

DAFTAR PUSTAKA

- Alawneh, A., Al-Refai, H., & Batiha, K. (2013). Measuring user satisfaction from e-Government services: Lessons from Jordan. *Government Information Quarterly*, 30(3), 277–288. <https://doi.org/10.1016/j.giq.2013.03.001>
- Alkin, M. C., & King, J. A. (2016). The Historical Development of Evaluation Use. *American Journal of Evaluation*, 37(4), 568–579. <https://doi.org/10.1177/1098214016665164>
- Ananda, R. R., Hapsari, I. N., Studi, P., Informasi, S., Komputer, F. I., Unggul, U. E., Kepa, D., Barat, K. J., & Ibukota, D. K. (2024). *Analisis Kualitas Layanan Aplikasi Mobile JKN dengan Metode E - GovQual dan IPA Analysis of Mobile JKN Application Service Quality With E - GovQual Method*. 13(Ef 4), 2401–2421.
- APJII. (2024). Internet Indonesia. *Survei Penetrasi Internet Indonesia*, 1–90. <https://survei.apjii.or.id/survei/group/9>
- Arikunto, S. (2013). *Prosedur Penelitian: Suatu Pendekatan Praktik* (Revisi ke-). Rineka Cipta.
- Azwar, S. (2015). *Reliabilitas dan Validitas* (4th ed.). Pustaka Pelajar.
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (4th ed.). SAGE Publications.
- Djabbari, M. H., B., I., Nugroho, T. C., Iswadi, Amiruddin, & Yanto, E. (2024). *Implementasi E-Government dalam Pelayanan Publik Berbasis Website di Desa Tondowolio Kabupaten Kolaka*. 10, 1–10.
- Fandi, F., & Imaniawan, D. (2025). *Evaluasi Website Persuratan Sekretariat Lembaga Peradilan Menggunakan*. 13(1), 62–70.
- George, Darren; Mallery, P. (2003). *SPSS for Windows Step by Step: A Simple Guide and Reference (11.0 Update)* (4th ed.). Allyn & Bacon.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Kuhn, P., & Balta, D. (2020). Service Quality Through Government Proactivity: The Concept of Non-interaction. In *Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics): Vol. 12219 LNCS*. Springer International Publishing. https://doi.org/10.1007/978-3-030-57599-1_7
- Kurhayadi. (2019). Dampak Sistem E-Government Terhadap Kualitas Pelayanan Publik Di Indonesia. *AKSELERASI: Jurnal Ilmiah Nasional*, 1(3), 25–34. <https://doi.org/10.54783/jin.v1i3.549>
- Lee-Geiller, S., & Lee, T. (David). (2019). Using government websites to enhance democratic E-governance: A conceptual model for evaluation. *Government Information Quarterly*, 36(2), 208–225. <https://doi.org/10.1016/j.giq.2019.01.003>

- Martilla, J., & James, J. (1977). Importance-Performance Analysis: An easily applied technique for measuring attribute importance and performance can further the development of effective marketing programs. In *Journal of Marketing* (Vol. 41, Issue 1, pp. 77–79).
- McMillan, J. H. and Schumacher, S. (2010). *Research in Education: Evidence-Based Inquiry* (7th ed.). Pearson Education.
- Mishra, S. (2024). Service Quality Model for Modern Retail Banks in India – A Questionnaire Development and Validation. *International Journal for Research in Applied Science and Engineering Technology*, 12(8), 1350–1358. <https://doi.org/10.22214/ijraset.2024.64121>
- Muhammad Riesta, A., Januar Pribadi, M., Learns Prasetyo, C., Widyo Tenggoro, B., Nadhiroh, B., & Lathif Mardi Suryanto, T. (2023). Evaluasi Kualitas Layanan Website E-Government Terhadap Kepuasan Pengguna menggunakan E-Govqual dan IPA. *Jurnal Ilmiah Teknologi Informasi Dan Robotika*, 3(2), 1–8. <https://doi.org/10.33005/jifti.v3i2.57>
- Muhammad, S. N., Az-Zahra, H. M., & Wardani, N. H. (2020). Evaluasi Kualitas Layanan E-Government Menggunakan Metode E-Govqual dan Importance-Performance Analysis (IPA) (Studi pada Sistem Informasi Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Bogor). *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(10), 111–118.
- Nazir, M. (2014). *Metode Penelitian* (Edisi Revi). Ghalia Indonesia.
- Papadomichelaki, X., & Mentzas, G. (2012). E-GovQual: A multiple-item scale for assessing e-government service quality. *Government Information Quarterly*, 29(1), 98–109. <https://doi.org/10.1016/j.giq.2011.08.011>
- Polit, D. F. and Beck, C. T. (2012). *Nursing Research: Generating and Assessing Evidence for Nursing Practice* (9th ed.). Lippincott Williams & Wilkins.
- Sá, F., Rocha, Á., & Pérez Cota, M. (2016). From the quality of traditional services to the quality of local e-Government online services: A literature review. *Government Information Quarterly*, 33(1), 149–160. <https://doi.org/10.1016/j.giq.2015.07.004>
- Sekaran, U. and Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th ed.). Wiley.
- Septa, F., Yudhana, A., & Fadlil, A. (2019). Analisis Kualitas Layanan E-Government dengan Pendekatan E-GovQual Modifikasi. *Jurnal Sistem Informasi Bisnis*, 9(2), 157. <https://doi.org/10.21456/vol9iss2pp157-164>
- Setia Amalia Indira, Risanti Clariza, Hadi Winata Rivaldo, & Kurniawan Helmy. (2022). Analisis Kualitas Layanan E-Government Menggunakan E-GovQual dan Importance Performance Analysis. *Jurnal Information System & Artificial Intelligence*, 2(6), 118–124. <https://wargaklampid-dispendukcapil.surabaya.go.id/>
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (26th ed.). Alfabeta.
- Sulemana, A. (2019). An Evaluation of Government Service Quality in a Growing

Democracy: National Democratic Congress in Ghana (2012–2016). *Journal of Nonprofit and Public Sector Marketing*, 31(5), 464–485.
<https://doi.org/10.1080/10495142.2018.1526752>

Wijtmoko, T. E. (2020). E-Government Service Quality Using E-GovQual Dimensions Case Study Ministry of Law and Human Rights DIY. *Proceeding International Conference on Science and Engineering*, 3(April), 213–219.
<https://doi.org/10.14421/icse.v3.500>

Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (2004). Communication and Control Processes in the Delivery Service. *Communication and Control Processes in Delivery of Service Quality*, 52(2), 35–48.