

## DAFTAR PUSTAKA

- Alam, M. S., dan Mondal, M. (2018). Assessment of sanitation service quality in urban slums of Khulna city based on SERVQUAL and AHP model: A case study of railway slum, Khulna, Bangladesh. *Journal of Urban Management*, 8(1), 20-27.
- Almaiah, M. A., Jalil, M. @ M. A., & Man, M. (2016). Empirical investigation to explore factors that achieve high quality of mobile learning system based on students' perspectives. *Engineering Science and Technology, an International Journal*, 19(3), 1314–1320.
- Anggara, R., Budiyanto, C. W., & Hatta, P. (2019). Comparison Between TAM, EUCS, TTF Analysis To Evaluate User Acceptance For Conference Management System. *The 2nd International Conference on Science, Mathematics, Environment, and Education AIP Conf. Proc.* 2194(2019), 020005-1–020005-6.
- Carrasco, R. A., Muñoz-Leiva, F., Sánchez-Fernández, J., & Liébana-Cabanillas, F. J. (2012). A model for the integration of e-financial services questionnaires with SERVQUAL scales under fuzzy linguistic modeling. *Expert Systems with Applications*, 39(14), 11535–11547.
- Dalimunthe, N., Ismiati, C. (2016). Analisis tingkat kepuasan pengguna online public access catalog (OPAC) dengan metode eucs. *Jurnal Rekayasa dan Manajemen Sistem Informasi*, Vol. 2 No. 2, 71-75
- Einasto, O. (2014). E-service Quality Criteria in University Library: A Focus Group Study. *Procedia - Social and Behavioral Sciences*, 147(2014), 561–566.

- Eyupoglu, S. Z., Jabbarova, K., dan Saner, T. (2017). Job satisfaction: An evaluation using a fuzzy approach. *Procedia Computer Science*, 120(2017), 691–698.
- Fan, Y., Panneerselvam, J., & Liu, L. (2018). The Cost Function and Improvement Strategies of Service Quality of University Library under New Information Environments. 2017 IEEE International Conference on Internet of Things (iThings) and IEEE Green Computing and Communications (GreenCom) and IEEE Cyber, Physical and Social Computing (CPSCom) and IEEE Smart Data (SmartData), 2018-January, 208-216.
- Francalanza, E., Borg, J. C., dan Constantinescu, C. (2016). A Fuzzy Logic Based Approach to Explore Manufacturing System Changeability Level Decisions. *Procedia CIRP*, 41(2016), 3–8.
- Ginardi, R. V. H., Gunawan, W., & Wardana, S. R. (2017). WebGIS for Asset Management of Land and Building of Madiun City Government. *Procedia Computer Science*, 124(2017), 437–443.
- Gupta, C., Jain, A., & Joshi, N. (2018). Fuzzy Logic in Natural Language Processing – A Closer View. *Procedia Computer Science*, 132(2018), 1375–1384.
- Hone, K. S., dan El Said, G. R. (2016). Exploring the factors affecting MOOC retention: A survey study. *Computers & Education*, 98(2016), 157–168.
- Kartika, N. F. (2017). Implementasi Fuzzy-Service Quality Terhadap Tingkat Kepuasan Layanan Mahasiswa. *SISFOTENIKA*, 7(1), 38–49.
- Kiatcharoenpol, T., Subvaranont, N., & Pachayamai, P. (2017). Measuring service quality on educational services of engineering curriculum using SERVQUAL model. 2017 IEEE 9th International Conference on Engineering Education (ICEED), 2018-January, 155-158.

