

## DAFTAR PUSTAKA

- [1] BPK RI, “Keputusan BPK RI Tentang Tata Kelola Teknologi Informasi dan Komunikasi,” 2016.
- [2] BPK RI, “Rencana Strategis Tahun 2016-2020.” 2015.
- [3] H. Benbya, G. Passiante, and N. A. Belbaly, “Corporate portal: a tool for knowledge management synchronization,” *Int. J. Inf. Manag.* 24, vol. 24, pp. 201–220, 2004, doi: 10.1016/j.ijinfomgt.2003.12.012.
- [4] C. Dias, “Corporate portals: A literature review of a new concept in information management,” *Int. J. Inf. Manage.*, vol. 21, no. 4, pp. 269–287, 2001, doi: 10.1016/S0268-4012(01)00021-4.
- [5] C. Sofia Pereira and A. L. Soares, “Improving the quality of collaboration requirements for information management through social networks analysis,” *Int. J. Inf. Manage.*, vol. 27, no. 2, pp. 86–103, 2007, doi: 10.1016/j.ijinfomgt.2006.10.003.
- [6] Biro TI BPK RI, “Rencana Strategis Biro TI 2016-2020,” 2016.
- [7] BPK RI, “Rencana Strategis 2020-2024.” 2020.
- [8] V. Venkatesh, M. G. Morris, G. B. Davis, and F. D. Davis, “User acceptance of information technology: Toward a unified view,” *MIS Q. Manag. Inf. Syst.*, vol. 27, no. 3, pp. 425–478, 2003, doi: 10.2307/30036540.
- [9] R. F. Easley, S. Devaraj, and J. M. Crant, “Relating collaborative technology use to teamwork quality and performance: An empirical analysis,” *J. Manag. Inf. Syst.*, vol. 19, no. 4, pp. 247–265, 2003, doi: 10.1080/07421222.2003.11045747.
- [10] F. Sulaiman, S. Zailani, and T. Ramayah, “Intranet Portal Utilization : Monitoring Tool for Productivity - Quality and Acceptance Point of View,” vol. 65, no. ICIBSoS, pp. 381–386, 2012, doi: 10.1016/j.sbspro.2012.11.138.
- [11] M. Brown, C. Mines, C. Moore, and J. Barnett, “Companies Adopt Employee Portals, Not Portal Best Practices,” *Forrester Res. Inc.*, 2007.
- [12] N. Urbach and T. Würz, “Designing a reference framework of IT/IS outsourcing steering processes,” *Eur. Conf. Inf. Syst. 2011 Proceeding*, vol. 43, 2011.
- [13] U. Remus, “Critical success factors for implementing enterprise portals A comparison with ERP implementations,” *Bus. Process Manag. J.*, 2009, doi: 10.1108/14637150710763568.
- [14] W. H. DeLone and E. R. McLean, “Information Systems Success : The Quest for the Dependent Variable,” *Inf. Syst. Res.*, vol. 3, no. 1, pp. 60–95, 1992.
- [15] V. Grover, S. R. Jeong, and A. H. Segars, “Information systems effectiveness: The construct space and patterns of application,” *Inf. Manag.*, vol. 31, no. 4,

