

DAFTAR PUSTAKA

- Arikunto, Suharsimi. 2006. *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta : Rineka Cipta.
- Babacus, E. dan Boller (1992). An Empirical Assesment of The SERVQUAL Scale. *Journal of Business Research*, Vol. 24: 253-268
- Baroudi,J.J.andOrlikowski,W.J.,1988,“AShort-form MeasureofUser Information Satisfaction”, *Journal of Management Information Systems*, [Online] <http://wings.buffalo.edu/mgmt/courses/mgtsand/success/baroudi.html> [2004, April 20].
- Cronin, J.J. dan Taylor, A.S. (1992), ‘Measuring Service Quality: A Reexamination and Extension’, *Journal of Marketing*, Vol. 56: 55-68.
- Davis, F. D. 1989. *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technologi*. MIS Quartely (September)
- DeLone, W.H., dan McLean, E.R. (1992), “Information System Success : The Quest for the Dependent Variabel,”*Information System Research*, Vol. 3, No.1 h.60-95.
- Diamastuti, Erlina. 2003. Pengaruh Kualitas Layanan Sistem Informasi Terhadap Kepuasan Pelanggan Dalam Pengembangan Sistem Informasi: Studi pada perusahaan operator telephone selluler di Surabaya. *Jurnal Ekonomi, Akuntansi dan Manajemen*. 2003.
- Engel, J.F. 1990. *Customer Behavior*. Orlando: The Dryden Press.
- Ferguson, Hill, and Hansen. 1990. *Journal of Information Systems*, Spring 1990, p 82.
- Gardner, Lindzey, dkk. 1993. *Teori-Teori Holistik (Organismik-Fenomenologis)*. Yogyakarta: Penerbit Kanisius.
- Goodhue, Dale and Thompson, R.L. (1995), "*Task-technology fit and individual performance*",*MIS quarterly*, Vol. 19, No. 2.
- Galletta, Dennis F., & Albert L. Lederer. (1989). “Some Cautions on the Measurement of User Information Satisfaction”, *Decision Sciences*, vol. 20 (3), hal. 419-438.
- Ghozali, Imam. 2001. *Aplikasi Analisis dengan Program SPSS*. Undip: Semarang.

- Gronroos, C., 1984, *Service Management and Marketing: Managing the Moment of Thruth in Service Competition*. Lexington, Mass: Lexington Books.
- Gujarati, Damodar, 2003, *Ekonometri Dasar*. Terjemahan: Sumarno Zain,. Jakarta: Erlangga.
- Handriana, T. (1998). Analisis Perbedaan Harapan Kualitas Jasa pada Lembaga Pendidikan Tinggi di Surabaya. *Tesis S2*.
- Igbaria, M. 1989. *Personal Computing Accetance Factors in Small Firms: A Strucutral Equation Model*. MIS Quartely (September)
- Ives, B., Olson, M.H., and Baroudi, J.J., 1983, *The measurement of user information satisfaction*, Communications of the ACM (26:10).
- Jarvenpaa, S.I., dan Ives, B., 1991, “*Information Technology and Corporate Strategy:A View from the Top*”, *Information System Research* (1:4), December, pp. 351-376
- Jiang, J. J., Gary Klein, & S. M. Crampton. (2000). “A Note on SERVQUAL Reliability and Validity in Information System Service Quality Measurement”, *Decision Sciences*, vol. 31 (3), hal. 725-744.
- Kettinger, W. J., & Choong C. Lee. (1994). “Perceived Service Quality and User Satisfaction with the Information Services Function”, *Decision Sciences*, vol. 25 (5/6), hal. 737-766.
- Kotler, Philip. 1993. *Marketing Management*. Pearson Internationa Edition, New Jersye: Prentice Hall.
- Lehtinen, U. & Lehtinen, J.R.(1982) *Service Quality: A Study of Quality Dimensions. (Service Management Institute)*.
- Lupiyoadi, Rambat, 2001, *Manajemen Pemasaran Jasa*, Salemba Empat, Jakarta.
- Kustono, Alwan Sri. 2009. Pengaruh Kualitas Sistem Informasi terhadap Kepuasan Langganan dalam Pengembangan Sistem Informasi Akuntansi. *Jurnal Ektasi*. Universitas Muhammadiyah Jember.
- Martin, William. B. 1991. *Pelayanan Pelanggan yang Bermutu*. Bina Pura, Edisi Revisi, Jakarta.
- Mauludin, Hanif. 2001. Analisis Kualitas Pelayanan, Pengaruhnya Terhadap Image (Studi Pada Penderita Rawat Inap RSUD. Dr. R. Koesma Tuban).*Jurnal Penelitian Akuntansi, Bisnis dan Manajemen*. Vol. 7, No. 1 (April): 37-51.

