REFERENCES

- Abari, A. A. F., Yarmohammadian, M. H., & Esteki, M. (2011). Assessment of quality of education a non-governmental university via ServQual model. *Procedia Social and Behavioral Sciences*, 15, 2299–2304. https://doi.org/10.1016/j.sbspro.2011.04.097
- Abdi, H. (2008). Kendall Rank Correlation Coefficient. *The Concise Encyclopedia of Statistics*, 278–281. https://doi.org/10.1007/978-0-387-32833-1_211
- Abdullah, M. S., & Toycan, M. (2018). Analysis of the factors for the successful elearning services adoption from education providers' and students' perspectives: A case study of private universities in Northern Iraq. *Eurasia Journal of Mathematics, Science and Technology Education*, *14*(3), 1097–1109. https://doi.org/10.12973/ejmste/81554
- Afridi, S. A., Khattak, A., & Khan, A. (2016). Measurement of Service Quality Gap in The Selected Private Universities/Institutes of Peshawar Using SERVQUAL Model. *City University Research Journal*, 06(01), 61–69. http://www.cityuniversity.edu.pk/curj/Journals/Journal/Jan 2016/artcile 05a.pdf
- Agariya, A. K., & Singh, D. (2012). E-Learning quality: Scale development and validation in Indian context. *Knowledge Management and E-Learning*, 4(4), 500–517. https://doi.org/10.34105/j.kmel.2012.04.036
- Akhlaghi, E., Amini, S., & Akhlaghi, H. (2012). Evaluating Educational Service Quality in Technical and Vocational Colleges using SERVQUAL Model. *Procedia Social and Behavioral Sciences*, 46, 5285–5289. https://doi.org/10.1016/j.sbspro.2012.06.424
- Al-Mushasha, N. F., & Nassuora, A. B. (2012). Factors determining e-learning service quality in jordanian higher education environment. *Journal of Applied Sciences*, 12(14), 1474–1480. https://doi.org/10.3923/jas.2012.1474.1480
- Alsabawy, A. Y., Cater-Steel, A., & Soar, J. (2012). Identifying the determinants of Elearning service delivery quality. *ACIS* 2012: Proceedings of the 23rd Australasian Conference on Information Systems, 1–10.
- Anwar, P. S., Ankit, P. A., Fattah, T. A., Bin, H., & Smart, M. (2017). Quality and Business Management Conference Proceedings Edited by. *Innovation Arabia* 10, *March*.
- Arkkelin, D. (2014). Using SPSS to Understand Research and Data Analysis. *Psychology Curricular Materials* 2014, 194. http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.139.2050&rep=rep1&type=pdf
- Ataburo, H., Muntaka, A. S., & Quansah, E. K. (2017). Linkages among E-Service

- Quality, Satisfaction, and Usage of E-Services within Higher Educational Environments. *International Journal of Business and Social Research*, 7(3), 9–26. https://doi.org/10.18533/ijbsr.v7i3.1040
- Ayuni, D., & Mulyana, A. (2019). Applying Service Quality Model as a Determinant of Success in E-learning: The Role of Institutional Support and Outcome Value. *Review of Integrative Business and Economics Research*, 8(1), 145–159. http://buscompress.com/journal-home.html
- Baber, H. (2020). Determinants of students' perceived learning outcome and satisfaction in online learning during the pandemic of COVID19. *Journal of Education and E-Learning Research*, 7(3), 285–292. https://doi.org/10.20448/JOURNAL.509.2020.73.285.292
- Bahadori, M., Sadeghifar, J., Nejati, M., & Hamouzadeh, P. (2011). Assessing Quality of Educational Viewpoints of Paramedical. February 2016.
- Baker, T. L., & Taylor, S. A. (1994). An assessment of the relationship between service quality and customer satisfaction. In *Journal of Retailing* (Vol. 70, Issue 2, pp. 163–178).
- Basioudis, I. (2006). Institutional Knowledge at Singapore Management University Accounting Students' Perceptions of a Learning Management System: An International Comparison Accounting Students' Perceptions of a Learning Management System: An International Comparison. July 2007, 1–3.