- pp. 177–191, 1996, doi: 10.1016/S0378-7206(96)01079-8.
- [16] G. Chopra, P. Madan, P. Jaisingh, and P. Bhaskar, “Effectiveness of e-learning portal from Students Perspective: A structural equation model (SEM) approach,” *Interact. Technol. Smart Educ.*, vol. 16, no. 2, pp. 94–116, 2019, doi: 10.1108/ITSE-05-2018-0027.
  - [17] S. Talukder, L. Shen, F. Hossain, and Y. Bao, “Determinants of user acceptance and use of open government data ( OGD ): An empirical investigation in Bangladesh,” *Technol. Soc.*, vol. 56, pp. 147–156, 2019, doi: 10.1016/j.techsoc.2018.09.013.
  - [18] N. I. Ali, S. Samsuri, I. A. Brohi, A. B. Soomro, S. Soomro, and A. Shah, “Preliminary study on factors affecting e-commerce success: A modified Delone and McLean model,” *Proc. - Int. Conf. Inf. Commun. Technol. Muslim World 2018, ICT4M 2018*, pp. 120–125, 2018, doi: 10.1109/ICT4M.2018.00031.
  - [19] M. Saghapour, M. Iranmanesh, S. Zailani, and G. G. Gan Goh, “An empirical investigation of campus portal usage,” *Educ. Inf. Technol.*, vol. 23, no. 2, pp. 777–795, 2018, doi: 10.1007/s10639-017-9635-9.
  - [20] A. I. Alzahrani, I. Mahmud, T. Ramayah, and O. Alfarrarj, “Modelling digital library success using the DeLone and McLean information system success model,” *J. Librariansh. Inf. Sci.*, vol. 51, pp. 1–16, 2017, doi: 10.1177/0961000617726123.
  - [21] A. N. Hidayanto, W. R. Fitriani, P. Sandhyaduhita, and B. Purwandari, “Determinants of Intention to Use Open Data Website: An Insight from Indonesia,” *Pacific Asia Conf. Inf. Syst.*, no. September, 2017.
  - [22] B. W. Wirtz and O. T. Kurtz, “Local e-government and user satisfaction with city portals – the citizens’ service preference perspective,” *Int. Rev. Public Nonprofit Mark.*, vol. 13, 2016, doi: 10.1007/s12208-015-0149-0.
  - [23] A. M. Shaltoni, H. S. Khraim, and A. Abuhamad, “Exploring students satisfaction with universities portals in developing countries,” *Int. J. Inf. Learn. Technol.*, vol. 32, no. 2, pp. 82–93, 2015, doi: 10.1108/IJILT-12-2012-0042.
  - [24] B. Detlor, “Corporate portal as information infrastructure: Towards a framework for portal design,” *Int. J. Inf. Manage.*, vol. 20, no. 2, pp. 91–101, 2000, doi: 10.1016/S0268-4012(99)00058-4.
  - [25] G. Murray, “The Portal is the Desktop,” Los Altos, CA, 1999.
  - [26] A. Granić, I. Mitrović, and N. Marangunić, “Exploring the usability of web portals: A Croatian case study,” *Int. J. Inf. Manage.*, vol. 31, no. 4, pp. 339–349, 2011, doi: 10.1016/j.ijinfomgt.2010.11.001.
  - [27] B. C. White, “Determining Enterprise Portal ROI,” no. April, pp. 1–2, 2003.
  - [28] J. Damsgaard and R. Scheepers, “A stage model of intranet technology

- implementation and management,” *ECIS 1999 Proc.*, pp. 100–116, 1999.
- [29] N. Urbach, S. Smolnik, and G. Riempp, “An empirical investigation of employee portal success,” *J. Strateg. Inf. Syst.*, vol. 19, no. 3, pp. 184–206, 2010, doi: 10.1016/j.jsis.2010.06.002.
  - [30] M. J. Park, T. Dulambazar, and J. J. Rho, “The effect of organizational social factors on employee performance and the mediating role of knowledge sharing: focus on e-government utilization in Mongolia,” *Inf. Dev.*, 2013, doi: 10.1177/0266666913494908.
  - [31] P. Ratnasingam, D. Gefen, and P. A. Pavlou, “The role of facilitating conditions and institutional trust in electronic marketplaces,” *J. Electron. Commer. Organ.*, vol. 3, no. 3, pp. 69–82, 2005, doi: 10.4018/jeco.2005070105.
  - [32] J. V. Chen, Y. Chen, and E. P. S. Capistrano, “Process quality and collaboration quality on B2B e-commerce,” *Ind. Manag. Data Syst.*, vol. 113, no. 6, pp. 908–926, 2013, doi: 10.1108/IMDS-10-2012-0368.
  - [33] F. D. Davis and F. Davis, “Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology,” *MIS Q. Manag. Inf. Syst.*, 1989, doi: 10.2307/249008.
  - [34] W. H. DeLone and E. R. McLean, “The DeLone and McLean Model of Information Systems Success : A Ten-Year Update,” *J. Manag. Inf. Syst.*, vol. 19, pp. 9–30, 2003, doi: 10.1080/07421222.2003.11045748.
  - [35] V. Venkatesh, J. Y. L. Thong, and X. Xu, “Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology,” *MIS Q. Manag. Inf. Syst.*, vol. 36, no. 1, pp. 157–178, 2012.
  - [36] C. Shilakes and J. Tylman, “Enterprise information portal – Industry overview,” New York City, 1998.
  - [37] W. W. Eckerson, “Plumtree blossoms – New version fulfills Enterprise portal requirements,” *Patricia Seybold Gr.*, 1999.
  - [38] A. S. Al-mudimigh, Z. Ullah, and T. A. Alsubaie, “A framework for portal implementation : A case for Saudi organizations,” *Int. J. Inf. Manage.*, vol. 31, no. 1, pp. 38–43, 2011, doi: 10.1016/j.ijinfomgt.2010.05.001.
  - [39] R. Eckel, “A road-map to identify the portal for your company,” *DM Direct J.*, vol. 4, no. 7, pp. 11–15, 2000.
  - [40] Y. J. Kim, A. Chaudhury, and H. R. Rao, “A Knowledge Management Perspective to Evaluation of Enterprise Information Portals,” vol. 9, no. 2, pp. 57–71, 2002.
  - [41] H. Collins, *Corporate Portals: Revolutionizing Information Access to Increase Productivity and Drive the Bottom Line*. New York City: Amacom, 2001.

