

DAFTAR PUSTAKA

- Athallah, M. A., & Kraugusteeliana, K. (2022). Analisis Kualitas Website Telkomsel Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis. *CogITO Smart Journal*, 8(1), 171–182. <https://doi.org/10.31154/cogito.v8i1.374.171-182>
- Barnes, S., & Vidgen, R. (2000). *WebQual: An Exploration of Web-Site Quality*. Proceedings of the European Conference on Information Systems (ECIS).
- Barnes, S. J., & Vidgen, R. (2003). Measuring Web site quality improvements: a case study of the forum on strategic management knowledge exchange. *Industrial Management & Data Systems*, 103(5), 297–309. <https://doi.org/10.1108/02635570310477352>
- Chaffey, D., & Ellis-Chadwick, F. (2019). *Digital marketing: Strategy, implementation and practice* (7th ed.). Pearson Higher Education.
- Cutlip, S. M., Center, A. H., & Broom, G. M. (2000). *Effective public relations*. Pearson Higher Education.
- 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>
- Fikri, M. F. P., Ardiansyah, M. Y., Rozi, M. R. A., Zulmi, M. N., & Nouvanty, V. (2022). Analisis Kualitas Sistem Informasi Akademik Menggunakan Pendekatan Model WebQual 4.0 Pada Universitas Pembangunan Nasional “Veteran” Jawa Timur. *Journal of Information System and Artificial Intelligence*, 3(1), 39–46. <https://doi.org/10.26486/jisai.v3i1.91>
- Febrianti, S., Irawan, B., & Toscany, A. N. (2024). Analisis pengaruh kualitas *website* terhadap kepuasan pengguna pada SMP N 9 Kota Jambi dengan metode *Webqual* 4.0. *Jurnal Informatika dan Rekayasa Komputer (JAKAKOM)*, 4(2). <https://doi.org/10.33998/jakakom.v4i2>
- Fitrah, F. J., Fadlil, A., & Umar, R. (2023). Analysis of the SainteKMU website quality on user satisfaction using the Modified System Usability Scale and

- WebQual 4.0 method. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 7(6), 1319–1331. <https://doi.org/10.29207/resti.v7i6.5116>
- Gunesh, P., & Maheshwari, V. (2018). Role of organizational career websites for employer brand development. *International Journal of Organizational Analysis*, 27(1), 149–168. <https://doi.org/10.1108/ijoa-01-2018-1327>
- Hardiyanto, N., & Firdaus, A. (2021). Website quality and the role of customer satisfaction toward repurchase Intention: A study of Indonesian E-Commerce. *Journal of Marketing Innovation (JMI)*, 1(01). <https://doi.org/10.35313/jmi.v1i01.15>
- Ihsan, A. A., Hidayati, U., & Mardinawati, M. (2022). ANALISIS KUALITAS WEBSITE DENGAN METODE WEBQUAL 4.0 DAN IMPORTANCE PERFORMANCE ANALYSIS. *KEUNIS*, 10(2), 29. <https://doi.org/10.32497/keunis.v10i2.3519>
- Ikhsawiyanthi, A., Wijoyo, S. H., & Mursityo, Y. T. (2023). Analisis Kualitas Website HSP Academy (PT. Hanosen Pratama) Menggunakan Metode Webqual 4.0 dan Importance and Performance Analysis (IPA). *Jurnal Teknologi Informasi Dan Ilmu Komputer*, 10(1), 21–28. <https://doi.org/10.25126/jtiik.2023104858>
- Jensen, M. L., Dunbar, N. E., Connelly, M. S., Taylor, W. D., Hughes, M., Adame, B., & Rozzell, B. (2014). Organizational balancing of website interactivity and control: An examination of ideological groups and the duality of goals. *Computers in Human Behavior*, 38, 43–54. <https://doi.org/10.1016/j.chb.2014.05.015>
- Laudon, K., Laudon, J., & Elragal, A. (2013). *Management Information Systems: Managing the Digital Firm*. Pearson Education.
- Loiacono, E. T., Watson, R. T., & Goodhue, D. L. (2002). *Webqual: A measure of website quality*. *Marketing Theory and Applications*, 13(3), 432–438.
- Loiacono, E. T., Watson, R. T., & Goodhue, D. L. (2007). *Webqual: An instrument for consumer evaluation of websites*. *International Journal of Electronic Commerce*, 11(3), 51–87. <https://doi.org/10.2753/JEC1086-4415110302>

- Martilla, J. A., & James, J. C. (1977). Importance–performance analysis. *Journal of Marketing*, 41(1), 77–79. <https://doi.org/10.1177/002224297704100112>
- Nugraha, D. A., Pratama, R., & Sari, Y. P. (2021). Analisis kualitas *website* instansi pemerintah menggunakan metode *Webqual* 4.0 dan IPA. *Jurnal Informatika dan Teknik Elektro Terapan*, 9(2), 1–10. <https://doi.org/10.23960/jitet.v9i2.3615>
- Padmowati, R. D. L. E., & Buditama, A. T. (2019). Aplikasi perangkat *Webqual* 4.0 untuk pengukuran kualitas sistem informasi student portal Unpar. *Seminar Nasional Teknologi Komputer & Sains (SAINTEKS)*, 715–719.
- Roz, K. (2020). Analisis pengaruh *website quality* terhadap kepuasan pengguna dengan menggunakan metode *Webqual* 4.0. *Jurnal Manajemen dan Kewirausahaan*, 8(1), 41–49. <https://doi.org/10.26905/jmdk.v8i1.3782>
- Uktutias, S. (2018). Analisis tingkat kepuasan pasien rawat jalan RSIA NUN Surabaya. *Jurnal Manajemen Kesehatan Yayasan RS Dr. Soetomo*, 4, 14. <https://doi.org/10.29241/jmk.v4i1.97>
- Utomo, S. W., & Supriyanto. (2020). Pengembangan *website* media sosial organisasi mahasiswa Universitas Ahmad Dahlan dengan arsitektur sistem web single page application. *Jurnal Sarjana Teknik Informatika*, 8(3), 34–43.
- Wixom, B. H., & Todd, P. A. (2005). A theoretical integration of user satisfaction and technology acceptance. *Journal of the Association for Information Systems*, 16(1), 85–102. <https://doi.org/10.1287/isre.1050.0042>
- Zhu, L., & Han, G. (2014). Maintaining organization–public relationships on tourism *websites* through relationship management strategies. *Public Relations Review*, 40(5), 847–849. <https://doi.org/10.1016/j.pubrev.2014.06.006>