

## DAFTAR PUSTAKA

- Bokhari, R.H. (2005). The Relationship between System Usage and User Satisfaction : A Meta Analysis. *Journal of Enterprise Information Management. Bradford*. Vol. 18, Iss. 1/2, p. 211-234 (24 pp.).
- Brown, DeHayes *et al* (2009). “*Managing Information Technology*”, Pearson International Edition, Sixth Edition, p203.
- Budiyanto. (2009). Evaluasi Kesuksesan Sistem Informasi dengan Pendekatan Model DeLone dan McLean. (Studi Kasus Impementasi Billing System di RSUD Kabupaten Sragen). *Thesis Program Studi Magister Akuntansi. Universitas Sebelas Maret Surakarta*.
- Chen, C.D., & Cheng, C.J. (2009). Understanding Consumer Intention in Online Shopping: A Respecification and Validation of The DeLone and McLean Model. *Taylor and Francis*, Vol. 28, No. 4, July–August 2009, 335–345.
- Cooper, D.R., & Schindler, P.S. (2011). *Business Research Methods*, Eleventh Edition, Singapore. McGraw Hill Co.
- Davis, F.D (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of InformationTechnology. *MIS Quaterly*. Pp. 319-339.
- DeLone, W.H., & McLean, E.R. (1992). Information Systems Success: The Quest for the Dependent Variable. *Information Systems Research*, pp. 60-95.
- \_\_\_\_\_ (2003). The DeLone and McLean Model of Information System Success: A Ten-Year Update. *Journal of Management Information Systems*, pp. 9-30.
- Freeman, P. & Seddon, P. (2005) Benefits fromCRM-Based Work Systems. <http://is2.lse.ac.uk/asp/aspecis/20050017.pdf>, diakses 3 Maret 2012.
- Gefen, D., Straub, D.W. & Boudreau, M.C. (2000) Structural Equation Modelling and Regression: Guidelines for Research Practice. *Communication of The Association for Information Systems*, (1:7) pp.1-76.
- Ghozali, I. & Fuad (2008). *Structural Equation Modeling Metode Teori, Konsep dan Aplikasi Dengan Program LISREL 8.80*, Edisi 2. Semarang. Badan Penerbit Universitas Diponegoro.
- Hastie,S. (2006). What Makes Information System Projects Successful? *Software Education Associates Ltd*.

- Ives, B. & Learmonth, G.P (1984). The Information System as A Competitive Weapon. *Communication of The ACM*. pp. 1193 – 1201.
- Jogiyanto, H.M (2007). *Model Kesuksesan Sistem Teknologi Informasi*. Yogyakarta. Penerbit Andi.
- \_\_\_\_\_ (2005). *Sistem Informasi Strategik untuk Keunggulan Kompetitif*. Yogyakarta. Penerbit Andi.
- Kuncoro, Mudrajad (2007). *Metode Kuantitatif – Teori dan Aplikasi untuk Bisnis dan Ekonomi*. Yogyakarta. Penerbit STIM YKPN.
- Lin, H.F. (2007). Measuring Online Learning Systems Success: Applying the Updated DeLone and McLean Model. *Cyberpsychology & Behavior*. Vol.10 Number 6.
- Livari.J. (2005). An Empirical Test of the DeLone-McLean Model of Information System Success. *The DATA BASE for Advances in Information Systems*. Spring. (36:2).
- McGill, T., Hobbs, V., dan Klobas, J., (2003) User-Developed Applications and Information Systems Success: A Test of DeLone and McLean's Model. *Information Resources Management Journal*. ABI/INFORM research pp. 24-45.
- Molla, A., & Licker, P.S. (2001) E-Commerce System Success : An Attempt to Extend and Respecify The DeLone and McLean Model of IS Success. *Journal of Electronic Commerce Research*, (2:4). pp.1-11.
- Noviaristanti S. (2006). Model Penerimaan Sistem ERP (System Acceptance) pada Fase Post Project. (Studi Kasus Pada Salah Satu Perusahaan Telekomunikasi). *Thesis Program Studi Rekayasa Sistem Perusahaan*. Institut Teknologi Bandung.
- O'Brien J.A (2001). *Introduction to Information Systems : Essentials for The Internetworked E-Business Enterprise*. New York. McGraw Hill International Edition.
- Petter, S., DeLone, W.H., & McLean, E.R. (2008). Measuring Information Systems Success: Models, Dimensions, Measures and Interrelationships. *European Journal of Information Systems* 17, 236–263
- Radityo, Dody & Zulaikha. (2007). Pengujian Model DeLone and McLean Dalam Pengembangan Sistem Informasi Manajemen (Kajian Sebuah Kasus). *Symposium Nasional Akuntansi X*. Makassar.



