

DAFTAR PUSTAKA

- Achmad, N., Luthfiyya, A. N., Mayzura, D., Agung, S., Wibowo, S., Yulina, P., Lestari, S., Achmad, N., Shafira, D. M., & Wibowo, A. S. (2022). Analysis Using ISO 9241-11 On Student Portal Website. *Asia And The Caucasus English Edition*, 23(1), 2022. <https://doi.org/10.37178/ca-c.23.1.225>
- Adilawati, L., Aini, Q., & Nuryasin, N. (2023). Usability Analysis of MSME Business Accounting Applications Based on User Retention Using ISO 9241-11. *INTENSIF: Jurnal Ilmiah Penelitian Dan Penerapan Teknologi Sistem Informasi*, 7(1), 106–120. <https://doi.org/10.29407/intensif.v7i1.18879>
- Agustian, R. D., Khasanah, E. F., Sari, S. Y., Ammaryafi, M. F., & Susilowati, N. (2022). Pengaruh Perceived Usefulness , Perceived Ease of Use dan Digital Literacy terhadap Penggunaan Artificial Intelligence oleh Mahasiswa di Era Pendidikan 4 . 0. *Jurnal Pendidikan Akuntansi*, 1–11.
- APJII. (2024a). *Pengguna internet di daerah tertinggal tahun 2024*.
- APJII. (2024b). *Survei Penetrasi Internet Indonesia*.
- APJII. (2025). *SURVEI PENETRASI INTERNET DAN PERILAKU PENGGUNAAN INTERNET*.
- BPS. (2024). *Statistik Telekomunikasi Indonesia 2023*.
- BPS. (2025). *Statistik Telekomunikasi Indonesia 2024*.
- Dalle, J., Mutalib, A. A., Shaari, N., & Salam, S. N. A. (2019). *PENGANTAR INTERAKSI MANUSIA DAN KOMPUTER* (Hidayati (Ed.)).
- Database RAISA. (2025). *RAISA dalam Angka – Jejaring Pengetahuan SADAYA Sebaran Provinsi & Ketimpangan Geografis*.
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>
- DeLone, W. H., & McLean, E. R. (2016). Information Systems Success Measurement. *Foundations and Trends® in Information Systems*, 2(1), 1–116. <https://doi.org/10.1561/29000000005>
- Deluma, A. R., Maku, R., & Syahril, S. (2023). Analisis Usability Model Iso 9241-11 Pada Sistem Informasi Kuliah Kerja Dakwah. *Jurnal Ilmu Komputer*, 3(2), 25–33. <https://journal.umgo.ac.id/index.php/juik/index>
- Elazzaoui, E. (2022). *Delone and McLean information systems success model in the public sector: A systematic review*.
- Field, A. (2018). *DISCOVERNG STATISTICS USING IBM SPSS STATISTICS*.

- Ghozali, H. I. (2021). APLIKASI ANALISIS MULTIVARIATE DENGAN PROGRAM IBM SPSS 26. In *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 26*.
- Gilst, V., Sluis, V. Der, Goor, V. De, & L, H. F. (2020). Usability of volunteer brokerage websites : The why and how of user testing. *Intenational Journal of Volunteer Administration*.
<https://research.tilburguniversity.edu/en/publications/cabd3684-%0A%0Aabfd-41ac-8ffc-62ea4d99746d>
- Green, S. B. (1991). How Many Subjects Does It Take To Do A Regression Analysis? *Multivariate Behavioral Research*, 26(3), 499–510.
https://doi.org/10.1207/s15327906mbr2603_7
- Hair Jr, J. F., Black, W. C., Babin, B. J., Anderson, R. E., Black, W. C., & Anderson, R. E. (2019). *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION*.
- Hornbæk, K., Kristensson, P. O., & Oulasvirta, A. (2025). *Introduction to human-computer interaction*. Oxford University Press.
- ISO. (2018). Part 11: Usability: Definitions and concepts. In *Ergonomics of human-system interaction*. International Organization for Standardization.
<https://www.iso.org/obp/ui/#iso:std:iso:9241:-11:ed-2:v1:en>
- James, G., Witten, D., Hastie, T., & Tibshirani, R. (2021). *An Introduction to Statistical Learning*.
- Lazar, J., Feng, J. H., & Hochheiser, H. (2017). Research Methods in Human-Computer Interaction. In *Research Methods in Human-Computer Interaction*. <https://doi.org/10.1016/b978-0-444-70536-5.50047-6>
- Lingkar Madani. (2021). <https://lingkarmadani.id/>
- Mergel, I., Edelmann, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. *Government Information Quarterly*, 36(4), 101385. <https://doi.org/10.1016/j.giq.2019.06.002>
- Nielsen, J. (2024). *10 Usability Heuristics for User Interface Design*. Nielsen Norman Gorup. <https://www.nngroup.com/articles/ten-usability-heuristics/>
- Office, N. A. (2018). *Department for Work & Pensions - Rolling out Universal Credit. June*.
- Oliver, L. R. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 17(4), 460–469.
<https://doi.org/http://www.jstor.org/page/info/about/policies/terms.jsp>
- Pallant, J. (2020). *SPSS SURVIVAL MANUAL A STEP BY STEP GUIDE TO DATA ANALYSIS USING IBM SPSS*.
- Preece, J., Rogers, Y., & Sharp, H. (2019). *Interaction Design beyond human-computer interaction* (J. Minatel, P. Gaughan, G. Schwartz, B. Rajasekaran. K., & D. Bailey (Eds.); 5th Editio). John Wiley & Sons, Inc.

