

DAFTAR PUSTAKA

- Achjari, D. (2003), *Roles of Formal/Informal Network and Perceived Compatibility in the Diffusion of World Wide Web among Knowledge Workers: The Case of Indonesian Banks*, Thesis, Doctor of Business Administration, Curtin University of Technology, Australia.
- Adams, D.A., Nelson, R.R., dan Todd, P.A. (1992), "Perceived Usefulness, Ease of Use, and Usage of Information Technology: A Replication," *MIS Quarterly*, 1992, h.227-247.
- Alhusin, S. (2001), *Aplikasi Statistik Praktis dengan SPSS 9*. Jakarta: PT Elex Media Komputindo.
- Budiyuwono, N. (1993), *Pengantar Statistik Ekonomi dan Perusahaan – Jilid 1*. Yogyakarta: UPP-AMP YKPN.
- Burch, J.G., dan Grudnitski, G. (1989), *Information System: Theory and Practise*, 5th Edition. Canada: John Wiley and Sons, Inc.
- Bailey, J.E., dan Pearson, S.W. (1983), "Development of a Tool for Measuring and Analyzing Computer User Satisfaction," *Management Science*, Vol.29, No.5, Mei, h.530-545.
- Coakes, S.J., dan Steed, L.G. (1999), *SPSS: Analysis Without Anguish: Versions 7.0, 7.5, 8.0 for Windows*. Singapore: John Wiley and Sons.
- Cooper, D.R., dan Schindler, P.S. (2003), *Business Research Methods*, 8th Edition. New York: McGraw-Hill.
- Davis, F.D. (1989), "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology," *MIS Quarterly*, Vol.13, h.319-340.
- Davis, G.B. dan Olson, M.H. (1986), *Management Information System: Conceptual Foundation, Structure and Development*, 2nd Edition. Singapore: McGraw Hill.
- DeLone, W.H., dan E.R. McLean (1992), "Information Systems Success: The Quest for the Dependent Variable," *Information System Research*, Vol.3, No.1, h.60-95.
- DeLone, W.H., dan E.R. McLean (2002), "Information Systems Success Revisited," *Proceedings of the 35th Hawaii International Conference on System Sciences*, h.238-248.
- DeLone, W.H., dan E.R. McLean (2003), "The DeLone and McLean Model of IS Success: A Ten-Year Update," *Journal of MIS*, Spring, Vol.19, No.4, h.9-30.

- Dharmmesta, B.S., *Segi-segi Penelitian untuk Penyusunan Tugas Akhir Magister Manajemen*, MM UGM, tidak dipublikasikan.
- Doll, W.J., dan Torkzadeh, G. (1988), "The Measurement of End-User Computing Satisfaction", *MIS Quarterly*, Vol.12, Juni, h.258-274.
- Gatian, A.W. (1994), "Is User Satisfaction A Valid Measure of System Effectiveness?", *Information and Management*, Vol.26, h.119-131.
- Hair, J.F., dkk (1998), *Multivariate Data Analysis*, 5th Edition. New Jersey: Prentice-Hall International, Inc.
- Hamilton, S., dan Chervany, N.L. (1981), "Evaluating Information System Effectiveness Part I: Comparing Evaluation Approaches", *MIS Quarterly*, Vol.5, No.3, September, h.55-69.
- Hamilton, S., dan Chervany, N.L. (1981), "Evaluating Information System Effectiveness Part II: Comparing Evaluator Viewpoints", *MIS Quarterly*, Desember, h.79-86.
- Lucas, H.C. (1996), *Information Systems Concepts for Management*. New York: McGraw-Hill.
- Martin, E.W., dkk (2002), *Managing Information Technology*, 4th Edition. New Jersey: Prentice Hall, Inc.
- Mendenhall, W., Reinmuth, J.E., dan Beaver, R.J. (1993), *Statistics for Management and Economics*, 7th Edition. California: Duxbury Press.
- Newbold, P. (1995), *Statistics for Business and Economics*. New Jersey: Prentice-Hall, Inc.
- O'Brien, J.A. (1999), *Management Information System: Managing Information Technology in Internet Worked Enterprise*, 4th Edition. McGraw Hill.
- Pitt L.F., Watson, R.T., dan Kavan, C.B. (1995), "Service Quality: A Measure of Information Systems Effectiveness," *MIS Quarterly*, Vol.19, No.2, h.173-188.
- Post, G.V. dan Anderson, D.L. (1997), *Management Information System: Solving Business Problems with Information Technology*, Times Mirror Higher education Group, Inc Company.
- Putri, Y. (2002), *Analisis Terhadap Faktor-Faktor yang Mempengaruhi Loyalitas Merek*. Tesis Magister Manajemen – Universitas Gadjah Mada. Yogyakarta (Tidak dipublikasikan).

- Rivard, S., dkk (1997), "Development of a Measure to Access the Quality of User-Developed Applications," *The DATA BASE for Advances in Information Systems*, Vol.28, No.3, h.44-57.
- Seddon, P.B. (1997), "A Respecification and Extension of the DeLone and McLean Model of IS Success," *Information System Research*, Vol.8, No.3, September, h.240-253.
- Seddon, P.B., dkk, "The IS Effectiveness Matrix: The Importance of Stakeholder and System in Measuring IS Success," h.165-176.
- Seddon, P.B., dkk (1999),"Dimensions of Information Systems Success," *Communications of AIS*, Vol.2, No.20, November.
- Seddon, P.B., Graeser, V., dan Willcocks, L.P. (2002), "Measuring Organizational IS Effectiveness: An Overview and Update of Senior Management Perspectives," *The DATA BASE for Advances in Information Systems*, Vol.33, No.2, h.11-28.
- Sekaran, U. (2003), *Research Methods for Business: A Skill Building Approach*, 4th Edition. New York: John Wiley & Sons, Inc.
- Shaw, N.C., DeLone, W.H. dan Niederman, F. (2002), "Sources of Dissatisfaction in End-User Support: An Empirical Study", *The DATA BASE for Advances in Information Systems*, Vol.33, No.2, h.41-56.
- Subyakto, Y. (2002), *Analisis Faktor Penentu Kepuasan Nasabah PT Bank BPD Jateng Cabang Semarang dengan Menggunakan Model Diskriminan*, Tesis Magister Manajemen – Universitas Gadjah Mada. Yogyakarta (Tidak dipublikasikan).
- Torkzadeh, G., dan Doll, W.J. (1999), "The Development of A Tool for Measuring The Perceived Impact of Information Technology on Work", *Omega – The International Journal of Management Science*, Vol.27, No.3, h.327-339.
- Turban, E., McLean, E. dan Wetharbe, J. (1996), *IT For Manager: Improving Quality and Productivity*, 1st Edition. Canada: John Wiley and Sons, Inc.
- Weber, Ron (1999), *Information Systems Control and Audit*. New Jersey: Prentice Hall, Inc.
- Whyte, G., dan Bytheway, A. (1996), "Factors Affecting Information Systems' Success," *International Journal of Service Industry Management*, Vol.7, No.1, h.74-93.