

## DAFTAR PUSTAKA

- [1] R. A.S dan S. M., *Rekayasa Perangkat Lunak Terstruktur dan Berorientasi Objek*, Bandung: Informatika, 2013.
- [2] A. Trotman dan J. Zhang, "Future Web Growth and its Consequences for Web Search Architectures," p. 2, 2011.
- [3] R. F. Budi, "Pengaruh Kualitas Web Terhadap Tingkat Kepuasan Penggunaan Google Scholar," Universitas Airlangga.
- [4] P. Zhang dan G. M. v. Dran, "User Expectations and Rankings of Quality Factors," *International Journal of Electronic Commerce*, vol. 6 no 2, p. 9, 2001-2002.
- [5] R. Johnston, "The determinants of service quality: satisfiers and dissatisfiers," *International Journal of Service Industry Management*, vol. 6, p. 53, 1994.
- [6] S. Barnes dan R. Vidgen, "An Integrative approach to the assessment of e-commerce quality,," *Journal of Electronic Commerce Research*, p. 3, 2002.
- [7] Supranto, *Pengukuran tingkat kepuasan pelanggan untuk menaikkan pangsa pasar*, Jakarta: PT Gramedia Pustaka Utama, 1997.
- [8] W. Abbas, "Analisa Kepuasan Mahasiswa Terhadap Website Universitas Negeri Yogyakarta (UNY)," 2013.
- [9] I. Sanjaya, "Pengukuran Kualitas Layanan Website Kementerian KOMINFO dengan Menggunakan Metode Webqual 4.0," vol. 14, p. 1, 2012.
- [10] H. Mediyawati dan dkk, "Model Pengukuran Kualitas Layanan Website E-Banking di Indonesia," *Jurnal SNATI*, 2012.
- [11] A. N. Puspitasari dan dkk, "Pengaruh Kualitas Website Terhadap Nilai yang dipersepsikan, Kepuasan dan Loyalitas Pelanggan Pada Online Shop," *Jurnal Ilmu Administrasi*, 2013.
- [12] P. Kotler dan K. L. Keller, *Manajemen Pemasaran Edisi 12*, Jakarta: PT. Indeks, 2007.