UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

Ahmad, M., & Abawajy, J. H. (2014). Digital library service quality assessment model. *Procedia - Social and Behavioral Sciences*, *129*, 571–580. https://doi.org/10.1016/j.sbspro.2014.03.715

Anser, M. K., Tabash, M. I., Nassani, A. A., Aldakhil, A. M., & Yousaf, Z. (2023). Toward the e-loyalty of digital library users: investigating the role of e-service quality and e-trust in digital economy. *Library Hi Tech*, *41*(4), 1006–1021. https://doi.org/10.1108/LHT-07-2020-0165

Ariani, D. W. (2020). EKMA 4265 Manajemen Kualitas. *Manajemen*, 1–55. Retrieved from http://repository.ut.ac.id/4533/1/EKMA4116-M1.pdf

Arms, W. Y. . (2001). *Digital libraries*. MIT Press.

Barnes, S. J., & Vidgen, R. T. (2002). An integrative approach to the assessment of e-commerce quality. *Journal of Electronic Commerce Research*, *3*(3), 114–127. https://doi.org/10.1080/00223891.2013.770400

Birt, L., Scott, S., Cavers, D., Campbell, C., & Walter, F. (2016). Member checking: a tool to enhance trustworthiness or merely a nod to validation? *Qualitative Health Research*, *26*(13), 1802–1811. https://doi.org/10.1177/1049732316654870

Borgman, C. L. (1999). What are digital libraries? Competing visions. *Information Processing and Management*, *35*(3), 227–243. https://doi.org/10.1016/S0306-4573(98)00059-4

Buckland, M. K. (1982). Concepts of library goodness. *Canadian Library Journal*, *39*, 63–66. Retrieved from https://people.ischool.berkeley.edu/~buckland/libgood.html

Cleveland, G. (2015). *What is a digital library?* Retrieved from https://www.academia.edu/102437034/Digital_libraries_definitions_issues_and_challenges

Cook, C., Heath, F., & Trey, R. (2001). in Research Libraries LibQUAL + :, 264–268.

Creswell, J. W. (2015). *Research design pendekatan kualitatif, kuantitatif, dan mixed* (Third). SAGE

Dabholkar, P. A. (1996). Consumer evaluations of new technology-based self-service options: An investigation of alternative models of service quality. *International Journal of Research in Marketing*, *13*(1), 29–51. https://doi.org/https://doi.org/10.1016/0167-8116(95)00027-5

UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

De Groot, T., Vos, T., Vogels, R. J. M. J., & Van Driel, W. D. (2013). *Quality and reliability in solid-state lighting*. *Solid State Lighting Reliability Components to Systems*. https://doi.org/10.1007/978-1-4614-3067-4_1

Elhami, A., & Khoshnevisan, B. (2022). Conducting an Interview in qualitative research: the modus operandi. *Mextesol Journal*, *46*(1). https://doi.org/10.61871/mj.v46n1-3

Faiz, A., Hambali, D. S., & Kurniawaty, I. (2019). Tinjauan studi pustaka tahapan domain afektif untuk mengukur karakter siswa. *Jurnal Basicedu*, *3*(2), 524–532.

Fatmawati, E. (2011). Kajian teoritis mengenai metode libqual+tm untuk mengevaluasi kualitas layanan perpustakaan. *LIBRARIA : Jurnal Ilmu Perpustakaan Dan Informasi*, *1*(1), 45–80.

Green, J., Hanckel, B., Petticrew, M., Paparini, S., & Shaw, S. (2022). Case study research and causal inference. *BMC Medical Research Methodology*, 1–8. https://doi.org/10.1186/s12874-022-01790-8

Griffiths, J. R. (2018). Measuring the quality of academic library electronic services and resources. *Access, Delivery, Performance*, 183–196. https://doi.org/10.29085/9781856047883.011

Guarte, J. M., & Barrios, E. B. (2006). Estimation under purposive sampling. *Communications in Statistics Simulation and Computation*, *35*(2), 277–284. https://doi.org/10.1080/03610910600591610

Hak, T. (2004). Data collection in qualitative research | Waarnemingsmethoden in kwalitatief onderzoek. *Huisarts En Wetenschap*, *47*(11), 502–508.

Haza Fatikah, B., & Albanna, H. (2022). The Influence of E-Servqual and E-Trust on E-Loyalty : The role of e-satisfaction as an intervening on islamic mobile banking customer. *Journal of Business Management and Islamic Banking*, *1*(1), 119–130. https://doi.org/10.14421/jbmib.2022.011-08

Hernon, P., & Calvert, P. (2005). E-service quality in libraries: Exploring its features and dimensions. *Library and Information Science Research*, *27*(3), 377–404. https://doi.org/10.1016/j.lisr.2005.04.005

Hinton, L., & Ryan, S. (2019). *Interviews*. *Qualitative Research in Health Care*. https://doi.org/10.1002/9781119410867.ch4

