

REFERENCES

- Ajoye, M.B.O.; and Nwagwu, W.E., *Information Systems User Satisfaction: A Survey of The Postgraduate School Portal, University of Ibadan, Nigeria*, (2014), Library Philosophy and Practice (e-journal). Paper 1192.
- Alcami, R.L., Caranana, C.D., (2012) *Introduction to Management Information Systems*, Publicacions de la Universitat Jaume I. Servei de Comunicació Publicacions Campus del Riu Sec. Edifici Rectorat i Serveis Centrals. 12071 Castelló de la Plana. Access: <http://dx.doi.org/10.6035/Sapientia63>
- Ali, B.M.; and Younes, B. *The Impact of Information Systems on user Performance: An Exploratory Study*, Journal of Knowledge Management, Economics and Information Technology, Issue 3, 2013.
- Arifin, M.; Cholid, A.A.; and Pratiwi, A.S. *Academic Information System Design For Vocational High School in Web-Based 2013 Curriculum*. International Conference on Electrical Engineering, Informatics, and Its Education 2015, pp 16-21.
- Bailey, J.E., and Pearson, S.W. *Development of a tool for measuring and analyzing computer user satisfaction*. Management Science, Vol. 29, No. 5 (1983), pp 530–545;
- Bakos, Y.J., *Dependent variables on the study of firm and industry-level impacts on information technology*. In: Proceedings of the Eighth International Conference on Information Systems, 1987, pp. 10–23.
- Barnes, S.; and Vidgen, R. *WebQual: An Exploration of Website Quality*. ECIS Proceedings, (2000), paper 74.
- Bevan, N.,. *Quality in use: meeting user needs for quality*. Journal of System and Software, Vol. 49, No. 1, 1999, pp 89–96.
- Byrd, T. A., Thrasher, E. H., Langc, T., & Davidson, N. W. A process-oriented perspective of IS success: *Examining the impact of IS on operational cost*. Omega, Vol. 34, No. 5, 2006, pp 448-460.
- Chang, C. *Quality Function Deployment (QFD) Processes in an Integrated Quality Information System*. Proceedings of the 11th Annual Conference on Computers & Industrial Engineering, Vol. 17, No. 1-4 (1989), pp 311-316.
- Cheung, C.M.K.; and Lee, M.K.O. *The Structure of Web-Based Information Systems Satisfaction: Testing of Competing Models*, Journal Of The American Society For Information Science And Technology, Vol. 59, No. 10, (2008), pp 1617–1630.
- Cohen, S. *What makes teams work: Group Effectiveness*, Journal of Management and Information Systems, Vol. 23, No. 3, 1997, pp. 230-290.
- Davis, F. *Perceived usefulness, perceived ease of use, and user acceptance of information technology*, Management Information System Quarterly Vol. 13, No. 3, 1989, pp. 318-340.

- DeLone, W., and McLean, E. *The DeLone McLean mode! of information system success: a ten-year update*, Journal of Management Information Systems, Vol. 19, No. 4, 2003, pp. 3-9.
- DeLone, W.H.; and McLean, E.R. *Information Systems Success: The Quest for the Dependent Variable*, Information Systems Research, Vol. 3, No. 1 (1992), pp 60-92.
- Goodhue, D., and Thompson, R. *Task-technology fit and individual performance*, MIS Quarterly, Vol. 19, No. 2, 1995, pp. 213-233.
- Gorla, N.; Somers, T.M.; and Wong, B., *Organizational impact of system quality, information quality, and service quality*, Journal of Strategic Information Systems, Vol. 19, 2010, pp 207-228.
- Greenberg, S., Buxton, B., *Usability evaluation considered harmful (some of the time)*. CHI Papers: Usability Evaluation considered Harmful, (2008), pp 111–120.
- Guillermo, J.C., and Luis, A.O. *Assessing quality in use in a consistent way*, in: Proceedings of the 6th international conference on Web engineering, ACM Press, Palo Alto, California, USA, 2006.
- Hamilton, S.; and Chervany, N.L. *Evaluating Information System Effectiveness-Part I: Comparing Evaluation Approaches*, MIS Quarterly, Vol. 5, No. 3 (1981), pp. 55-69.
- Hodgkinson, A. *Productivity measurement and enterprise bargaining - the local government perspective*, International Journal of Public Sector Management, Vol. 72, No. 6, 1999, pp. 470-481.
- Hornbaek, K.,. *Current practice in measuring usability: challenges to studies and research*. International Journal of Human–Computer Studies Vol. 64, No. 2, 2006, pp 79–102.
- Hostler, E., Yoona, V., and Guimaraes, T. *Assessing the impact of internet agent on end users' performance*, Décision Support Systems, Vol. 41, 2005, pp. 213-323.
- Huang, K., Lee, Y., and Wang, R. *Quality Information and Knowledge*, 1999, Upper Saddle River NJ: Prentice Hall.
- Huh, Y.U., Keller, F.R., Redman, T.C., Watkins, A.R., *Data quality*. Information and Software Technology, Vol. 32, 1990, pp 559–565.
- IASB,. *Conceptual Framework (Qualitative Characteristics 4: Definitions of understandability and materiality)*. FASB Meeting – Norwalk, July 27, 2005.
- Jahangir, N., and Begum, N., *The role of perceived usefulness, perceived ease of use, security and privacy, and customer attitude to engender customer adaptation in the context of electronic banking*, African Journal of Business Management, Vol. 2, No. 1, 2008, pp. 032-040.