- Briggs, A., Coleman, M., Morrison, M., Dixon, P., & Woolner, P. (2016). Quantitative Data Analysis: Using SPSS. *Research Methods in Educational Leadership & Management*, 340–362. https://doi.org/10.4135/9781473957695.n23
- Brouse, C. H., Basch, C. E., Leblanc, M., McKnight, K. R., & Lei, T. (2010). College students' academic motivation: Differences by gender, class, and source of payment. *College Quarterly*, *13*(1), 1–10.
- Buttle, F. (1996). SERVQUAL: review, critique, research agenda. *European Journal of Marketing*, 30(1), 8–32. https://doi.org/10.1108/03090569610105762
- Cacciattrenolo, K. (2004). An Analysis of the Combination of Qualitative and Quantitative Methods to Understand Social Phenomenon. *Re*, *I*(February), 99–101. https://doi.org/10.13140/RG.2.1.2752.1767
- Cahyadi, A. (2020). Covid-19 Outbreak and New Normal Teaching in Higher Education: Empirical Resolve from Islamic Universities in Indonesia. *Dinamika Ilmu*, 20(2), 255–266. https://doi.org/10.21093/di.v20i2.2545
- Carliner, S. (2008). e Learning: Today 's Challenge, Tomorrow 's Reality. *The E-Learning Handbook*, 509–520. http://93.174.95.29/main/8864768813663E0636548C69107C924B
- Chen, K. C., & Jang, S. J. (2010). Motivation in online learning: Testing a model of self-determination theory. *Computers in Human Behavior*, 26(4), 741–752. https://doi.org/10.1016/j.chb.2010.01.011

- Churiyah, M., Sholikhan, S., Filianti, F., & Sakdiyyah, D. A. (2020). Indonesia Education Readiness Conducting Distance Learning in Covid-19 Pandemic Situation. *International Journal of Multicultural and Multireligious Understanding*, 7(6), 491. https://doi.org/10.18415/ijmmu.v7i6.1833
- Clem, F. A. (2004). Culture and Motivation in Online Learning Environments. *Association for Educational Communications and Technology*., 183–192.
- Cristobal, E., Flavián, C., & Guinalíu, M. (2007). Perceived e-service quality (PeSQ): Measurement validation and effects on consumer satisfaction and web site loyalty. *Managing Service Quality*, *17*(3), 317–340. https://doi.org/10.1108/09604520710744326
- DeShields, O. W., Kara, A., & Kaynak, E. (2005). Determinants of business student satisfaction and retention in higher education: Applying Herzberg's two-factor theory. *International Journal of Educational Management*, 19(2), 128–139. https://doi.org/10.1108/09513540510582426
- Dwidienawati, D., Abdinagoro, S. B., Tjahjana, D., & Gandasari, D. (2020). Volume 9
 International Journal of Advanced Trends in Computer Science and Engineering
 Available Online at
 http://www.warse.org/IJATCSE/static/pdf/file/ijatcse93922020.pdf Forced Shifting
 to e-Learning during the COVID-19 Outbreak: Information Quality, S. 9(2).
- Eckstein, P. P., & Eckstein, P. P. (2016). SPSS Statistics. *Angewandte Statistik Mit SPSS*, 1–12. https://doi.org/10.1007/978-3-658-10918-9_1
- Elwan, M. L. (2020). Analysis of Student Perception on the Quality of Service Provided by a Private Higher Education Institution in East Indonesia. *International Journal of* Academic Research in Business and Social Sciences, 10(4). https://doi.org/10.6007/ijarbss/v10-i4/7104
- Enayati, T. (2013). c r v i h o e f c f. 6(1), 99–116.
- Elshami, W., Taha, M. H., Abuzaid, M., Saravanan, C., Al Kawas, S., & Abdalla, M. E. (2021). Satisfaction with online learning in the new normal: perspective of students and faculty at medical and health sciences colleges. *Medical Education Online*, *26*(1), 1920090.
- Eom, S. B., & Arbaugh, J. B. (2011). Student satisfaction and learning outcomes in elearning: an introduction to empirical research.