- [42] M. M. Rahim and M. Singh, "Understanding Benefits and Impediments of B2E E-Business Systems Adoption : Experiences of Two Large Australian Universities," *J. Internet Commer.*, vol. 6, no. 2, pp. 3–18, 2007, doi: 10.1300/J179v06n02.
- [43] F. D. Davis, R. P. Bagozzi, and P. R. Warshaw, "User Acceptance of Computer Technology: A Comparison of Two Theoretical Models," *Manage. Sci.*, vol. 35, no. 8, pp. 982–1003, 1989, doi: 10.1287/mnsc.35.8.982.
- [44] R. L. Thompson, C. A. Higgins, and J. M. Howell, "Personal Computing: Toward a Conceptual Model of Utilization Utilization of Personal Computers Personal Computing: Toward a Conceptual Model of Utilization1," *Source MIS Q.*, vol. 15, no. 1, pp. 125–143, 1991.
- [45] G. C. Moore and I. Benbasat, "Development of an instrument to measure the perceptions of adopting an information technology innovation," *Inf. Syst. Res.*, vol. 2, no. 3, pp. 192–222, 1991, doi: 10.1287/isre.2.3.192.
- [46] D. R. Compeau and C. A. Higgins, "Computer Self-Efficacy: Development of a Measure and Initial Test," *MIS Q.*, vol. 19, no. 2, pp. 189–211, 1995.
- [47] I. Ajzen, "The theory of planned behavior," *Organ. Behav. Hum. Decis. Process.*, vol. 50, no. 2, pp. 179–211, 1991, doi: 10.1016/0749-5978(91)90020-T.
- [48] M. Fishbein and I. Ajzen, "Belief, Attitude, Intention and Behavior: An Introduction to Theory and Research," *Contemp. Sociol.*, vol. 6, no. 2, p. 244, 1975, doi: 10.2307/2065853.
- [49] S. Taylor and P. A. Todd, "Understanding Information Technology Usage," *Information Systems Research*, vol. 6, no. 2, pp. 144–176, 1995.
- [50] S. Taylor and P. Todd, "Assessing IT usage: The role of prior experience," *MIS Q. Manag. Inf. Syst.*, vol. 19, no. 4, pp. 561–568, 1995, doi: 10.2307/249633.
- [51] W. H. DeLone and E. R. McLean, "Information Systems Success Measurement," *Found. Trends® Inf. Syst.*, vol. 2, no. 1, pp. 1–116, 2016, doi: 10.1561/29000000005.
- [52] G. G. Gable, D. Sedera, and T. Chan, "Re-conceptualizing Information System Success: The IS-Impact Measurement Model," *J. Assoc. Inf. Syst.*, vol. 9, no. 7, pp. 377–408, 2008.
- [53] J. Iivari, "An Empirical Test of the Model of Information System Success," *DATABASE Adv. Inf. Syst.*, vol. 36, no. 2, 2005, doi: 10.1145/1066149.1066152.
- [54] B. A. Ramadhan, "Analisis Faktor-Faktor Yang Mempengaruhi Efektivitas Sistem Informasi Manajemen Dan Akuntansi Barang Milik Negara (Simak-Bmn) : Studi Kasus Kementerian Pekerjaan Umum," 2014.
- [55] T. Ahn, S. Ryu, and I. Han, "The impact of the online and offline features on

