

## REFERENCES

- Abdullah, K., Jannah, M., Aiman, U., Hasda, S., Fadilla, Z., Taqwin, Masita, Ardiawan, K. N., & Sari, M. E. (2022). *METODOLOGI PENELITIAN KUANTITATIF*. <http://penerbitzaini.com>
- Akay, R., Kaawoan, J. E., & Pengemanan, F. N. (2021). Disiplin Pegawai Dalam Meningkatkan Kualitas Pelayanan Publik di Kantor Kecamatan Tikala. *Jurnal Governance*, 1(1).
- Alfatih, A. (2022). *Buku Panduan Praktis Penelitian Deskriptif Kuantitatif*. <https://repository.unsri.ac.id/101519/1/Buku%20Panduan%20Praktis%20Penelitian%20Deskriptif%20Kuantitatif.pdf>
- Arikunto, S. (2010). *Prosedur Penelitian : Suatu Pendekatan Praktik*.
- Arum, N., & Mawar. (2023). Kualitas Pelayanan Kantor Kelurahan Kedaung Kota Tangerang Selatan. *CENDEKIA: Jurnal Ilmu Sosial, Bahasa Dan Pendidikan*, 3(4), 230–241. <https://doi.org/https://doi.org/10.55606/cendikia.v3i4.2050>
- Azwar, M., Surandari, I., & Djohar, H. I. (2020). Evaluating The Library Website Of The Indonesian Ministry Of Education And Culture Through The End-User Computing Satisfaction (EUCS) Model. *Library Philosophy and Practice*. <https://digitalcommons.unl.edu/libphilprac>
- Bayu Suryawan, M., & Prihandoko. (2017). *Evaluation of SIAKAD Politeknik Negeri Madiun Using TAM and EUCS Approach*. 4(3). <https://citec.amikom.ac.id/main/index.php/citec/article/view/113/110>
- Budiman, Rodiyansyah, S. F., & Abdurahman, D. (2018). PENGUKURAN KEPUASAN PENGGUNA DAN PENINGKATAN LAYANAN SISTEM INFORMASI PELAYANAN DESA DAN DATA TERPADU (SILADDU) KABUPATEN MAJALENGKA. *J-ENSITEC*, 05(01).
- Chin, W. W. (1998). *The Partial Least Squares Approach to Structural Equation Modeling*. <https://www.researchgate.net/publication/311766005>
- 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>
- Desmal, A. J., Hamid, S., Othman, M. K., & Zolait, A. (2022). A user satisfaction model for mobile government services: a literature review. *PeerJ Computer Science*, 8. <https://doi.org/10.7717/PEERJ-CS.1074>
- Doll, W. J., & Torkzadeh, G. (1988). The Measurement of End-User Computing Satisfaction. In *Source: MIS Quarterly* (Vol. 12, Issue 2).
- Dwiyanto, A. (2021). *Teori Administrasi Publik dan Penerapannya di Indonesia* (Siti, Ed.). Gadjah Mada University Press.
- Gorla, N., Somers, T. M., & Wong, B. (2010). Organizational impact of system quality, information quality, and service quality. *Journal of Strategic Information Systems*, 19(3), 207–228. <https://doi.org/10.1016/j.jsis.2010.05.001>

- Grönroos, C. (2001). The perceived service quality concept – a mistake? *Managing Service Quality: An International Journal*, 11(3), 150–152. <https://doi.org/10.1108/09604520110393386>
- Hadiyati, E. (2014). Service Quality and Performance of Public Sector: Study on Immigration Office in Indonesia. *International Journal of Marketing Studies*, 6(6). <https://doi.org/10.5539/ijms.v6n6p104>
- Hair, J. F., Hult, G. T., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*.
- Hamid, R. S., & Anwar, S. M. (2019). *STRUCTURAL EQUATION MODELING (SEM) BERBASIS VARIAN: Konsep Dasar dan Aplikasi dengan Program SmartPLS 3.2.8 dalam Riset Bisnis* (Abiratno, S. Nurdiyanti, & A. D. Raksanagara, Eds.). PT Inkubator Penulis Indonesia. [www.institutpenulis.id](http://www.institutpenulis.id)
- Hamzah, M. L., Hultari, L. A., Purwati, A. A., & Nazaruddin. (2022). ANALYSIS OF E-LIBRARY BASED ON LEVEL OF USER SATISFACTION USING EUCS AND IPA METHODS. *Journal of Applied Engineering and Technological Science*, 4(1), 599–610. <http://katalog-pustaka.iainbukittinggi.ac.id>.
