

DAFTAR PUSTAKA

- Abdulkareem, A. K., & Ramli, R. M. (2021). Does digital literacy predict e-government performance? An extension of Delone and Mclean information system success model. *Electronic Government*, 17(4). <https://doi.org/10.1504/EG.2021.118103>
- Akrong, G. B., Shao, Y., & Owusu, E. (2022). Evaluation of organizational climate factors on tax administration enterprise resource planning (ERP) system. *Heliyon*, 8(6). <https://doi.org/10.1016/j.heliyon.2022.e09642>
- Al-Hattami, H. M. (2021). Validation of the D&M IS success model in the context of accounting information system of the banking sector in the least developed countries. *Journal of Management Control*, 32(1). <https://doi.org/10.1007/s00187-020-00310-3>
- Al-Hattami, H. M. (2024a). Impact of AIS success on decision-making effectiveness among SMEs in less developed countries. *Information Technology for Development*, 30(3). <https://doi.org/10.1080/02681102.2022.2073325>
- Al-Hattami, H. M. (2024b). The influence of accounting information system on management control effectiveness: The perspective of SMEs in Yemen. *Information Development*, 40(1). <https://doi.org/10.1177/026666669221087184>
- AL-Nuaimi, M. N., Al Sawafi, O. S., Malik, S. I., Al-Emran, M., & Selim, Y. F. (2023). Evaluating the actual use of learning management systems during the covid-19 pandemic: an integrated theoretical model. *Interactive Learning Environments*, 31(10). <https://doi.org/10.1080/10494820.2022.2055577>
- Al-Okaily, A., Al-Okaily, M., Ai Ping, T., Al-Mawali, H., & Zaidan, H. (2021). An empirical investigation of enterprise system user satisfaction antecedents in Jordanian commercial banks. *Cogent Business and Management*, 8(1). <https://doi.org/10.1080/23311975.2021.1918847>
- Al-Okaily, A., Teoh, A. P., & Al-Okaily, M. (2023). Evaluation of data analytics-

- oriented business intelligence technology effectiveness: an enterprise-level analysis. *Business Process Management Journal*, 29(3).
<https://doi.org/10.1108/BPMJ-10-2022-0546>
- Al-Rahmi, W. M., Uddin, M., Alkhalaf, S., Al-Dhlan, K. A., Cifuentes-Faura, J., Al-Rahmi, A. M., & Al-Adwan, A. S. (2022). Validation of an Integrated IS Success Model in the Study of E-Government. *Mobile Information Systems*, 2022.
<https://doi.org/10.1155/2022/8909724>
- Al Amin, M., Muzareba, A. M., Chowdhury, I. U., & Khondkar, M. (2024). Understanding e-satisfaction, continuance intention, and e-loyalty toward mobile payment application during COVID-19: an investigation using the electronic technology continuance model. *Journal of Financial Services Marketing*, 29(2).
<https://doi.org/10.1057/s41264-022-00197-2>
- Albaom, M. A., Sidi, F., Jabar, M. A., Abdullah, R., Ishak, I., Yunikawati, N. A., Priambodo, M. P., Nusari, M. S., & Ali, D. A. (2022). The Moderating Role of Personal Innovativeness in Tourists' Intention to Use Web 3.0 Based on Updated Information Systems Success Model. *Sustainability (Switzerland)*, 14(21).
<https://doi.org/10.3390/su142113935>
- Almaiah, M. A., Al-Rahmi, A. M., Alturise, F., Alrawad, M., Alkhalaf, S., Lutfi, A., Al-Rahmi, W. M., & Awad, A. B. (2022). Factors influencing the adoption of internet banking: An integration of ISSM and UTAUT with price value and perceived risk. *Frontiers in Psychology*, 13.
<https://doi.org/10.3389/fpsyg.2022.919198>
- Alotaibi, R. S., & Alshahrani, S. M. (2022). An extended DeLone and McLean's model to determine the success factors of e-learning platform. *PeerJ Computer Science*, 8. <https://doi.org/10.7717/peerj-cs.876>
- Alshurafat, H., Al Shbail, M. O., Masadeh, W. M., Dahmash, F., & Al-Msiedeen, J. M. (2021). Factors affecting online accounting education during the COVID-19 pandemic: an integrated perspective of social capital theory, the theory of reasoned action and the technology acceptance model. *Education and Information*

