M. W. A. Kesiman, “Usability Testing Berbasis ISO 9241-11 Pada Aplikasi Salak Bali (Studi Kasus: Polres Buleleng),” *Kumpul. Artik. Mhs. Pendidik. Tek. Inform.*, vol. 8, no. 3, pp. 510–521, 2019.p
- [6] I. Rachmawati and R. Setyadi, “Evaluasi Usability Pada Sistem Website Absensi Menggunakan Metode SUS,” *J. Inf. Syst. Res.*, vol. 4, no. 2, pp. 551–561, 2023, doi: 10.47065/josh.v4i2.2868.
- [7] Sudjana, Nana. (2014). *Penilaian Hasil Proses Belajar Mengajar* . Bandung: Remaja Rosdakarya.
- [8] A. Majid, *Analisis Data Penelitian Kualitatif*. Makassar: askara tim, 2017.
- [9] Sugiyono. (2018). *Metode Penelitian Kuantitatif,Kualitatif, dan R&D*. Bandung: Alfabeta
- [10] S. Ricky Surya Kusuma Dinata, “PENGARUH TOTAL QUALITY MANAGEMENT TERHADAP DEFECT PRODUK PADA LABELLING AND PACKAGING DEPARTMENT DI PT. GREAT GIANT PINEAPPLE LAMPUNG TENGAH,” vol. 10, pp. 45–58, 2016, [Online]. Available: <https://fe.ummetro.ac.id/ejournal/index.php/JM/article/view/79/55>
- [11] J. M. Juran, *JURAN’S QUALITY HANDBOOK*, Seventh Ed. McGraw Hill,

2017. [Online]. Available: <https://www.accessengineeringlibrary.com/binary/mheaeworks/3cd54ab71bcc09bc/1b1a242e4377348f5eef10a5b49b4d30e39103776fcbb9de05f3d3941a7cc15/book-summary.pdf>.
- [12] A. Fahry, G. Susandy, and K. Kuncorosidi, "Influence of Total Quality Management (Tqm) Towards Consumers Satisfaction," *J. Bank. Financ. Innov.*, vol. 1, no. 1, pp. 42–51, 2019, [Online]. Available: <https://ojs.stiesa.ac.id/index.php/jbfi/index>
- [13] Solikhah Wiratna, "Pemanfaatan Quality Cost Report Pada Quality Improvement Program Dalam Rangka Efisiensi Biaya Produksi Pada Perusahaan," *Educ. J. Sos. Hum. dan Pendidik.*, vol. 2, no. 1, pp. 14–24, 2022, doi: 10.51903/education.v2i1.89.
- [14] Yusuf, M. and Astuti, Y. (2020) 'System Usability Scale (SUS) Untuk Pengujian Usability Pada Pijar Career Center', *Komputika: Jurnal Sistem Komputer*, 9(2), pp. 131–138. doi: 10.34010/komputika.v9i2.2873.
- [15] S. Krug, *Don't Make Me Think*, Third Edit. United States Of America, 2014.
- [16] A. I. Anshori, H. Aryadita, and H. M. Az-zahra, "Evaluasi Usability Pada Sistem Monitoring Pengadaan Menggunakan Metode Usability Testing (Studi Kasus PT Pembangunan Jawa-Bali)," *J. Pengemb. Teknol. Inf. dan Ilmu Komput. Univ. Brawijaya*, vol. 3, no. 1, pp. 119–128, 2019.
- [17] B. Indhira, "ANALISA USABILITY PADA WEBSITE AIRLANGGA UNIVERSITY E-LEARNING APPLICATIONS (Studi Deskriptif di Kalangan Mahasiswa Pengguna Website E-learning AULA)," UNIVERSITAS AIRLANGGA, 2015. [Online]. Available: <http://repository.unair.ac.id/id/eprint/17703>
- [18] Bevan, Nigel & Carter, James & Harker, Susan. (2015). ISO 9241-11 Revised: What Have We Learnt About Usability Since 1998?. 143-151. 10.1007/978-3-319-20901-2_13.
- [19] Rachmi, Hilda & Nurwahyuni, Siti. (2018). Pengujian Usability Lokamedia Website Menggunakan System Usability Scale. *Al-khidmah*. 1. 86. 10.29406/al-khidmah.v1i2.1155.
- [20] Supono, Virdiandry Putratama. 2018. Pemrograman Web dengan Menggunakan PHP dan Framework Codeigniter. CV. Budi Utama. Yogyakarta
- [21] M. Vermaat, Sebok Susan L, Campbell Jenniver T, Freund Steven M, and

Frydenberg Mark, "Discovering Computers 2018 (Misty E. Vermaat et al.) (z-lib.org)." 2018.