Ilhami, M. W., & Nurfajriani, W. V. (2024). Triangulasi data alam analisis data kualitatif. *Jurnal Ilmiah Wahana Pendidikan*, *10*(17), 826–8333. https://doi.org/https://doi.org/10.5281/zenodo.13929272 p-ISSN:

UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Isniah, S., Hardi Purba, H., & Debora, F. (2020). Plan do check action (PDCA) method: literature review and research issues. *Jurnal Sistem Dan Manajemen Industri*, *4*(1), 72–81. https://doi.org/10.30656/jsmi.v4i1.2186

Jagtap, M. M. M., & Teli, S. N. (2015). PDCA Cycle as TQM tool-continuous improvement of warranty. *Ijrmee*, *2*(4), 1–5. Retrieved from http://www.ijrmee.org/download/1429341448.pdf

Kapiszewski, D., MacLean, L. M., & Read, B. L. (2015). *Field research in political science: Practices and principles*. https://doi.org/10.1017/cbo9780511794551.002

Kelley, A., Riggleman, K., Clara, I., & Navarro, A. E. (2017). Determining the need for social work practice in a public library. *Journal of Community Practice*, *25*(1), 112–125. https://doi.org/10.1080/10705422.2016.1269380

Khofifah, S., & Suyadna, I. W. (2018). *Metodologi penelitian kualitatif* (1st ed.). Rajawali Press.

Kim, E. Y., & Jackson, V. P. (2009). The effect of E-SERVQUAL on e-Loyalty for apparel online shopping. *Journal of Global Academy of Marketing Science*, *19*(4), 57–65. https://doi.org/10.1080/12297119.2009.9707305

Kiran, K., & Diljit, S. (2012). Modeling web-based library service quality. *Library and Information Science Research*, *34*(3), 184–196. https://doi.org/10.1016/j.lisr.2012.02.005

Kostrzewska, M., & Wrukowska, D. (2019). Measuring customer satisfaction in the e-service market. *Advances in Business Related Scientific Research Journal*, *10*(2), 58–69. Retrieved from https://www.scopus.com/inward/record.uri?eid=2-s2.0-85079610963&partnerID=40&md5=2037d1a40f9249581309cddbd39af607

Kranich, N. (2005). Civic partnerships: The role of libraries in promoting civic engagement. *Resource Sharing and Information Networks*, *18*(1–2), 89–103. https://doi.org/10.1300/J121v18n01_08

Lankes, R. D. (2011). *The Atlas of New Librarianship*. *The Atlas of New Librarianship*. https://doi.org/10.7551/mitpress/8755.001.0001

Lee, P.-C. (2024). From community engagement to community resilience: the evolving role of public libraries. *Public Library Quarterly*, *43*(3), 339–366. https://doi.org/10.1080/01616846.2023.2251860

Levin, L., & Forward, S. (2021). *Explaining Data Analysis Using Qualitative Methods*. *International Encyclopedia of Transportation* (Vol. 7). https://doi.org/10.1016/B978-0-08-102671-7.10668-2

UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Li, H., Liu, Y., & Suomi, R. (2009). Measurement of eservice quality: An empirical study on online travel service. In *European Conference on Information Systems (ECIS)*. Association for Information Systems (AISel).

Li, J. H., Anderson, A. R., & Harrison, R. T. (2003). Total quality management principles and practices in China. *International Journal of Quality and Reliability Management*, *20*(9), 1026–1050. https://doi.org/10.1108/02656710310500833

Lip, G. (2024). *Total Quality Management (TQM) - Definition & Importance*. Retrieved August 10, 2026, from https://corporatefinanceinstitute.com/resources/management/total-quality-management-tqm/

Lison, B. (2024). Libraries, Community Empowerment, and the United Nations Sustainable Development Goals: A Symbiotic Transformation. *Library Trends*, *72*(4), 587–600. https://doi.org/10.1353/lib.2024.a949571

Loiacono, E. T., Watson, R. T., & Goodhue, D. L. (2007). WebQual: An Instrument for Consumer Evaluation of Web Sites. *International Journal of Electronic Commerce*, *11*(3), 51–87. https://doi.org/10.2753/JEC1086-4415110302

Mahmood, K., Ahmad, S., Rehman, S. U., & Ashiq, M. (2021). Evaluating library service quality of college libraries: The perspective of a developing country. *Sustainability (Switzerland)*, *13*(5), 1–13. https://doi.org/10.3390/su13052989

Mason, M. (2010). Sample size and saturation in PhD studies using qualitative interviews. *Forum Qualitative Sozialforschung*, *11*(3).

Miswanto, A., & Arofi, Z. (2012). *Sejarah Islam dan kemuhammadiyahan*. *Seri studi Islam: Sejarah Islam dan kemuhammadiyahan*. P3SI UMM.

Ngo, K. (2023). Cultural Memory of Early Tang China in the Qunshu zhiyao 群書治要 (Essentials for bringing about order from assembled texts). *Journal of the European Association for the Chinese Studies*, *4*, 199–222.