- Juristo, N., Moreno, A.M., Sanchez-Segura, M.I., *Analyzing the impact of usability on software design*. Journal of Systems and Software, Vol. 80, No. 9, 2007, pp 1506–1516.
- Kang, Y.S., and Kim, Y.J., *Do visitors' interest level and perceived quantity of web page content matter in shaping the attitude toward a web site?*, Decision Support Systems, Vol. 42 (2006), pp 1187– 1202.
- Katz, Adi, *Aesthetics, Usefulness and Performance in User-Search Engine Interaction*, Journal of Applied Quantitative Methods, Vol. 5, No. 3, 2010, pp 424-445
- Keevil, B., 1998. *Measuring the Usability Index of Your Web Site*. Keevil & Associates, Toronto, Ontario, Canada.
- Kim, Y.; and Lee, H.S. *Quality, Perceived Usefulness, User Satisfaction, and Intention to Use: An Empirical Study of Ubiquitous Personal Robot Service*, Asian Social Science, Vol. 10, No. 11, 2014.
- Knowles, G. (2011). *Quality Management*. Bookboon.com. ISBN 978-87-7681-875-3.
- Kriebel, C. H. & Raviv, A. *Economic Approach to Modelling the Productivity of Computer Systems*, Management Science. Vol. 26, No. 3, pp 297-311.
- Kumar, S.A.; and Suresh, N. (2008). *Production and Operations Management (With Skill Development, Caselets and Cases)*. New Delhi: New Age International (P) Limited, Publishers.
- Lederer, L., Maupin, D., Sena, M., and Zhuang, Y. *The technology acceptance model and the World Wide Web*, Décision Support Systems, 29, 2000, pp. 269-282.
- Levi, M.D.; and Conrad, F.G, *A heuristic evaluation of a World Wide Web Prototype, Interactions*, Vol. 3, No. 4, 1996, pp 50–61.
- Liao, Z., and Cheung, M. *Internet-based e-shopping and consumer attitudes: an empirical study*, Information & Management, 38, 2001, pp. 299-306.
- Luis, O., and Gustavo, R. *Measuring Web Application Quality with WebQEM*, IEEE MultiMedia Vol. 9, No.4 (2002), pp 20-29.
- Madu, C.N.; and Madu, A.A. *Dimensions of e-quality*, International Journal of Quality & Reliability Management, Vol. 19, No. 3, 2002, pp.246 – 258.
- Mathieson, K. *Predicting user intentions: comparing the technology acceptance model with the theory of planned behavior*, Information Systems Research, Vol. 2, No. 3, 1991, pp 173–191.
- McKinney, V.; Yoon, K.; and Zahedi, F.M., *The Measurement of Web-Customer Satisfaction: An Expectation and Disconfirmation Approach*, Information Systems Research, Vol. 13, No. 3, 2002, pp. 296–315.