- Fallows, S., & Bhanot, R. (2005). Quality Issues in ICT-based.
- Faruq, Umar AlZulhijra, Z., Khairudin, K., Khoiriyah, KhoiriyaWajdi, M. B. N., & Kuswandih, I. (2020). Education Policy Overcome Coronavirus, A Study of Indonesians. *EDUTEC*: *Journal of Education And Technology*, *3*(2), 96–106. https://doi.org/10.29062/edu.v3i2.42
- Ghassan Al Azmeh, S. (2019). the Relationship Between E-Learning Service and Student Satisfaction a Case Study At the Syrian Virtual University (Svu). *Business*, *Management and Education*, 17(0), 49–71. https://doi.org/10.3846/bme.2019.7451

- Goodfellow, R., & Lea, M. R. (Mary R. (2007). *Challenging e-learning in the university : a literacies perspective*. 163.
- Grigoroudis, E., & Siskos, Y. (2010). Customer Satisfaction Evaluation: Methods for Customer Satisfaction Evaluation.
- Gul, S., & Jan, S. (n.d.). Investigating Service Quality and Students Satisfaction in Public and Private Sector Universities of KPK.
- Hadining, A. F., Sukanta, & Hidayat, W. (2019). An investigation of student perspective for e-learning readiness measurement. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 2019(MAR), 548–555.
- Hama, J., Bawais, T., Sagsan, M., & Ertugan, A. (2020). The Impact of Service Quality on Student and Academic Staff Satisfaction within Higher Education Institutions: A Case Study of Sulaimani City in. XXIX, 440–452. https://doi.org/10.24205/03276716.2020.1042
- Handrinos, M. C., Folinas, D., & Rotsios, K. (2015). Using the SERVQUAL model to evaluate the quality of services for a farm school store. *Journal of Marketing and Consumer Behaviour in Emerging Markets*, *1*(1), 62–74. https://doi.org/10.7172/2449-6634.jmcbem.2015.1.5
- Harsasi, M., & Sutawijaya, A. (2018). Determinants of student satisfaction in online tutorial: A study of a distance education institution. *Turkish Online Journal of Distance Education*, 19(1), 89–99. https://doi.org/10.17718/tojde.382732
- Hidayat, D., Anisti, Purwadhi, & Wibawa, D. (2020). Crisis management and communication experience in education during the covid 19 pandemic in indonesia. *Jurnal Komunikasi: Malaysian Journal of Communication*, 36(3), 67–82. https://doi.org/10.17576/JKMJC-2020-3603-05
- Hidayati, D., & Saputra, W. A. (2020). Implementation of online learning during the covid-19 epidemic in Indonesia: Assessment of higher education students' use and implementation of online learning technology. *Universal Journal of Educational Research*, 8(10), 4514–4519. https://doi.org/10.13189/ujer.2020.081019
- Howard, C., Systems, T., Schenk, K., Schenk, K. D., & Discenza, R. (2004). *Effectiveness: Changing Educational Paradigms for Online Learning*. http://www.uady.mx/~contadur/sec-cip/articulos/libros_online/educacion/0506DistanceLearning.pdf#page=176
- Huang, Y. (2020). Research on Online Education in the Midst of the COVID-19 Pandemic. *Journal of Advances in Education Research*, 5(2), 125–137. https://doi.org/10.22606/jaer.2020.52005
- Isaksen, G., & Ramberg, P. A. (2005). Motivation and Online Learning. Interservice/Industry Training, Simulation, and Education Coference, 2118, 1–12.
- Ismanova, D. (2019). Students' loyalty in higher education: The mediating effect of satisfaction, trust, commitment on student loyalty to Alma Mater. *Management Science Letters*, 9(8), 1161–1168. https://doi.org/10.5267/j.msl.2019.4.024

- Jang, J., & Cho, C. (2013). *Developing e-ServQual for Educational Websites*. 4(1), 10–17.
- José, O., & Oliveira, D. (2009). Adaptation and application of the SERVQUAL scale in higher education. *POMS 20th Annual Conference*, 55(14), 1–20.
