

Daftar Pustaka

- Andayani, S. (2018). *Metode Importance Performance Analysis (IPA) untuk Menentukan Harapan Konsumen Toko Online Terhadap Kualitas Layanan Website*. Prosiding SNST ke-9 Tahun 2018: Program Studi Sistem Informasi, Fakultas Sains dan Teknologi Universitas Katolik Musi Charitas.
- Anggraeni, N. M. S., Yasa, N. N. K. (2012). *E-service quality terhadap kepuasan dan loyalitas pelanggan dalam penggunaan internet banking*. *Jurnal Keuangan dan Perbankan*, 16(2), 293–306.
- Atkinson, A. A. (1995). *Management Accounting*. Second Edition. Prentice Hill. Richard D Irwin, Inc. Phillipines.
- Cohen, J. (1988). *Statistical power analysis for the behavioral sciences*. United State of America: Lawrence Erlbaum Associates.
- Dewi, S.K., Restuputri D.P., Sulaksmi, A. (2015). *Analisis Kepuasan Pelanggan Dengan Pendekatan Metode Customer Satisfaction Index Dan Importance Performance Analysis*. Seminar Teknologi dan Rekayasa (SENTRA), Volume V, Pages 33-38. Jurusan Teknik Industri, Fakultas Teknik, Universitas Muhammadiyah Malang.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 23*. Semarang: BPFE Universitas Diponegoro.
- Ho, C. I., Lee, Y. L. (2007). *The development of an e-travel service quality scale*. *Tourism Management*, 28(6).
- ISO/IEC 25010:2011. (2021). *ISO 2500: Software and Data Quality*. Tersedia di <https://iso25000.com/index.php/en/iso-25000-standards/iso-25010>, diakses pada 25 September 2022
- ISO/IEC 25010:2011. (2022). *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models*. Tersedia di <https://www.iso.org/obp/ui/#iso:std:isoiec:25010:ed-1:v1:en>, diakses pada 30 September 2022
- Jonathan, H. (2013). *Analisis Pengaruh e-Service Quality Terhadap Customer Satisfaction yang Berdampak pada Customer Loyalty PT. Bayu Buana Travel, Tbk*. *Journal The WINNERS*, Vol. 14 No. 2: 104-112.
- Kotler, P., Keller, K. L. (2016). *Marketing Management (15th ed.)*. Pearson Education.
- Margono, S. (2004). *Metode Penelitian Pendidikan*. Jakarta: Rineka Cipta.
- Martilla, A. J., James, C. J. (1977). *Importance Performance Analysis*. *Journal of Marketing*, 77-79.
- Miguel, J. P. (2014). *A Review of Software Quality Models for the Evaluation of Software Products*. *International Journal of Software Engineering & Applications (IJSEA)*, 31-53
- Miniwatts Marketing Group. (2012). *Internet World Stats: Usage and Population Statistics*. Diakses 1 Juli 2022 dari <http://www.Internetworldstats.com/stats.htm>
- Patiar, A., Ma E., Kensbock, S., Cox, R. (2017). *Hospitality Management Students' Expectation and Perception of a Virtual Field Trip Web Site: An Australian*

- Case Study Using Importance–Performance Analysis*. Journal of Hospitality and Tourism Education, 29 (1), pp. 1 – 12.
- Porter, T. M. (2021). *Karl Pearson: British Mathematician*. Tersedia di <https://www.britannica.com/biography/Karl-Pearson>, diakses pada 1 Mei 2021.
- Purohit, S. K. J., Parimal H. V., Madhusudan N. P. (2012). *Customer's Satisfaction / Dissatisfaction Measurement of Postal Service in Vadodara City of Gujarat State*. Summer Internship Society Vol III Issue 2.
- Richie. (2017). Pengujian Validitas dan Reliabilitas Dengan SPSS. Tersedia <https://www.mobilestatistik.com/pengujian-validitas-dan-reliabilitas-dengan-spss/>, diakses pada 31 Oktober 2022
- Sagala, J. L. B. (2017). *Pengembangan Sistem Penilaian Kualitas Pelayanan dengan Metode Importance Performance Analysis (IPA)*. Jurnal Telematika, vol.8 no.1, Institut Teknologi Harapan Bangsa, Bandung.
- Schindler, P. S. (2019). *Business Research Methods* (13th ed.). McGraw Hill Education.
- Siahaan, L. H., Sasmita, G. M. A. (2022). *Analisis Kualitas Website Menggunakan Customer Satisfaction Index Dan Importance Performance Analysis*. Journal of Computing Engineering, System and Science 7(1), January 2022: 186-194
- Siwantara, I. W. (2011). *Pengaruh nilai pelanggan terhadap kepuasan dan loyalitas pelanggan serta kinerja customer relationship management (Studi pada Halo Corporate PT Telkomsel Bali)*. Jurnal Bisnis dan Kewirausahaan, 7(3), 150–161.
- Slack, N., dan Lewis, M., (2017). *Operations Strategy*, 5th Ed., Pearson, USA.
- Tandelilin, E. (1991). *Peranan Strategi Operasi Dalam Menciptakan Keunggulan Bersaing Perusahaan*. Jurnal Ekonomi dan Bisnis Indonesia, Vol. 6.
- Tatikonda, L. U. dan R. J. Tatikonda. (1998). *We need dynamic performance measures*. Management Accounting (September): 49-53.
- Tuan, V.A, Truong, N.V. (2022). *Public transport service quality: Policy prioritization strategy in the importance-performance analysis and the three-factor theory frameworks*, *Transportation Research Part A: Policy and Practice*, Volume 166, Pages 118-134, ISSN 0965-8564. Diakses 20 September 2022 dari <https://www.sciencedirect.com/science/article/pii/S0965856422002646>.
- Umam, R. K., Hariastuti, N. P. (2018). *Analisa Kepuasan Pelanggan dengan Menggunakan Metode Customer Satisfaction Index (CSI) dan Importance Performance Analysis (IPA)*. Seminar Nasional Sains dan Teknologi Terapan VI 2018: Institut Teknologi Adhi Tama Surabaya.
- Wijaya, I. G. N. S., Triandini, E., Kabnani, E. T. 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*. Jurnal Ilmiah Teknologi Sistem Informasi, vol. 7, no. 2, pp. 107-124.