- Harmutika, D., Rahmawita, M., Rozanda, N. E., & Zarnelly, Z. (2024). Analisis Kepuasan Pengguna Aplikasi BRImo Menggunakan Metode End User Computing Satisfaction dan Delone & Mclean. *Jurnal Teknologi Sistem Informasi Dan Aplikasi*, 7(2), 472–482. <https://doi.org/10.32493/jtsi.v7i2.38876>
- Hidayah, N. A., Fetrina, E., & Taufan, A. Z. (2020). *Model Satisfaction Users Measurement of Academic Information System Using End-User Computing Satisfaction (EUCS) Method*. 119–123. <http://journal.uinjkt.ac.id/index.php/aism>
- Hidayah, N. A., Rustamaji, E., & Purusutoma. (2018). Determining User Satisfaction Factors on University Tuition Fee Systems Using End-User Computing Satisfaction (EUCS). *The 6th International Conference on Cyber and IT Service Management (CITSM 2018)*.
- Huda, M. N. (2023). Analysis the Critical Factors of M-government Service Acceptance: An Integrating Theoretical Model between TAM and ECM. *Policy & Governance Review*. <https://doi.org/10.30589/pgr>
- Keban, Y. T. (2019). *Enam Dimensi Strategis Administrasi Publik* (1st ed.). Penerbit Gava Media.
- Kurniasih, I., & Pibriana, D. (2021). Pengaruh Kepuasan Pengguna Aplikasi Belanja Online Berbasis Mobile Menggunakan Metode EUCS. *Jurnal Teknik Informatika Dan Sistem Informasi*, 8(1), 181–198. <https://jurnal.mdp.ac.id/index.php/jatisi/article/view/787/230>
- Kuswandi. (2004). *Cara Mengukur Kepuasan Karyawan : Mungkinkah Kepuasan Pelanggan Tanpa Kepuasan Karyawan*. PT. Elek Media Komputindo.
- Maharani, B. (2019). EFEKTIVITAS ALUR ANTRIAN PERMOHONAN PASPOR DALAM RANGKA PENINGKATAN PELAYANAN PUBLIK (Studi Kasus Penerapan APAPO di Kantor Imigrasi Kelas I Khusus Non TPI Jakarta Selatan). *TEMATICS | Technology Management and Informatics Research Journals*, 1(1).

- Malawat, S. H. (2022). *Pengantar Administrasi Publik* (A. Pardede, Ed.; 1st ed.). Universitas Islam Kalimantan Muhammad Arsyad Al-Banjary .
- Mustafa, A. T. (2017). *Kemitraan dalam Pelayanan Publik* (1st ed.). Calpulis.
- Nawang Sari, S., Harahap, R. K., Herlina, N., & Ekowati, E. (2023). Testing and Analysis User Satisfaction of Salute Bidan Application Using End-User Computing Satisfaction. *Journal of System and Management Sciences*, 13(5), 457–469. <https://doi.org/10.33168/JSMS.2023.0529>
- Othman, A. K., Hamzah, M. I., & Abu Hassan, L. F. (2020). Modeling the contingent role of technological optimism on customer satisfaction with self-service technologies: A case of cash-recycling ATMs. *Journal of Enterprise Information Management*, 33(3), 559–578. <https://doi.org/10.1108/JEIM-09-2019-0295>
- Pamadi, J. D. P., Dewi, D. S. K., & Dj, E. W. (2022). EVALUASI IMPLEMENTASI E-GOVERNMENT DI KANTOR IMIGRASI KELAS II NON TEMPAT PEMERIKSAAN IMIGRASI PONOROGO. *Jurnal MODERAT*, 8(4).
- Pramudito, D. K., Arijanti, S., Yanto Rukmana, A., Oetomo, D. S., & Kraugusteeliana, K. (2023). The Implementation of End User Computing Satisfaction and Delone & Mclean Model to Analyze User Satisfaction of M.TIX Application. *Jurnal Informasi Dan Teknologi*, 5(3), 7–12. <https://doi.org/10.60083/jidt.v5i3.383>
- Prasetyo, B., & Jannah, L. M. (2016). *Metode Penelitian Kuantitatif* (10th ed.). RajaGrafindo Persada.