Nqobile, B. N. (2026). Transforming communities through library innovation: A literature review. *Oida International Journal of Sustainable Development*, *19*(7), 261–270. https://doi.org/10.64211/oidaijsd190720

Nursulis, M., & Muspawi, M. (2021). Analisis fungsi dan pentingnya landasan teori dalam penulisan karya ilmiah. *Jurnal Edu Research : Indonesian Institute For Corporate Learning And Studies (IICLS)*, *2*(2), 28–33.

UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Onunka, O., Onunka, T., Fawole, A., Adeleke, J., & Daraojimba, C. (2023). Acta Informatica Malaysia (AIM) library and information services in the digital age : *Opportunities*, *7*(2), 113–121. https://doi.org/10.26480/aim.02.2023.

Parasuraman, A. P., Zeithaml, V., & Berry, L. (1988). SERVQUAL A Multiple-item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, *64*, 12–40.

Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, *7*(3), 213–233. https://doi.org/10.1177/1094670504271156

Parasuraman, A., Zeithaml, V. a, & Berry, L. L. (1985). a Conceptual model of service quality and its implications for future research. *Journal of Marketing Research*, *49*, 41–50.

Patton, M. Q. (2015). *Qualitative research & evaluating methods: integrating theory and practice*. SAGE.

Perpusnas. Keputusan kepala perpustakaan nasional republik indonesia tentang instrumen akreditasi perpustakaan institut, sekolah tinggi, dan politeknik (2025). Indonesia.

Poll, R., & Boekhorst, P. te. (2007). *Measuring quality performance measurenment in libraries*. IFLA.

Pope, C., May, A. L., & Gabbay, J. (2008). *Chasing Chameleons, Chimeras and Caterpillars: Evaluating an Organizational Innovation in the National Health Service*. *Organizational Behaviour in Healthcare* (Vol. Part F4358). https://doi.org/10.1057/9780230583207_9

Priyanto, I. F. (2015). Fasilitas dan standar baru perpustakaan. In *Makalah seminar nasional UII*.

Salmon, J. (2015). Using observational methods in nursing research. *Nursing Standard Royal College of Nursing Great Britain 1987*, *29*(45), 36–41. https://doi.org/10.7748/ns.29.45.36.e8721

Savanur, K. P., & Nagaraj, M. N. (2004). Design and Implement of Digital Library: an overview. *4th ASSIST National Seminar*, 47–53. Retrieved from http://eprints.rclis.org/8432/1/ASSIST.pdf

Stefany, B. A., Wibowo, F. M., & Wiguna, C. (2021). Analisis kepuasan pengguna aplikasi wisata Brebes dengan metode Technology Acceptance Model (TAM). *Journal of Information Systems and Informatics*, *3*(1), 172–184. https://doi.org/10.33557/journalisi.v3i1.107

UNIVERSITAS
GADJAH MADA
Analisis Kualitatif Layanan Perpustakaan Digital Sejarah-Mu Menggunakan E-SERVQUAL
Okie Fajaruddin Patma, Milda Longgeita Br. Pinem, S.Sos., M.A., Ph.D.; Drs. Ida Fajar Priyanto, M.A., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Sulistyo-Basuki. (2003). Digital libraries in Indonesia with special emphasis to academic libraries. *Baca: Jurnal Dokumentasi Dan Informasi*, *27*(2). https://doi.org/http://dx.doi.org/10.14203/j.baca.v27i2.60

Susanto, D., Risnita, & Jailani, M. S. (2023). Teknik pemeriksaan keabsahan data dalam penelitian ilmiah. *Jurnal QOSIM Jurnal Pendidikan Sosial & Humaniora*, *1*(1), 53–61. https://doi.org/10.61104/jq.v1i1.60

Talha, M. (2004). Total quality management (TQM): An overview. *The Bottom Line*, *17*(1), 15–19. https://doi.org/10.1108/08880450410519656

Taylor, N. D. (2017). *Raising the tech bar at your library: Improving Services to Meet User Needs*. *Raising the Tech Bar at Your Library Improving Services to Meet User Needs*. https://doi.org/10.5040/9798216004622

Trivedi, D., Bhatt, A., Trivedi, M., & Patel, P. V. (2021). Assessment of e-service quality performance of university libraries. *Digital Library Perspectives*, *37*(4), 384–400. https://doi.org/10.1108/DLP-07-2020-0072

Van Melik, R. (2023). *Becoming socio cultural infrastructure: Librarizing practices in public libraries*. *Cultural Infrastructure of Cities*. https://doi.org/10.1017/9781788214933_14

Webley, L. (2012). *Qualitative Approaches to Empirical Legal Research*. *Oxford Handbook of Empirical Legal Research*. https://doi.org/10.1093/oxfordhb/9780199542475.013.0039

Willingham, T. L. (2008). Libraries as civic agents. *Public Library Quarterly*, *27*(2), 97–110. https://doi.org/10.1080/01616840802114820

Yusuf, M. (2019). *Metode penelitian kuantitatif, kualitatif, dan penelitian gabungan* (keenam). Prenada Media Group.