- Preece, J., & Shneiderman, B. (2009). *Transactions on Human - Computer Interaction THCI*. 1(1), 13–32.
- Rex B. Kline. (2023). *Principles and Practice of Structural Equation Modeling*.
- Rosalinda, S. E. P., Ulinnuha, N., & Rolliawati, D. (2018). Evaluasi Usability Sistem Informasi Manajemen Kepegawaian Berbasis Iso 9241-11 Menggunakan Metode Partial Least Square. *Jurnal Komunikasi, Media Dan Informatika*, 7(3), 4.
- SADAYA. (2025). *Notulensi Diskusi Pengelolaan SADAYA*.
- Saeed, S. (2019). Website usability evaluation of Nonprofit organizations: An exploratory study of Saudi Arabia. *Journal of Computer Science*, 15(3), 346–356. <https://doi.org/10.3844/jcssp.2019.346.356>
- Sanyoto, L. M., Dwi Herlambang, A., & Saputra, M. C. (2018). Analisis Usability Pada Website Terhadap Tingkat Retensi Pelanggan Pada JD.id Berbasis ISO 9241-11. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 2(9), 2783–2790. <http://j-ptiik.ub.ac.id>
- Sauro, J., & Lewis, J. R. (2016). *Quantifying the User Experience: Practical Statistics for User Research* (2nd ed.). Elsevier Inc.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business : a skill-building approach*. John Wiley & Sons.
- Simanjuntak, J. G. G. P., & Harun, J. (2026). ANALISIS SYSTEM USABILITY APLIKASI MOBILE JKN DALAM PELAYANAN BADAN PENYELENGGARA JAMINAN SOSIAL (BPJS) KESEHATAN DI PROVINSI DKI JAKARTA. *Kebijakan : Jurnal Ilmu Administrasi*, 17(01), 12–26. <https://doi.org/https://doi.org/10.23969/kebijakan.v17i01.19319>
- Subiyakto, A., Rahmi, Y., Kumaladewi, N., Huda, M. Q., Hasanati, N., & Haryanto, T. (2021). Investigating quality of institutional repository website design using usability testing framework. *AIP Conference Proceedings*, 2331. <https://doi.org/10.1063/5.0041677>
- Sugiyono. (2023). *Metode Penulisan Kuantitatif, Kualitatif dan R&D*.
- Syahrul, Nfh, A., Dewi, S. S., & S, D. R. A. (2025). Evaluating EduTrack System Quality Using ISO / IEC 25010 and the DeLone and McLean Model. *Journal of Embedded System Security and Intelligent Systems*, 6(3), 427–440.
- Toraman, N., Pekpazar, A., & Gumussoy, C. A. (2023). Conceptualization and Survey Instrument Development for Website Usability. *Informatics*, 10(3), 1–38. <https://doi.org/10.3390/informatics10030075>
- Tukey, J. W. (1977). Exploratory Data Analysis. In *Exploring Data Analysis*. <https://doi.org/10.2307/jj.8500956>
- VolunteerMatch*. (2025). <https://www.idealists.org/volunteermatch>
- Yarkoni, T., & Westfall, J. (2017). Choosing Prediction Over Explanation in

Psychology: Lessons From Machine Learning. *Perspectives on Psychological Science*, 12(6), 1100–1122.
<https://doi.org/10.1177/1745691617693393>