- Miller, J., Doyle, B.A., *Measuring the effectiveness of computer-based information systems in the financial services sector*. MIS Quarterly, Vol. 11, 1987, pp 107–124.
- Negash, S.; Ryan, T.; and Igbaria, M., *Quality and Effectiveness in Web-based Customer Support Systems*, Information & Management, Vol. 40 (2003), pp 757–768.
- Newton, P. (2015). *Managing Project Quality (Project Skills)*. Free-managemet-ebooks.com. ISBN 978-1-62620-983-5.
- Obasi, N; Nwachukwu, E.O.; and Ugwu, C. *A Novel Web-Based Student Academic Records Information System*. West African Journal of Industrial and Academic Research. Vol. 7, No. 1 (2013), pp 31-47.
- Oztekin, A.; Nikov, A.; and Zaim, S., *UWIS: An assessment methodology for usability of web-based information systems*, The Journal of Systems and Software Vol. 82, (2009), pp 2038–2050.
- Pfeffer, J. *Organizations and Organization Theory*, Pitman, Boston, MA, 1982.
- Pitkow, J.E.; and Kehoe, C.M. *Emerging trends in the WWW user population*, Communications of the ACM, Vol. 39, No. 6, 1996, pp106-108.
- Putri, Y.R. *The Effect of Web-Based Academic Information System to Academic Service Quality at Communication Department of Telkom Institute Of Management*, (2013).
- R.W. Griffin, (1990). *Management*, 3rd edn., Boston, MA: Houghton Mifflin.
- Ridwan Sundjaja, (2002), *Pengantar Manajemen Keuangan*, Jakarta, Prenhallindo.
- Romano, Jr, N.C.; Loiacono-Mello, E.T.; and McCoy, S. *Information Systems Accessibility*, Proceedings of the 38th Hawaii International Conference on System Sciences, 2005.
- Saadé, R.G. *Web-Based Educational Information System for Enhanced Learning, EISEL: Student Assessment*. Journal of Information Technology Education. Vol. 2, No. 26 (2003), pp 267-277.
- Schein, E.H. *Organizational Psychology*, third edition, Prentice-Hall, Englewood Cliffs, NJ, 1980.
- Seddon, P. A. *Respecification and Extension of the DeLone and McLean Modei of IS Success*, Information Systems Research, Vol. 8, No. 3, 1997, pp. 240-253.
- Seffah, A., Mohamed, T., Habieb-Mammar, H., Abran, A.,. *Reconciling usability and interactive system architecture using patterns*. Journal of Systems and Software, Vol. 81, No. 11, 2008, pp 1845–1852.
- Sekaran, U. (2003). *Research Method for Business (A Skill-building Approach)*. New York, NY: John Wiley & Sons, Inc.

- Senge, P.M. (1999) *The Fifth Discipline: The Art and Practice of The Learning Organization*. London: Random House.
- Sevilla, Consuelo G. et. al (2007). *Research Methods*. Rex Printing Company. Quezon City.
- Suliyanto. (2011). *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. Yogyakarta: Penerbit ANDI.
- Suresh, N. C. and J. R. Meredith, *Quality Assurance Information Systems for Factory Automation*, International Journal of Production Research, Vol. 23, No. 3, 1985
- Swanson, B., *Maintaining IS quality*. Information and Software Technology, Vol. 39, 1997, pp 845–850.
- Utami, E., and Raharjo, S. *Database Security Model in the Academic Information System*. International Journal of Security and Its Applications Vol. 8, No. 3 (2014), pp. 163-174.
- Vroom, V.H. *Work and Motivation*, Wiley, New York, NY, 1964.
- Wang, R., and Strong, D. *Beyond accuracy: What data quality. means to data consumers*, Journal on Management of Information Systems, Vol. 12, No. 4, 1996, pp. 5-34.
- Wang, W.T.; and Liu, C.Y. *The Application of the Technology Acceptance Model: A New Way to Evaluate Information System Success*, (2005) In J. D. Sterman, N. P. Repenning, R.S. Langer, J.I. Rowe & J.M. Yanni (Eds). Proceedings of the 23th International Conference of the System Dynamics Society. Albany. NY: System Dynamics Society.
- Webster, J., and Ahuja, J.S. *Enhancing the design of Web navigation systems: The influence of user disorientation on engagement and performance*, MIS Quarterly: Management Information Systems Vol. 30, No. 3 (2006), pp 661-678.
- Zeithmal, V.A.; Parasuraman, A.; and Malhotra, A., *Service Quality Delivery Through Web Sites: A Critical Review of Extant Knowledge*, Journal of the Academy of Marketing Science, Vol. 30, No. 4, 2002, pp 362-375.
- Zhang, P., Dran, G.v., Blake, P., and Pipithsuksunt, V. *A Comparison of the Most Important Website Features in Different Domains: An Empirical Study of User Perceptions*, Proceedings of Americas Conference on Information Systems (AMCIS'2000), Long Beach, CA, 2000, pp. 1367-1372.
- Zviran, M.; Glezer, C.; and Avni, I., *User Satisfaction for Commercial Website: The Effect of Design and Use*, Information and Management, Vol. 43, No. 2, 2006, pp 157-178.