- [22] P. A. D. R.A, "Analisa Sistem Informasi Akademik (Sisfo) Dan Jaringan Di Universitas Bina Darma," *Univ. Bina Darma*, p. 13, 2020, [Online]. Available: <http://repository.binadarma.ac.id/1458/>
- [23] Z. AMEILINDRA, "ANALISIS NIAT WARGA SURABAYA TERHADAP PENGGUNAAN APLIKASI SURABAYA INTELLIGENT TRANSPORT SYSTEM (SITS)," UPN Veteran Jawa timur, 2021. [Online]. Available: <http://repository.upnjatim.ac.id/id/eprint/3547>
- [24] B M. E. Agung Suprpto, "DASAR-DASARDASAR-DASAR INTERAKSI MANUSIA DAN KOMPUTER," no. December, 2022.
- [25] S. Sudirman, M. Naufal, and W. Zulyatno, "Interaksi Manusia Dan Komputer Pada Tinjauan Model Pengguna Indihome," 2022, [Online]. Available: <https://repository.unibos.ac.id>
- [26] H. Santosa, *Pencitraan visual kawasan urban [sumber elektronis] : teknik pengembangan sistem multimedia spasial 3d*. Malang: UB Press, 2019.
- [27] A. P. S. and R. C. and ELVIANI, "EVALUASI DAN PERANCANGAN USER INTERFACE UNTUK MENINGKATKAN USER EXPERIENCE MENGGUNAKAN METODE HUMAN-CENTERED DESIGN (STUDI KASUS: MIKA MIKROSKIL)," Universitas mikroskil, 2020. [Online]. Available: <https://repository.mikroskil.ac.id/id/eprint/1188/>
- [28] M. Webqual, "Analisis Kualitas Laman Kompas . Com Menggunakan Analysis," no. September, pp. 10–11, 2022.
- [29] Z. Zarnelly and A. Syaifuddin, "Analisis Kualitas Website Mediacenter Menggunakan Metode Webqual 4.0 Dan IPA," *Indones. J. Inform. Res. Softw. Eng.*, vol. 3, no. 1, pp. 74–81, 2023, doi: 10.57152/ijirse.v3i1.666.
- [30] Minarwati and Intan Hidayah, "Penerapan Metode Webqual 4.0 Untuk Analisis Kualitas Website STMIK," *FAHMA – J. Inform. Komputer, Bisnis dan Manaj.*, vol. 22, no. 2, pp. 87–99, 2022.
- [31] H. Alifiarga, "Penerapan Metode WebQual 4.0 Pada Pengukuran Kualitas website pencarian kerja (studi kasus: jobstreet)," Uniersitas Islam Negeri Syarif Hidayatullah Jakarta, 2019.
- [32] I. P. A. Prayudha, M. Sudarma, and I. B. A. Swamardika, "Review Literatur Tentang Analisis Kepuasan Layanan Menggunakan Pendekatan Servqual dan

IPA,” *Maj. Ilm. Teknol. Elektro*, vol. 20, no. 2, p. 203, 2021, doi: 10.24843/mite.2021.v20i02.p04.