- Joseph, M., Yakhou, M., & Stone, G. (2005). An educational institution's quest for service quality: Customers' perspective. *Quality Assurance in Education*, 13(1), 66–82. https://doi.org/10.1108/09684880510578669
- Journal, E., Best, M., & Award, P. (2018). Quality in e-Learning from a Learner's Perspective 1 Introduction 2 The Learners Perspective in the Quality Debate 3. Comprehensive E-Learning Services for Learners Quality Field 1: Tutor Support Quality Field 2: Cooperation and Quality Field 3: Tec. 2018.
- Kesuma, D. P., Hidayanto, A. N., Meyliana, Phusavat, K., & Chahyati, D. (2016). Integrating E-SERVQUAL and Kano Model into Quality Function Deployment to Improve Website Service Quality: An Application to University's Website. https://doi.org/10.4018/978-1-4666-9764-5.ch003
- Kim-Soon, N., Rahman, A., & Ahmed, M. (2014). E-service quality in higher education and frequency of use of the service. *International Education Studies*, 7(3), 1–10. https://doi.org/10.5539/ies.v7n3p1
- Knowles, E., & Kerkman, D. (2007). An Investigation of Students' Attitudes and Motivations Toward Online Learning. *InSight: A Journal of Scholarly Teaching*, 2, 70–80. https://doi.org/10.46504/02200708kn
- Kumar, R. (2011). h c r a Rese ology d o h Met a Rese ology d t.
- Learning, M., & Cookbook, R. (n.d.). No 主観的健康感を中心とした在宅高齢者にお ける健康関連指標に関する共分散構造分析Title.
- Lee, B. C., Yoon, J. O., & Lee, I. (2009). Learners' acceptance of e-learning in South Korea: Theories and results. *Computers and Education*, *53*(4), 1320–1329. https://doi.org/10.1016/j.compedu.2009.06.014
- M., R., & Pratt, K. (2007). Building online learning communities: effective strategies for the virtual classroom.
- Mackey, T. P., & Ho, J. (2008). Exploring the relationships between Web usability and students' perceived learning in Web-based multimedia (WBMM) tutorials. *Computers and Education*, 50(1), 386–409. https://doi.org/10.1016/j.compedu.2006.08.006
- Martínez-Argüelles, M. J., & Batalla-Busquets, J. M. (2021). Perceived Service Quality and Student Loyalty in an Online University. *International Review of Research in Open and Distributed Learning*, 17(4), 264–279.
- McKay III, E. H. (2003). Student satisfaction with Michigan community college distance education courses. *ProQuest Dissertations and Theses*, 194. https://search.proquest.com/docview/305281327?accountid=10673%0Ahttp://openur

- l.ac.uk/redirect/athens:edu/?url_ver=Z39.88-2004&rft_val_fmt=info:ofi/fmt:kev:mtx:dissertation&genre=dissertations+%26+the ses&sid=ProQ:ProQuest+Dissertations+%26+Theses+Global&at
- MedAlMulhem, A. (2020). Investigating the effects of quality factors and organizational factors on university students' satisfaction of e-learning system quality. *Cogent Education*, 7(1). https://doi.org/10.1080/2331186X.2020.1787004
- Misut, M., & Pribilova, K. (2015). Measuring of Quality in the Context of e-Learning. *Procedia Social and Behavioral Sciences*, *177*(July 2014), 312–319. https://doi.org/10.1016/j.sbspro.2015.02.347
- Moon, Y. J. (2013). The tangibility and intangibility of e-service quality. *International Journal of Smart Home*, 7(5), 91–102. https://doi.org/10.14257/ijsh.2013.7.5.10
- Murray, D., & Howat, G. (2002). *The_Relationships_among_Service_Quality. avustralya* 1-alıntı 525, 25–43. dıfnısdfns
- Nemati, B., Gazor, H., MirAshrafi, S. N., & Nazari Ameleh, K. (2012). Analyzing eservice quality in service-based website by E-SERVQUAL. *Management Science Letters*, 2(2), 727–734. https://doi.org/10.5267/j.msl.2011.12.001
- Nortvig, A. M., Petersen, A. K., & Balle, S. H. (2018). A literature review of the factors influencing e-learning and blended learning in relation to learning outcome, student satisfaction and engagement. *Electronic Journal of E-Learning*, 16(1), 45–55.
