

## DAFTAR PUSTAKA

- Artina, N. (2021). Pengaruh Persepsi Manfaat , Persepsi Kemudahan , Kepercayaan Dan Fitur Layanan Terhadap Tingkat Kepuasan Pelanggan Dalam Menggunakan E-Money Di Kota Palembang. *Jurnal Ilmiah Ekonomi Dan Bisnis Universitas Multi Data Palembang*, 11(1), 120–131.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly: Management Information Systems*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- 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>
- Doll, W. J., & Torkzadeh, G. (1988). The measurement of end-user computing satisfaction. *MIS Quarterly: Management Information Systems*, 12(2), 259–273. <https://doi.org/10.2307/248851>
- Ge, M., & Helfert, M. (2007). A review of information quality research-develop a research agenda. *Proceedings of the 2007 International Conference on Information Quality, ICIQ 2007, January 2007*.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Heeks, R. (2003). i Government Development Projects Fail : *Institute for Development Policy and Management, University of Manchester*, 19.
- Indonesia, B. P. S. (2024). Catalog : 1101001. *Statistik Indonesia 2024, 1101001*, 790. <https://www.bps.go.id/publication/2020/04/29/e9011b3155d45d70823c141f/statistik-indonesia-2020.html>
- Kadir, A. (2014). *Pengenalan Sistem Informasi*. Yogyakarta: ANDI.
- Keller, K. P. (2009). Manajemen Pemasaran edisi 13 jilid 1 dan 2. In *Jakarta: Erlangga*.
- Laudon, J. P. ., & Laudon, K. C. . (2007). MANAGEMENT INFORMATION SYSTEMS : Managing the Digital Firm Laudon and Jane P . Laudon. *International Journal, Laudon, J. P. ., Laudon, K. C. . (2007). MANAGEMENT INFORMATION SYSTEMS: Managing the Digital Firm Laudon and Jane P . Laudon. International Journal*.
- Littlejohn, Stephen, W., A.Foss, K., & Oetzel, J. G. (2017). THEORIES OF HUMAN COMMUNICATION Eleventh Edition. In *Waveland Press, Inc.* (Vol. 53, Issue 95).
- Lovelock, C. H., & Wright, L. K. (2005). *Manajemen Pemasaran Jasa*. Jakarta : Indeks.
- Lu, A., Deng, R., Huang, Y., Song, T., Shen, Y., Fan, Z., & Zhang, J. (2022). The roles of mobile