- the user acceptance of Internet shopping malls,” *Electron. Commer. Res. Appl.*, vol. 3, no. 4, pp. 405–420, 2004, doi: 10.1016/j.elerap.2004.05.001.
- [56] V. Mckinney, K. Yoon, and F. Mariam, “The Measurement of Web-Customer Satisfaction: An Expectation and Disconfirmation Approach,” *Inf. Syst. Res.*, vol. 13, no. 3, pp. 296–315, 2002, doi: 10.1287/isre.13.3.296.76.
  - [57] D. Sedera and G. Gable, “A factor and structural equation analysis of the enterprise systems success measurement model,” *Int. Conf. Inf. Syst.*, pp. 449–464, 2004.
  - [58] H. Mohammadi, “Investigating users’ perspectives on e-learning: An integration of TAM and IS success model,” *Comput. Human Behav.*, vol. 45, pp. 359–374, 2015, doi: 10.1016/j.chb.2014.07.044.
  - [59] J. C. J. Chang and W. R. King, “Measuring the performance of information systems: A functional scorecard,” *J. Manag. Inf. Syst.*, vol. 22, no. 1, pp. 85–115, 2005, doi: 10.1080/07421222.2003.11045833.
  - [60] L. F. Pitt, R. T. Watson, and C. B. Kavan, “Service quality: A measure of information systems effectiveness,” *MIS Q. Manag. Inf. Syst.*, vol. 19, no. 2, pp. 173–185, 1995, doi: 10.2307/249687.
  - [61] D. A. Marchand, W. J. Kettinger, and J. D. Rollins, “Information orientation: People, technology and the bottom line,” *MIT Sloan Manag. Rev.*, pp. 69–80, 2000.
  - [62] A. Aldholay *et al.*, “An extension of Delone and McLean IS success model with self-efficacy: Online learning usage in Yemen,” *Int. J. Inf. Learn. Technol.*, vol. 35, no. 4, pp. 285–304, 2018.
  - [63] N. Urbach and B. Müller, “The Updated DeLone and McLean Model of Information Systems Success,” vol. 1, 2012, doi: 10.1007/978-1-4419-6108-2.
  - [64] P. B. Seddon and M.-Y. Kiew, “A Partial Test and Development of Delone and McLean’s Model of IS Success,” *Australas. J. Inf. Syst.*, vol. 4, no. 1, 1996, doi: 10.3127/AJIS.V24I0.2769.
  - [65] M. E. Johnson and S. Whang, “e-Business and Supply Chain Management: An Overview and Framework,” *SSRN Electron. J.*, 2002.
  - [66] G. Salmon, *e-Moderating: the key to teaching and learning online*. New York, 2003.
  - [67] A. Anders, “Team Communication Platforms and Emergent Social Collaboration Practices,” *Int. J. Bus. Commun.*, vol. 53, no. 2, pp. 224–261, 2016, doi: 10.1177/2329488415627273.
  - [68] C. Hou, “Examining the effect of user satisfaction on system usage and individual performance with business intelligence systems: An empirical study of Taiwan’s electronics industry,” *Int. J. Inf. Manage.*, vol. 32, pp. 560–573, 2012, doi: 10.1016/j.ijinfomgt.2012.03.001.

- [69] C. Tam and T. Oliveira, "Computers in Human Behavior Understanding the impact of m-banking on individual performance : DeLone & McLean and TTF perspective," *Comput. Human Behav.*, vol. 61, pp. 233–244, 2016, doi: 10.1016/j.chb.2016.03.016.
- [70] O. Isaac, Z. Abdullah, R. Thurasamy, and A. M. Mutahar, "Internet usage, user satisfaction, task- technology fit, and performance impact among public sector employees in Yemen," *Int. J. Inf. Learn. Technol.*, vol. 34, no. 3, 2017, doi: 10.1108/IJILT-11-2016-0051.
- [71] P. I. Santosa, *Metode Penelitian Kuantitatif - Pengembangan Hipotesis dan Pengujiannya Menggunakan SmartPLS*. Yogyakarta: ANDI, 2018.
- [72] C. Fornell, G. J. Tellis, and G. M. Zinkhan, "Validity Assessment: A Structural Equations Approach Using Partial Least Squares," *Proc. Am. Mark. Assoc. Educ. Conf.*, vol. 48, pp. 405–409, 1982.
- [73] M. Machmud, "Tuntunan Penulisan Tugas Akhir Berdasarkan Prinsip Dasar Penelitian Ilmiah," *Res. Rep.*, 2016.
- [74] D. X. Peng and F. Lai, "Using partial least squares in operations management research: A practical guideline and summary of past research," *J. Oper. Manag.*, vol. 30, no. 6, pp. 467–480, 2012, doi: 10.1016/j.jom.2012.06.002.
- [75] J. F. Hair, C. M. Ringle, and M. Sarstedt, "PLS-SEM: Indeed a Silver Bullet," *J. Mark. Theory Pract.*, vol. 19, no. 2, pp. 139–152, 2011, doi: 10.2753/MTP1069-6679190202.
- [76] W. A. Cidral, T. Oliveira, M. Di Felice, and M. Aparicio, "E-learning success determinants: Brazilian empirical study," *Comput. Educ.*, vol. 122, pp. 273–290, 2018, doi: 10.1016/j.compedu.2017.12.001.
- [77] A. J. Hatta Hambali, "The Success of E-Filing Adoption during COVID 19 Pandemic: The Role of Collaborative Quality, User Intention, and User Satisfaction," *J. Econ. Business, Account. Ventur.*, vol. 23, no. 1, pp. 57–68, 2020, doi: 10.14414/jebav.v23i1.2233.
- [78] M. M. Al-debei, D. Jalal, and E. Al-Lozi, "Measuring web portals success : a respecification and validation of the DeLone and McLean information systems success model," *Int. J. Bus. Inf. Syst.*, vol. 14, no. 1, pp. 96–133, 2013.
- [79] S. I. Dasuki and M. N. Yakubu, "Assessing Elearning Systems Success In Nigeria: An Application of The Delone and Mclean Information Systems Success Model," *J. Inf. Technol. Educ. Res.*, vol. 17, pp. 182–202, 2018.