- Ohliati, J., & Abbas, B. S. (2019). Measuring students satisfaction in using learning management system. *International Journal of Emerging Technologies in Learning*, 14(4), 180–189. https://doi.org/10.3991/ijet.v14.i04.9427
- Oldfield, B. M., & Baron, S. (2000). Student perceptions of service quality in a UK university business and management faculty. *Quality Assurance in Education*, 8(2), 85–95. https://doi.org/10.1108/09684880010325600
- Ombui, G. M., Geofrey, M., & Gichuhi, a W. (2011). Using Ordinal Regression Modeling To Evaluate the Satisfaction of Jomo. *Jomo Kenyatta University of Agriculture Abnd Technology*, 13(1), 164–176.
- Osborne, S. P., & Brown, K. (2012). Managing change and innovation in public service organizations. In *Managing Change and Innovation in Public Service Organizations*. https://doi.org/10.4324/9780203391129
- Osman, A. R., & Saputra, R. S. (2019). A pragmatic model of student satisfaction: a viewpoint of private higher education. *Quality Assurance in Education*, 27(2), 142–165. https://doi.org/10.1108/QAE-05-2017-0019
- Ozkan, S., & Koseler, R. (2009). Multi-dimensional students' evaluation of e-learning systems in the higher education context: An empirical investigation. *Computers and Education*, 53(4), 1285–1296. https://doi.org/10.1016/j.compedu.2009.06.011
- Parkin, D. (2016). Leading Learning and Teaching in Higher Education. *Leading Learning and Teaching in Higher Education*. https://doi.org/10.4324/9780203817599

- Pham, L., Limbu, Y. B., Bui, T. K., Nguyen, H. T., & Pham, H. T. (2019). Does elearning service quality influence e-learning student satisfaction and loyalty? Evidence from Vietnam. *International Journal of Educational Technology in Higher Education*, *16*(1). https://doi.org/10.1186/s41239-019-0136-3
- Pradana, M., & Amir, N. W. (2016). Measuring e-learning effectiveness at Indonesian private university. *International Journal of Environmental and Science Education*, 11(18), 11541–11554.
- Profile, S. E. E. (2020). *Using WebQual 4 . 0 For Measuring Quality of E-learning Services During COVID-19 Pandemic. October*. https://doi.org/10.1109/CITSM50537.2020.9268887
- Putra, P., Liriwati, F. Y., Tahrim, T., Syafrudin, S., & Aslan, A. (2020). The Students Learning from Home Experiences during Covid-19 School Closures Policy In Indonesia. *Jurnal Iqra': Kajian Ilmu Pendidikan*, 5(2), 30–42. https://doi.org/10.25217/ji.v5i2.1019
- Rahiem, M. (2020). The Emergency Remote Learning Experience of University Students in Indonesia amidst the COVID-19 Crisis. *International Journal of Learning*, *Teaching and Educational Research*, 19(6), 1–26. https://doi.org/10.26803/ijlter.19.6.1
- Rahiem, M. D. H. (2020). The emergency remote learning experience of university students in Indonesia amidst the COVID-19 crisis. *International Journal of Learning, Teaching and Educational Research*, 19(6), 1–26. https://doi.org/10.26803/ijlter.19.6.1
- Raspopovic, M., & Jankulovic, A. (2017). Performance measurement of e-learning using student satisfaction analysis. *Information Systems Frontiers*, 19(4), 869–880. https://doi.org/10.1007/s10796-016-9636-z
- Repository, I. (2010). Institutional Repository Examining student satisfaction with higher education services: using a new measurement tool This item was submitted to Loughborough's Institutional Repository (https://dspace.lboro.ac.uk/) by the author and is made available u.
- Robert, As. 'E. of E. in. (n.d.). Students 'Experiences of E-learning in.
- Rulandari, N. (2020). The Impact of the Covid-19 Pandemic on the World of Education in Indonesia. *Agribusiness*, 1(4), 242–250.