- Mulyadi, Rusma. (1999). "Kualitas Jasa Sistem Informasi dan Kepuasan Para Penggunanya", *Jurnal Bisnis dan Akuntansi*, vol. 1 (2), hal. 120-133.
- Parasuraman, Zeithaml, A.V. dan Berry L.L. (1985), 'A Conceptual model of Service Quality', *Journal of Retailing*, Vol. 67: 420-450.
- Parasuraman, L, Valarie. A Zeithaml, Leonard A. Berry, 1988, *Delivering Quality Service: Balancing Customer Perception and Expectation*, New York, The Free Press Advision of Mac Millan Inc.
- Pedro C. C; Carlos Gonzales; et al. (2003). Bringing user satisfaction to media access networks
- Pitt.L.F., Watson, R.T., dan Kava, C.B. (1995), " *Service Quality : A Measure of Information System Effectiveness*," *MIS Quarterly*, Vol.19, No.2, h.173-188.
- Pujawan, I Nyoman. (1995). *Ekonomi Teknik*, Jakarta: PT GULLa Widya.
- Ravichandran, Gopalan, Anthony C.Copeland, Mohan M. Trivedi. (2000), " *Texture Synthesis Using Gray-Level Co-Occurrence Models: Algorithms, Experimental Analysis, And Psychophysical Support*", *Optical Engineering Journal* Vol. 40 No. 11.
- Rockart, J. F., De Long, D. W., 1988. *Executive Support System: The Emergence of Computer Use*. New Yor, Mc Graw Hill.
- Remenyi, Dan.; Money, Athur.; Smith, Michael Sherwood.; Irani, Zhe. 2002. *The Effective Measurement and Management of IT Costs and Benefits*. Second Edition. Elsevier Butterwoerth-Heinemann, Burlington.
- Shank, M. D., Walker, M. And Hayes, T. (1995). Understanding Professional Service Expectations: What Our Students Expect in a Quality Education?. *Journal of Professional Services Marketing*. Vol. 13 (1): 71-89.
- Shneiderman, Ben. 1987.*Designing the User Interface: Strategies for Effective HumanComputer Interaction*. Third Edition, Addison-Wesley
- Sugeng dan Nur Indriantoro. 1998. *Peran Faktor Kecocokan Tugas Teknologidalam Memperoleh Pengaruh Positif TI terhadap Kinerja Individual*.*Jurnal Ekonomi dan Bisnis Indonesia*. Vol.13, No 3, 37-56.
- Swanson, Burton, E, 1988. *Agricultural Extension, A Reference Manual*. Second Edition, Food and Adriculture Organization of the United Nations, Rome.
- Taniel, Ika Susana, & Hekinus Manao. (1999). "Analisis terhadap Faktor-faktor yang Berpengaruh pada Kepuasan Pemakai Accounting Software", *Simposium Nasional Akuntansi II IAI-KAPd*, hal. 1-14.

- Tjiptono, Fandy. 2002. *Manajemen Jasa*. Yogyakarta: Penerbit Andi Offset
- Tjiptono, Fandy. 2004. *Manajemen Jasa*. Yogyakarta: Penerbit Andi Offset.
- Thompson, R.L. , Higgins, C.A. , and Howell, J.M. 1991. *Personal computing: Toward a conceptual model of utilization*. *MIS Quarterly* (15:1) : 125-144.
- Tse David K & Peter C Wilton. (1988), Model of Consumer satisfaction Formation: An Extension” , *Journal Of Marketing Research*, Vol XXV, pp 204-212.
- Wilkinson, Joseph, W., & Cerullo, Michael, J., (1997). *Accounting Information System : Essential Concept and Applications*. (4th Ed). Amerika : John Wiley and Sons, Inc.
- Wilkie, W.L. 1990. *Customer Behavior*, Ed. 2. New York: John Wiley & Sons, Inc.
- Zeithaml, A.V. (1988). Consumer Perceptions of Price, Quality and Value: A Means - End Model and Synthesis of Evidence. *Journal of Marketing*, Vol. 52: 2-22