- Prasetyo, B., R Yulia, W. E., & Felisia. (2017). *Measuring End-User Satisfaction of Online Marketplace using End-User Computing Satisfaction Model (EUCS Model) (Case Study: Tokopedia.com)*. 1–5. <https://doi.org/10.1109/CAIPT.2017.8320710>
- Pratama, R. A., Dana, P. I., Utami, A., & Imigrasi, P. (2023). Politeknik Imigrasi Jurnal Ilmiah Kajian Keimigrasian is licensed under a Creative Commons Attribution 4.0 International License 109. *Jurnal Ilmiah Kajian Keimigrasian* /, 6(1). <https://doi.org/10.52617/jikk.v6i1.380>
- Pratomo, A. B., Harahap, M. A. K., Oswari, T., Akhirianto, P. M., & Widarman, A. (2023). The Application of End User Computing Satisfaction (EUCS) to Analyze the Satisfaction of MyPertamina User. *Jurnal Sistim Informasi Dan Teknologi*, 5(1), 78–83. <https://doi.org/10.37034/jsisfotek.v5i1.205>
- Priyono. (2016). *METODE PENELITIAN KUANTITATIF* (T. Chandra, Ed.). ZIFATAMA PUBLISHING.
- Puspitasari, N., Tampubolon, W., & Taruk, M. (2021). ANALISIS METODE EUCS DAN HOT-FIT DALAM MENGEVALUASI PENERAPAN SISTEM INFORMASI MANAJEMEN KEPEGAWAIAN (SIMPEG) Penulis Korespondensi. *Jurnal Sistem Informasi Dan Teknologi*, 4(1). <http://www.jurnal.umk.ac.id/sitech>
- Putri, P. Y. A., & Saputra, K. A. K. (2022). Use of the E-Filing System by MSME Actors during the COVID-19 Pandemic. *Journal of Economics, Finance and Management Studies*, 5, 1975–1982. <https://doi.org/10.47191/jefms/v5-i7-16>

- Rabbani, M., & Fajar, A. N. (2024). A COMPREHENSIVE EXAMINATION OF USER SATISFACTION IN INDONESIAN PASSPORT SERVICES: INSIGHTS FROM THE M-PASPOR APPLICATION. *Article in Journal of Theoretical and Applied Information Technology*, 15(5). <https://www.researchgate.net/publication/379052755>
- Rahmadi. (2011). *PENGANTAR METODOLOGI PENELITIAN* (Syahrani, Ed.; 1st ed.). Antasari Press.
- Retnawati, H. (2017). *Teknik Pengambilan Sampel*. <https://staffnew.uny.ac.id/upload/132255129/pengabdian/15-Teknik%20Penyampelan%20alhamdulillah.pdf>
- Rosita, E., Hidayat, W., Yuliani, W., & Studi Bimbingan dan Konseling, P. (2021). *UJI VALIDITAS DAN RELIABILITAS KUESIONER PERILAKU PROSOSIAL*. 4(4).
- Setiawati, R. (2019). *PENGARUH POTENSI DIRI, DISIPLIN BELAJAR, DAN SOSIAL EKONOMI ORANG TUA TERHADAP MINAT MELANJUTKAN STUDI KE PERGURUAN TINGGI NEGERI MELALUI PRESTASI BELAJAR SISWA KELAS XII SMA NEGERI 1 SEPUTIH MATARAM TAHUN PELAJARAN 2018/2019*. Universitas Lampung.
- Setyaningsih, G., & Setiawan, I. (2023). Analisis kepuasan pengguna aplikasi transportasi online menggunakan eucs. *The Indonesian Journal of Computer Science Research*, 2(1). <https://subset.id/index.php/IJCSR>
- Shafritz, J. M., Russell, E. W., Borick, C. P., & Hyde, A. C. (2022). *Introducing Public Administration* (10th ed.). <https://doi.org/https://doi.org/10.4324/9781003191322>
- Sholihah, R., & Indriyanti, A. D. (2022). View of Analisis Kepuasan Pengguna Aplikasi CamScanner Menggunakan Metode Technology Acceptance Model (TAM) dan End-User Computing Satisfaction (EUCS). *Journal of Emerging Information Systems and Business Intelligence*, 3, 102–109.