- Sahin, I. (2007). Predicting Student Satisfaction. *Selcuk University, Konya, TURKEY*, 2001, 1–8.
- Samir Roushdy, A., & El-Ansary, O. (2017). Measuring Students' Perception of E-SERVQUAL at E-learning Institutions: Evidence from Egypt. و للإقتصاد العلمية المجلة 47(2), 583–614. https://doi.org/10.21608/jsec.2017.40514
- Satuti, J. R., Sunaryanto, S., & Nuris, D. M. (2020). Does Student Satisfaction Mediate the Correlation between E-learning Service Quality, Academic Engagement and Academic Achievement? *Jabe (Journal of Accounting and Business Education)*,

- 5(1), 38. https://doi.org/10.26675/jabe.v5i1.12699
- Saxena, C., & Baber, H. (2020). Examining the Moderating Effect of Perceived Benefits of Maintaining Social Distance on E-learning Quality During COVID-19 Pandemic. https://doi.org/10.1177/0047239520977798
- Sembiring, P., Sembiring, S., Tarigan, G., & Sembiring, O. D. (2017). Analysis of Student Satisfaction in the Process of Teaching and Learning Using Importance Performance Analysis. *Journal of Physics: Conference Series*, *930*(1). https://doi.org/10.1088/1742-6596/930/1/012039
- Shahzad, A., Hassan, R., Aremu, A. Y., Hussain, A., & Lodhi, R. N. (2020). Effects of COVID-19 in E-learning on higher education institution students: the group comparison between male and female. *Quality and Quantity*, 0123456789. https://doi.org/10.1007/s11135-020-01028-z
- Sher, A. (2009). Assessing the relationship of student-instructor and student-student interaction to student learning and satisfaction in Web-based Online Learning Environment. *Journal of Interactive Online Learning*, 8(2), 102–120.
- Shaik, N., Urbana-Champaign, U. of I., Lowe, S., Online, V. C., Pinegar, K., & Online, V. C. (2006). DL-sQUAL: A Multiple-Item Scale for Measuring Service Quality of Online Distance Learning Programs. Online JourShaik, Naj Lowe, Sue Pinegar, Kem Merisotis, Jamie P Phipps, Ronald A Martinez, Antonio Lopo Shropshire, Jordan Kadlec, Christopher Pelegrini, Thalita de Oliveira Silva, Sheila Serafim Da Azevedo-Ferreira, Maxwel de Oliveira, Murilo Alvarenga P, 9(2), 201–214. http://files/115/Shaik et al. DL-sQUAL A Multiple-Item Scale for Measuring Serv.pdf%0Ahttp://www.westga.edu/~distance/ojdla/summer92/shaik92.htm%0Ahtt p://www.scielo.br/scielo.php?script=sci_arttext&pid=S1413-23112017000400371&lng=pt&tlng=pt
- Simpson, O. (2003). Student retention in online, open and distance learning. In *Student Retention in Online, Open and Distance Learning*. https://doi.org/10.4324/9780203416563
- Siswati, S., Astiena, A. K., & Savitri, Y. (2020). Evaluation of Online-Based Student Learning: Models During New Normal Pandemic Covid-19 in Indonesia. *Journal of Nonformal Education*, 6(2), 148–155. https://journal.unnes.ac.id/nju/index.php/jne
- Soares, A. P. (2013). 済無No Title No Title. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.
- Soares, M. C., Novaski, O., & Anholon, R. (2017). SERVQUAL model applied to higher education public administrative services. *Brazilian Journal of Operations & Production Management*, *14*(3), 338. https://doi.org/10.14488/bjopm.2017.v14.n3.a7
- Sohrabi, C., Alsafi, Z., Neill, N. O., Khan, M., Kerwan, A., Al-jabir, A., Iosifidis, C., & Agha, R. (2020). World Health Organization declares global emergency: A review of the 2019 novel coronavirus (COVID-19). *International Journal of Surgery*, 76(February), 71–76. https://doi.org/10.1016/j.ijsu.2020.02.034
- Stefańska-Klar, R. (2018). Psychosocial Aspects of Distance Learning in Future

- *Teachers' Perceptions. the Role of Prior Experience and Computer* (Issue December 2011).