- Kumar, P., Kumar, N. (2020). A study of learner's satisfaction from MOOCs through a mediation model. *Procedia Computer Science*, 173(2020), 354–363.
- Li, H.-X., Wang, Y., dan Chen, C. L. P. (2017). Dempster–Shafer structure based fuzzy logic system for stochastic modeling. *Applied Soft Computing*, 56(2017), 134–142.
- Ligoresi, R. R., Mola, S. A. S., dan Rumlaklak, N. D. (2017). Penerapan metode fuzzy service quality (servqual) untuk menganalisa kepuasan pelayanan pendidikan pada Jurusan Ilmu Komputer Fakultas Sains dan Teknik Universitas Nusa Cendana. *J-ICON*, Vol. 5 No. 2, 48-58.
- Maghsoodi, I. A., Saghaei, A., dan Hafezalkotob, A. (2019). Service quality measurement model integrating an extended SERVQUAL model and a hybrid decision support system. *European Research on Management and Business Economics*, 25(3), 151–164.
- Maryana, F., Ridhawati, R., dan Sayekti, T. A. (2018). Pengaruh Kualitas Sistem dan Kualitas Informasi terhadap Kepuasan Pengguna Aplikasi Pelayanan Pelanggan Terpusat (AP2T) PT PLN (Persero) Wilayah Kalimantan Tengah dan Kalimantan Selatan Area Barabai. *Dinamika Ekonomi Jurnal Ekonomi dan Bisnis* Vol.11 No.2, pp. 213–229.
- Maxwell, W. D., Fabel, P. H., Diaz, V., Walkow, J. C., Kwiek, N. C., Kanchanaraksa, S., Wamsley, M., Chen, A., Bookstaver, P. B. (2018). Massive open online courses in U.S. healthcare education: Practical considerations and lessons learned from implementation. *Currents in Pharmacy Teaching and Learning*, 10(6), 736–743.
- Nojavan, M., Heidary, A., & Mohammaditabar, D. (2020). A fuzzy service quality based approach for performance evaluation of educational units. *Socio-Economic Planning Sciences*, 73(2021), 1-10.

- Ozdemir, A., Alaybeyoglu, A., Mulayim, N., & Balbal, K. F. (2016). Performance evaluation of learning styles based on fuzzy logic inference system. *Computer Applications in Engineering Education*, 24(6), 853–865.
- Özer, A., Argan, M. T., & Argan, M. (2013). The Effect of Mobile Service Quality Dimensions on Customer Satisfaction. *Procedia - Social and Behavioral Sciences*, 99(2013), 428–438.
- Shapiro, H. B., Lee, C. H., Wyman Roth, N. E., Li, K., Çetinkaya-Rundel, M., dan Canelas, D. A. (2017). Understanding the massive open online course (MOOC) student experience: An examination of attitudes, motivations, and barriers. *Computers & Education*, 110(2017), 35–50.
- Souri, M. E., Sajjadian, F., Sheikh, R., dan Sana, S. S. (2018). Grey SERVQUAL method to measure consumers' attitudes towards green products - A case study of Iranian consumers of LED bulbs. *Journal of Cleaner Production*, 177(2018), 187–196.
- Stefano, N. M., Filho, N. C., Barichello, R., & Sohn, A. P. (2015). A Fuzzy SERVQUAL Based Method for Evaluated of Service Quality in the Hotel Industry. *Procedia CIRP*, 30(2015), 433–438.
- Tan, P. J. B., & Hsu, M.-H. (2018). Understanding the needs and criteria of employees in the electronics industry for English e-learning website programmes. 2017 12th IEEE Conference on Industrial Electronics and Applications (ICIEA), 2018-February, 504-509.
- Udo, G. J., Bagchi, K. K., & Kirs, P. J. (2011). Using SERVQUAL to assess the quality of e-learning experience. *Computers in Human Behavior*, 27(3), 1272–1283.
- Aggelidis V. P., Chatzoglou P. D. (2012). Hospital information systems: Measuring end user computing satisfaction (EUCS). *Journal of Biomedical Informatics*, 45(3), 566-579.

- Waks, L. J. (2016). *The Evolution and Evaluation of Massive Open Online Courses*. Temple University Philadelphia, Pennsylvania, USA.
- Williams, K. M., Stafford, R. E., Corliss, S. B., dan Reilly, E. D. (2018). Examining student characteristics, goals, and engagement in Massive Open Online Courses. *Computers & Education*, 126(2018), 433–442.
- Yousif, M. K., & Shaout, A. (2018). Fuzzy logic computational model for performance evaluation of Sudanese Universities and academic staff. *Journal of King Saud University - Computer and Information Sciences*, 30(1), 80–119.
- Zhou, Q. (2018). *Usability Study of Massive Open Online Courses (MOOCs) Platforms*, M.Sc. thesis, Northeastern University Boston, Massachusetts.