- Siagian, V. O. (2022). *EFEKTIVITAS PELAKSANAAN PROGRAM M-PASPOR DALAM PELAYANAN PENGURUSAN PASPOR KEPADA MASYARAKAT DI KANTOR IMIGRASI KELAS I KHUSUS TPI MEDAN* [Universitas HKBP Nommensen]. <http://repository.uhn.ac.id/handle/123456789/7744>
- Simamora, B. (2022). Skala Likert, Bias Penggunaan dan Jalan Keluarnya. *Jurnal Manajemen*, 12(1), 84–93. <https://doi.org/10.46806/jman.v12i1.978>
- Siregar, R. S. M. (2016). Analisis Kinerja Sistem Informasi dengan Metode End-User Computing Satisfaction (Studi Kasus pada PT PLN Langsa). *Jurnal Optimalisasi*, 2(3).
- Siyoto, S., & Sodik, A. (2015). *Dasar Metodologi Penelitian* (Ayup, Ed.). Literasi Media Publishing.
- Sugiyono. (2013). *METODE PENELITIAN KUANTITATIF KUALITATIF DAN R&D*.
- Sulistiyowati, W. (2018). *Buku Ajar Kualitas Layanan : Teori dan Aplikasinya*. UMSIDA PRESS.
- Suryani, L., Albintani, M., Sari, N., Budi Dharma, A., & Fauzi, A. (2024). *Literature Riview : Implementasi Aplikasi M-Paspor Dalam Mewujudkan Digitalisasi Pelayanan Publik*. 16(3), 459–466.

- Syamsuar, D., Cholil, W., Ramadhan, R., Wadu, R. M. B., Zaidiah, A., & Oktaviani, N. (2022). Empirical Review Of M-Banking User Satisfaction Using End User Computing Satisfaction (EUCS). *Proceedings - 4th International Conference on Informatics, Multimedia, Cyber and Information System, ICIMCIS 2022*, 25–29. <https://doi.org/10.1109/ICIMCIS56303.2022.10017742>
- Tirana, Y., & Sfenrianto. (2023). Factors on Mobile Application User Satisfaction in the Largest Indonesian Internet Service Provider (ISP). *CommIT Journal*, 17(2), 199–208. <https://doi.org/https://doi.org/10.21512/commit.v17i2.8518>
- Utami, M. C., Ratnawati, S., & Fitri, F. A. (2023). Analysis of the Successful Implementation of Contact Tracing Application Using the Delone & McLean Model. *2023 11th International Conference on Cyber and IT Service Management, CITSM 2023*. <https://doi.org/10.1109/CITSM60085.2023.10455260>
- Wantara, P. (2015). The Relationships among Service Quality, Customer Satisfaction, and Customer Loyalty in Library Services *International Journal of Economics and Financial Issues* The Relationships among Service Quality, Customer Satisfaction, and Customer Loyalty in Library Services. *International Journal of Economics and Financial Issues*, 5, 10–11. <http://www.econjournals.com>
- Wijaya, F., Solikhatin, S. A., & Tahyudin, Ci. (2021). Analysis of End-user Satisfaction of Zoom Application for Online Lectures. *3rd 2021 East Indonesia Conference on Computer and Information Technology, EIconCIT 2021*, 348–353. <https://doi.org/10.1109/EIconCIT50028.2021.9431903>
- Wisna, N. D. (2022). *Penggunaan Metode EUCS (End-User Computing Satisfaction) Untuk Menganalisa Tingkat Kepuasan Pengguna Google Classroom dalam Implementasi Belajar Online (Studi Kasus SMA Negeri 19 Palembang)* [Universitas Bina Darma]. <https://repository.binadarma.ac.id/6978/>
- Zakiyamani, M., Saimin, M., Yusuf, M., & Abdullah, D. M. (2022). Analisis Kesuksesan Aplikasi Pusat Informasi & Koordinasi COVID-19 Provinsi Jawa Barat Menggunakan Metode Delone and McLean. In *Jurnal Format* (Vol. 11).