- [33] N. F. Kartika and Suprayogi, “Implementasi Fuzzy - Service Quality Terhadap Tingkat Kepuasan Layanan Mahasiswa Implementation of Fuzzy – Service Quality for Student Service Level of Satisfaction,” *J. Ilm. SISFOTENIKA*, vol. 7, no. 1, pp. 38–49, 2017.
- [34] R. Khaliq, “IMPORTANCE PERFORMANCE ANALYSIS DALAM KASUS KEPUASAN KONSUMEN USAHA LAUNDRY Restu Khaliq UIN Antasari Banjarmasin,” *J. Ilmu Dakwah*, vol. 17, no. 34, pp. 47–64, 2018.
- [35] P. Sugiharta, R. Y. H. Silitonga, and M. Setiawati, “Analisis Kepuasan Kualitas dan Rancangan Perbaikan Pelayanan Jasa Kesehatan,” *J. INTECH Tek. Ind. Univ. Serang Raya*, vol. 9, no. 2, pp. 127–133, 2023, doi: 10.30656/intech.v9i2.6434.
- [36] D. P. Kesuma, “Penggunaan Metode System Usability Scale Untuk Mengukur Aspek Usability Pada Media Pembelajaran Daring di Universitas XYZ,” *JATISI (Jurnal Tek. Inform. dan Sist. Informasi)*, vol. 8, no. 3, pp. 1615–1626, 2021, doi: 10.35957/jatisi.v8i3.1356.
- [37] Manik, Veni & Hetty Primasari, Clara & Wibisono, Yohanes & Irianto, Aloysius. (2021). Evaluasi Usability pada Aplikasi Mobile ACC.ONE menggunakan System Usability Scale (SUS) dan Usability Testing. *Jurnal Sains dan Informatika*. 7. 1-10. 10.34128/jsi.v7i1.286.
- [38] S. Aisyah *et al.*, “Evaluasi Usability Website Dinas Pendidikan Provinsi Riau Menggunakan Metode System Usability Scale,” *J. Ilm. Rekayasa dan Manaj. Sist. Inf.*, vol. 7, no. 2, pp. 125–132, 2021, [Online]. Available: <http://ejournal.uin-suska.ac.id/index.php/RMSI/article/view/13066>
- [39] L. NURHAKIM, “EVALUASI APLIKASI VIRTUAL GEOMETRY DARI SISI KEPUASAN PENGGUNA MENGGUNAKAN SYSTEM USABILITY SCALE,” Universitas Siliwangi, 2021. [Online]. Available: <http://repositori.unsil.ac.id/id/eprint/4129>
- [40] C. Nadia Kurniawan, B. Zaman, and S. Bahri, “Analisis Usability Pada Website Ayomulai Menggunakan Metode System Usability Scale,” *Jtriste*, vol. 9, no. 2, pp. 90–102, 2022, doi: 10.55645/jtriste.v9i2.381.
- [41] F. Felicia, A. S. Talita, and N. Umniati, “Analisis Usability Aplikasi Sambara dengan Metode System Usability Scale dan USE Questionnaire,” *JATISI (Jurnal Tek. Inform. dan Sist. Informasi)*, vol. 10, no. 2, pp. 215–227, 2023, [Online]. Available: <https://jurnal.mdp.ac.id/index.php/jatisi/article/view/3240>

- [42] A. Farzah and S. Oktaviana, "Analisa Usability Website BAKTI-Kemkominfo Menggunakan System Usability Scale," *Multinetics*, vol. 8, no. 1, pp. 17–27, 2022, doi: 10.32722/multinetics.v8i1.4495.
- [43] R. R. Firmansyah and I. G. P. Wirarama, "PADA BADAN PENDAPATAN DAERAH KABUPATEN LOMBOK UTARA (Usability Analysis On Application Klik SPPT Nort Lombok Of Regional Revenue Agency Of Nort Lombok Regency)," vol. 3, no. 1, pp. 13–22, 2022.
- [44] K. Prasetyanti and P. I. Santosa, "Usability Testing for E-commerce Taxpayers in the era of Industrial Revolution 4.0," *Pros. SEMNAS*, pp. 31–38, 2019, [Online]. Available: <https://proceeding.unpkediri.ac.id/index.php/inotek/article/view/510>.
- [45] B. Beny, H. Yani, and G. M. Ningrum, "Evaluasi Usability Situs Web Kemenkumham Kantor Wilayah Jambi dengan Metode Usability Test dan System Usability Scale," *Res. Comput. Inf. Syst. Technol. Manag.*, vol. 2, no. 1, p. 30, 2019, doi: 10.25273/research.v2i1.4282.
- [46] D. F. M. A.-M. K. A. A. Noorfauzi, "Jakarta Menggunakan Metode System Usability Scale," *Jakarta Menggunakan Metod. Syst. Usability Scale*, vol. 12, pp. 807–819, 2023, doi: 10.35889/jutisi.v12i2.1299.
- [47] R. Mada, S. H. Wijoyo, and S. Suprpto, "... Website Badan Pendapatan Pengelola Keuangan dan Aset Daerah (BPPKAD) Kota Kediri menggunakan Metode Webqual, Design Thinking dan System Usability ...," *J. Pengemb. Teknol. ...*, vol. 6, no. 11, pp. 5218–5225, 2022, [Online]. Available: <https://j-ptiik.ub.ac.id/index.php/j-ptiik/article/view/11824>
- [48] K. V. Pedjaga, A. Lahinta, and D. Novian, "Pengukuran Kualitas Usability Pada Aplikasi Sistem Keuangan Desa Menggunakan Metode System Usability Scale (Sus)," *Diffus. J. Syst. Inf. Technol.*, vol. 1, no. 2, pp. 33–43, 2021.
- [49] M. R. Munzir and Y. Wardany, "Analisis Usability Sistem Informasi E-Office," vol. 8, no. 2, pp. 196–200, 2022.
- [50] M. Agustina, S. Aqdi, S. Informasi, U. Bina, D. Palembang, and S. Selatan, "Evaluasi Aplikasi Samsat E-Dempo Sumatera Selatan dengan Metode System Usability Scale," vol. 7, no. 158, pp. 151–161, 2023.