- http://scholar.google.com/scholar?hl=en&btnG=Search&q=intitle:PSYCHOSOCIAL+ASPECTS+OF+DISTANCE+LEARNING+IN+FUTURE+TEACHERS+'+PERCEPTIONS+.+THE+ROLE+OF+PRIOR+EXPERIENCE+AND+COMPUTER+ANXIETY#0
- Sultana, T. (2019). *Investigating University Students' Satisfaction on Online Class:* Bangladesh Perspective. 18(2).
- Sureshchandar, G. S., Rajendran, C., & Anantharaman, R. N. (2002). The relationship between service quality and customer satisfaction a factor specific approach. *Journal of Services Marketing*, 16(4), 363–379. https://doi.org/10.1108/08876040210433248
- Susilowati, H. (2020). Use E-learning systems: System Quality, Information Quality and Service Quality on User Satisfaction. *Journal of Business Management Review*, *I*(3), 208–222. https://doi.org/10.47153/jbmr13.352020
- Tarigan, J. (2012). Factors Influencing Users Satisfaction on E-Learning Systems. *Jurnal Manajemen Dan Kewirausahaan*, *13*(2), 177–188. https://doi.org/10.9744/jmk.13.2.177-188
- Thai, V. V. (2016). The impact of port service quality on customer satisfaction: The case of Singapore. *Maritime Economics and Logistics*, 18(4), 458–475. https://doi.org/10.1057/mel.2015.19
- The Online Journal of Distance Education and e-Learning. (2015). Halili, Siti Hajar Zainuddin, Zamzami, 6(1). www.tojdel.net
- Theresia, L., & Bangun, R. (2017). Service quality that improves customer satisfaction in a university: A case study in Institut Teknologi Indonesia. *IOP Conference Series:*Materials Science and Engineering, 277(1). https://doi.org/10.1088/1757-899X/277/1/012059
- Theresiawati, Seta, H. B., Hidayanto, A. N., & Abidin, Z. (2020). Variables affecting elearning services quality in Indonesian higher education: Students' perspectives. *Journal of Information Technology Education: Research*, 19, 259–286. https://doi.org/10.28945/4489
- Titan, T., Fernando, E., Murad, D. F., Warnars, H. L. H. S., & Oktriono, K. (2019). Development Conceptual Model and Validation Instrument for E-Learning Succes Model at Universities in Indonesia: Perspectives influence of Instructor's Activities and Motivation. 2019 International Congress on Applied Information Technology, AIT 2019, November. https://doi.org/10.1109/AIT49014.2019.9144754
- Toquero, C. M. (2020). Challenges and Opportunities for Higher Education amid the COVID-19 Pandemic: The Philippine Context. *Pedagogical Research*, *5*(4), em0063. https://doi.org/10.29333/pr/7947
- Udo, G. J., Bagchi, K. K., & Kirs, P. J. (2010). An assessment of customers' e-service quality perception, satisfaction and intention. *International Journal of Information*

- Management, 30(6), 481–492. https://doi.org/10.1016/j.ijinfomgt.2010.03.005
- Udo, G. J., Bagchi, K. K., & Kirs, P. J. (2011). Using SERVQUAL to assess the quality of e-learning experience. *Computers in Human Behavior*, 27(3), 1272–1283. https://doi.org/10.1016/j.chb.2011.01.009
- Uppal, M. A., Ali, S., & Gulliver, S. R. (2018). Factors determining e-learning service quality. *British Journal of Educational Technology*, 49(3), 412–426. https://doi.org/10.1111/bjet.12552
- UPPAL, M. A., GULLIVER, S. R., & ALI, S. (2004). Factors Determining E-Learning Service Quality 2 Understanding Quality in Higher Educational Service Delivery. *Advances in Computers and Technology for Education*, 165–175.
- Usman, U., & Mokhtar, S. S. M. (2016). Analysis of service quality, university image and student satisfaction on student loyalty in higher education in Nigeria. In *International Business Management* (Vol. 10, Issue 12, pp. 2490–2502).
