

DAFTAR PUSTAKA

- Ali, M., Ramayah, T., & Cheah, J. (2021). PLS-SEM STATISTICAL PROGRAMS : A REVIEW. *Journal of Applied Structural Equation Modeling*, 5(1), i–xiv. [https://doi.org/10.47263/JASEM.5\(1\)06](https://doi.org/10.47263/JASEM.5(1)06)
- Apriliani, D., Fikry, M., & Hutajulu, M. J. (2020). Analisa Metode Webqual 4 . 0 dan Importance- Performance Analysis (IPA) Pada Kualitas Situs. *JURNAL ILMIAH MERPATI VOL.*, 8(1), 34–45.
- Barnes, S. J., & Vidgen, R. (2003). Measuring web site quality improvements: A case study of the forum on strategic management knowledge exchange. *Industrial Management and Data Systems*, 103(5–6), 297–309. <https://doi.org/10.1108/02635570310477352>
- Choi, B. J., & Kim, H. S. (2013). The impact of outcome quality, interaction quality, and peer-to-peer quality on customer satisfaction with a hospital service. *Managing Service Quality*, 23(3), 188–204. <https://doi.org/10.1108/09604521311312228>
- Faza, A., & Utomo, A. P. (2021). Analisa Kualitas Layanan Website PT . Masusskita United Menggunakan Metode Webqual. *Jurnal TEKNO KOMPAK*, 15(2), 88–99.
- Hamzah, M. L., Rahmadhani, R. F., & Purwati, A. A. (2022). An Integration of Webqual 4 . 0 , Importance Performance Analysis and Customer Satisfaction Index on E-Campus. *Journal of System and Management Sciences*, 12(3), 25–50. <https://doi.org/10.33168/JSMS.2022.0302>
- Katerattanakul, P., & Siau, K. (1999). Measuring Information Quality of Web Sites: Development of an Instrument. *Proceedings of the 20th International Conference on Information Systems, ICIS 1999*, 279–285.
- Lathiifa, S., & Ali, H. (2013). Faktor-Faktor yang Mempengaruhi Diferensiasi

Produk & Perilaku Konsumen: Produk, Harga, Promosi, Distribusi.

Magister Management UMB, 1(1), 1–18.

Ngurah, I. G., Wijaya, S., Triandini, E., Tifanie, E., & Kabnani, G. (2021). E-commerce website service quality and customer loyalty using WebQual 4 . 0 with importance performances analysis , and structural equation model : An empirical study in Shopee. *Register: Jurnal Ilmiah Teknologi Sistem Informasi*, 7(July), 107–124.

Purwandani, I., & Syamsiah, N. O. (2021). Analisis Kualitas Website Menggunakan Metode Webqual 4 . 0 Studi Kasus : MyBest E-learning System UBSI . *JUSTIN (Jurnal Sistem Dan Teknologi Informasi) Vol.*, 09(3), 300–306. <https://doi.org/10.26418/justin.v9i3.47129>

Rerung, R. R., Fauzan, M., & Hermawan, H. (2020). Website Quality Measurement of Higher Education Services Institution Region IV Using Webqual 4 . 0 Method. *International Journal of Advances in Data and Information Systems*, 1(2), 89–102. <https://doi.org/10.25008/ijadis.v1i2.185>

Shin, J. I., Chung, K. H., Oh, J. S., & Lee, C. W. (2013). The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea. *International Journal of Information Management*, 33(3), 453–463.
<https://doi.org/10.1016/j.ijinfomgt.2013.02.003>

Sugandini, D., Feriyanto, N., Yuliansyah, Sukwadi, R., & Muafi. (2018). Dyah Sugandini Nur Feriyanto Yuliansyah Yuliansyah WEB QUALITY , SATISFACTION , TRUST AND ITS EFFECTS ON GOVERNMENT. *International Journal for Quality Research*, 12(4), 885–904.

Utami, I. S., Winarno, & Setiadi, H. (2021). Analysis The Effect of Website Quality on User Satisfaction with The WebQual 4 . 0 Method and Importance-Performance Analysis (IPA) (Case Analysis The Effect of Website Quality on User Satisfaction with The WebQual 4 . 0 Method and

Importance-Perfoman. *International Conference on Science Education and Technology (ICOSETH) 2020*, 0–8. <https://doi.org/10.1088/1742-6596/1842/1/012003>

Valerdi, R. (2007). Cognitive limits of software cost estimation. *Proceedings - 1st International Symposium on Empirical Software Engineering and Measurement, ESEM 2007*, 117–125.
<https://doi.org/10.1109/ESEM.2007.30>