- app perceived usefulness and perceived ease of use in app-based Chinese and English learning flow and satisfaction. *Education and Information Technologies*, 27(7), 10349–10370. <https://doi.org/10.1007/s10639-022-11036-1>
- Lupiyoadi, R. (2006). *Manajemen pemasaran jasa*. Jakarta: Salemba Empat.
- Masitoh, S. (2020). *PENGARUH KUALITAS INFORMASI DAN PERSEPSI KEMUDAHAN PENGGUNAAN APLIKASI ENDCORONA TERHADAP KEPUASAN PENGGUNA*. 2020(112), 139–147.
- McKnight, D. H., & Kacmar, C. J. (2007). Factors and Effects of Information Credibility. Proceeding of The Ninth International Conference on Electronic Commerce - ICEC '07. *Michigan State University*, 423–432.
- McLuhan, M. (1962). *The Gutenberg galaxy: The making of typographic man*. Toronto: University of Toronto Press.
- Michele, C. (2000). A dynamic model of customer loyalty. *16th IMP Annual Conference, Bath, England, January 2000*.
- Muttaqin, T. (2017). *Menimbang e-Government: Belajar dari Pengalaman Korea Selatan*. RMOL.ID. <https://rmol.id/nusantara/read/2017/11/08/314331/menimbang-e-government-belajar-dari-pengalaman-korea-selatan>
- Neuman, W. L. (2014). Social research methods: Qualitative and quantitative approaches. International ed.) Boston: Peason Education. In *Pearson*.
- Paolo, J., & Lacap, G. (2022). *Effects of Information Quality , System Quality , and Service Quality on Effects of Information Quality , System Quality , and Service Quality on Taxpayers ' Satisfaction in E -Filing System of Bureau of Internal Revenue 21B. October 2021*.
- Prabadewi Apsari, I. A., & Putra Astika, I. B. (2020). Pengaruh Kualitas Informasi, Kualitas Sistem Informasi, dan Perceived Usefulness pada Kepuasan Pengguna SIMDA. *E-Jurnal Akuntansi*, 30(3), 611. <https://doi.org/10.24843/eja.2020.v30.i03.p05>
- Rabbani, D. A., & Najicha, F. U. (2023). Pengaruh Perkembangan Teknologi terhadap Kehidupan dan Interaksi Sosial Masyarakat Indonesia. *Researchgate.Net, November*, 0–13. [https://www.researchgate.net/profile/Dana-Rabbani/publication/375525102\\_Pengaruh\\_Perkembangan\\_Teknologi\\_terhadap\\_Kehidupan\\_dan\\_Interaksi\\_Sosial\\_Masyarakat\\_Indonesia/links/654dcc8dce88b87031d8db65/Pengaruh-Perkembangan-Teknologi-terhadap-Kehidupan-dan-Inte](https://www.researchgate.net/profile/Dana-Rabbani/publication/375525102_Pengaruh_Perkembangan_Teknologi_terhadap_Kehidupan_dan_Interaksi_Sosial_Masyarakat_Indonesia/links/654dcc8dce88b87031d8db65/Pengaruh-Perkembangan-Teknologi-terhadap-Kehidupan-dan-Inte)
- Rahayuningtyas, A. (2022). Pengaruh Kualitas Informasi, Kualitas Sistem Informasi, dan Perceived Usefulness terhadap Kepuasan Pengguna Sistem Aplikasi Keuangan Tingkat Instansi Modul Penganggaran pada Satuan-Satuan Kerja Lingkup Pembayaran KPPN Madiun. *Jurnal Manajemen Dan Inovasi (MANOVA)*, 5(2), 76–91. <https://doi.org/10.15642/manova.v5i2.863>
- Septiyani, D., & Sari, Y. (2021). Cyber Government Public Relations Management in Strengthening the Image of the Information Technology Board and National Communication (Wantiknas). *Moestopo International Review on Social, Humanities, and Sciences*, 1(2), 105–117. <https://doi.org/10.32509/mirshus.v1i2.21>

- Siyoto, S., & Sodik, M. A. (2015). *Dasar metodologi penelitian*. Sidoarjo: Literasi Media Publishing.
- Sugiyono. (2013). *Metode penelitian kuantitatif, kualitatif, dan tindakan*. Bandung: Alfabeta
- Sun, H., & Zhang, P. (2006). Causal Relationships between Perceived Enjoyment and Perceived Ease of Use: An Alternative Approach. *Journal of the Association for Information Systems*, 7(9), 618–645. <https://doi.org/10.17705/1jais.00100>
- Wahyuningsih, D., & Purnomo, E. P. (2020). Studi Komparasi: Penerapan E-Government di Korea Selatan dan Indonesia. *Jurnal Noken: Ilmu-Ilmu Sosial*, 5(2), 37. <https://doi.org/10.33506/jn.v5i2.822>
- Wijarnoko, M., Asy'ari, A., & Rouf, A. (2020). *PENGEMBANGAN E-GOVERNMENT DI DKI JAKARTA ( STUDI PORTAL RESMI PROVINSI DKI JAKARTA ) PENGEMBANGAN E-GOVERNMENT DI DKI JAKARTA sebagai pelayanan publik yang baik kepada masyarakat . Upaya yang dilakukan perkembangan teknologi informasi . Dalam pengaplikasi. April*. <https://doi.org/10.31219/osf.io/7vc3y>
- Worldometer. (2024). *Top 20 Largest Countries by Population (live)*. Worldometers.Info. <https://www.worldometers.info/world-population/#top20>
- Yudan, F. F. (2019). *Menerapkan E-Government: Belajar dari Estonia*. Detiknews. <https://news.detik.com/kolom/d-4608029/menerapkan-e-government-belajar-dari-estonia>