- Valverde-Berrocoso, J., del Carmen Garrido-Arroyo, M., Burgos-Videla, C., & Morales-Cevallos, M. B. (2020). Trends in educational research about e-Learning: A systematic literature review (2009-2018). *Sustainability (Switzerland)*, *12*(12). https://doi.org/10.3390/su12125153
- Van Bruggen, J. (2005). Theory and practice of online learning. In *British Journal of Educational Technology* (Vol. 36, Issue 1). https://doi.org/10.1111/j.1467-8535.2005.00445_1.x
- Vora, A., & Vora, A. (2016). Managing Service Quality. In Hospital Management from Service Sector Perspective (Vol. 15, Issue 2). https://doi.org/10.5005/jp/books/12829_8
- Wan-Tzu Wong, & Neng-Tang Norman Huang. (2011). The Effects of E-Learning System Service Quality and Users' Acceptance on Organizational Learning. *International Journal of Business and Information*, 6(2), 205–225. http://search.proquest.com/docview/910986292?accountid=13552%5Cnhttp://findit.lib.rmit.edu.au:9003/sfx_local??url_ver=Z39.88-2004&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&genre=article&sid=ProQ:ProQ:abiglobal&atitle=The+Effects+of+E-Learning+System+Servic
- Wang, Y., Di, Y., Ye, J., & Wei, W. (2021). Study on the public psychological states and its related factors during the outbreak of coronavirus disease 2019 (COVID-19) in some regions of China. *Psychology, Health and Medicine*, 26(1), 13–22. https://doi.org/10.1080/13548506.2020.1746817
- WANG, Y. L., LUOR, T., LUARN, P., & LU, H. (2015). Contribution and Trend to Quality Research—a literature review of SERVQUAL model from 1998 to 2013. *Informatica Economica*, 19(1/2015), 34–45. https://doi.org/10.12948/issn14531305/19.1.2015.03
- Workie, D. L. (2014). Students 'Satisfaction with Service Quality in Higher Education Institutions: An Empirical Study in University of Gondar. *Journal of Education and Practice*, 5(23), 24–33.

- Wydyanto, & Hamdan. (2020). the Role of Service Quality on Consumer Satisfaction. *Dinasti International Journal of Management Science*, 1(4), 585–597. https://doi.org/10.31933/dijms.v1i4.197
- Xiong Qiang, Ran Kwabena Fosu Sarpong, & Takyi Kwabena Nsiah. (2020). Factors Influencing E-Service Satisfaction in Tertiary Education in Ghana. *EPRA International Journal of Multidisciplinary Research (IJMR)*, *November*, 1–16. https://doi.org/10.36713/epra5506
- Yan Li, C., Asimiran, S., & Suyitno, S. (2013). Basic Dimensions of the (Servqual Model) and Its Impact on the Level of Customer Satisfaction: an Empirical Study of the Housing Bank in Karak, Jordan. *European Scientific Journal*, *9*(1), 1857–7881.
- Yan Li, C., Asimiran, S., & Suyitno, S. (2018). Studentsr Expectations and Perceptions on Service Quality of E-Learning in a Selected Faculty of a Public University in Malaysia. 269(CoEMA), 85–90. https://doi.org/10.2991/coema-18.2018.24
- Yosep, Y. (2015). Analysis of Relationship between Three Dimensions of Quality, User Satisfaction, and E-Learning Usage of Binus Online Learning. *CommIT* (*Communication and Information Technology*) *Journal*, 9(2), 67. https://doi.org/10.21512/commit.v9i2.1648
- Yousapronpaiboon, K. (2014). SERVQUAL: Measuring Higher Education Service Quality in Thailand. *Procedia Social and Behavioral Sciences*, 116, 1088–1095. https://doi.org/10.1016/j.sbspro.2014.01.350
- Zeise, K., Kaschke, O., & Jautzke, G. (2001). Das mittelohradenom: Langzeitverlauf einer seltenen neoplasie. *Hno*, 49(2), 130–133. https://doi.org/10.1007/s001060050722

1963