- Rai,A., Lang, S.S & Welker, R.B. (2002). Assessing The Validity od IS Success Models : An Empirical Test and Theoretical Analysis. *Information System Research*.
- Rainer & Turban (2009). "*Information Systems : Enabling and Transforming Busniness*". John Wiley & Sons, Inc, Second Edition, pp.239-242.
- Roldan, J.L & Leal.A. (2003). A Validation Test of an Adaptation of The DeLone & McLean in The Spanish EIS Fields. *Idea Group Publsiing*, pp. 66-80.
- Roscoe, J. T. (1975). "*Fundamental Research Statistics for The Behavioral Sciences*, New York: Holt.
- Santoso, Singgih (2012). *Aplikasi SPSS pada Statistik Multivariat*. Jakarta. Elex Media Komputindo.
- Seddon, P.B. (1997) A Respecification and Extension of The DeLone and McLean Model of IS Success. *Information Systems Research*, pp. 240-235.
- Seddon, P.B. & Kiew,M.Y. (1994). A Partial Test and Development of DeLone and McLean Model of IS Success.*AJIS*, pp. 90-109.
- Suliyanto (2011). *Ekonomikas Terapan: Teori dan Aplikasi dengan SPSS*. Yogyakarta. Penerbit Andi.
- Winahyu, T.R. (2005). Analisis Faktor-Faktor Penentu Keberhasilan dalam Imlementasi Paket Sistem Enterprise Resource Planning (ERP) untuk Mencapai Keunggulan Bersaing Perusahaan. *Thesis Program Studi Magiste Managemen*. Universitas Diponegoro Semarang.
- Yin, R.K. (2003). *Case Study Research: Design and Methods*, Third Edition, Thousand Oaks, London. New Delhi Sage Publication.

#### **DOKUMEN PERUSAHAAN**

- PT. Telekomunikasi Indonesia Tbk, Keputusan Direktur Utama No KD 45/PS150/CTG-10/2004 tentang Organisasi Divisi Pelayanan Mitra Operator & Interkoneksi (Telkom CISC).
- PT. Telekomunikasi Indonesia Tbk, Keputusan Direktur Utama No KD 54/PS150/COP-B0030000/2006 tentang Organisasi Divisi Pelayanan Mitra Operator & Interkoneksi (Divis CIS).

PT. Telekomunikasi Indonesia Tbk, Keputusan Direktur Enterprise & Wholesale No KR 11/PS170/COO-B000000/2007 tentang Katalog Produk TELKOM *Intercarrier*.

PT. Telekomunikasi Indonesia Tbk, Peraturan Perusahaan No. PR. 02.01/r.00/HK200/COP-D0030000/2011 tanggal 7 Juli 2011 tentang Pedoman Valuasi Teknologi Informasi (TI).

Nota Dinas Executive General Manager CIS No. C.Tel.712/LP200/DCI-A1030000/2009 tanggal 22 Juni 2009 perihal Pemberlakuan INFUSION di Lingkungan Divisi CIS.

Siklus Bisnis Pendapatan, Sub Siklus Pendapatan Interkoneksi, Transponder dan Sirkuit Langganan, Bisnis Proses A.06.03 Ordering dan Provisioning Transponder dan Sirkuit Langgananan.

Business Blueprint Document for Sales, *TELKOM TICARES 2008 Package B/ Divisi CIS Implementation*, Project Implementer by Tech Mahendra.