- Technologies*, 26(6). <https://doi.org/10.1007/s10639-021-10550-y>
- Alyoussef, I. Y. (2023). Acceptance of e-learning in higher education: The role of task-technology fit with the information systems success model. *Heliyon*, 9(3), e13751. <https://doi.org/10.1016/j.heliyon.2023.e13751>
- Ambalov, I. A. (2018). A meta-analysis of IT continuance: An evaluation of the expectation-confirmation model. In *Telematics and Informatics* (Vol. 35, Issue 6). <https://doi.org/10.1016/j.tele.2018.03.016>
- Azwar, A., Aisyah, S., & Muhammad, A. S. (2022). Evaluation of The Distance Learning System Success of Apparatus Training: User Satisfaction Mediation. *IJHCM (International Journal of Human Capital Management)*, 5(2). <https://doi.org/10.21009/ijhcm.05.02.10>
- Bergmann, M., Maçada, A. C. G., de Oliveira Santini, F., & Rasul, T. (2023). Continuance intention in financial technology: a framework and meta-analysis. In *International Journal of Bank Marketing* (Vol. 41, Issue 4). <https://doi.org/10.1108/IJBM-04-2022-0168>
- Bhattacharjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. *MIS Quarterly: Management Information Systems*, 25(3). <https://doi.org/10.2307/3250921>
- Bhattacharjee, A., & Lin, C. P. (2015). A unified model of IT continuance: Three complementary perspectives and crossover effects. In *European Journal of Information Systems* (Vol. 24, Issue 4). <https://doi.org/10.1057/ejis.2013.36>
- Çelik, K., & Ayaz, A. (2022). Validation of the Delone and McLean information systems success model: a study on student information system. *Education and Information Technologies*, 27(4). <https://doi.org/10.1007/s10639-021-10798-4>
- Chaudhry, I. S., Paquibut, R., Islam, A. R., & Chabchoub, H. (2021). Testing the success of real-time online delivery channel adopted by higher education institutions in the United Arab Emirates during the Covid-19 pandemic. *International Journal of Educational Technology in Higher Education*, 18(1). <https://doi.org/10.1186/s41239-021-00283-w>

- Chen, J. V., Chung, H. Y., Widjaja, A. E., & Ha, Q. A. (2024). An empirical investigation of users' continuance intention to use cloud storage service for organisational uses. *International Journal of Business Information Systems*, 45(2). <https://doi.org/10.1504/IJBIS.2024.136402>
- Chyung, S. Y. Y., Roberts, K., Swanson, I., & Hankinson, A. (2017). Evidence-Based Survey Design: The Use of a Midpoint on the Likert Scale. *Performance Improvement*, 56(10). <https://doi.org/10.1002/pfi.21727>
- 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). <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). <https://doi.org/10.1561/29000000005>
- Dinar Anggit Wicaksana, Christanto, F. W., & Putri, A. N. (2024). PELATIHAN DAN IMPLEMENTASI SHOPEE PARTNER DALAM OPTIMALISASI PENJUALAN KAMPUNG JAWI SEMARANG. *Jurnal Pengabdian Kolaborasi Dan Inovasi IPTEKS*, 2(4). <https://doi.org/10.59407/jpki2.v2i4.1104>
- Du, W., Liang, R. Y., & Liu, D. (2022). Factors Influencing School Teachers' Continuous Usage Intention of Using VR Technology for Classroom Teaching. *SAGE Open*, 12(3). <https://doi.org/10.1177/21582440221114325>
- Elsotouhy, M. M., Ghonim, M. A., Alasker, T. H., & Khashan, M. A. (2024). Investigating Health and Fitness App Users' Stickiness, WOM, and Continuance Intention Using S-O-R Model: The Moderating Role of Health Consciousness. *International Journal of Human-Computer Interaction*, 40(5). <https://doi.org/10.1080/10447318.2022.2135813>
- Eren, B. A. (2024). QR code m-payment from a customer experience perspective. *Journal of Financial Services Marketing*, 29(1). <https://doi.org/10.1057/s41264-022-00186-5>
- Fauzi, M. A. (2022). Partial least square structural equation modelling (PLSSEM) in

- knowledge management studies: Knowledge sharing in virtual communities. *Knowledge Management and E-Learning*, 14(1).
<https://doi.org/10.34105/j.kmel.2022.14.007>
- Fitri Kinasih Husnul Khotimah, Fahmi, I., & Sri Hartono. (2022). The Antecedents of Intention to Use Telemedicine. *Journal of Consumer Sciences*, 7(2).
<https://doi.org/10.29244/jcs.7.2.97-114>
- Franque, F. B., Oliveira, T., & Tam, C. (2021). Understanding the factors of mobile payment continuance intention: empirical test in an African context. *Heliyon*, 7(8).
<https://doi.org/10.1016/j.heliyon.2021.e07807>
- Ghazali, E., Mutum, D. S., & Lun, N. K. (2024). Expectations and beyond: The nexus of AI instrumentality and brand credibility in voice assistant retention using extended expectation-confirmation model. *Journal of Consumer Behaviour*, 23(2). <https://doi.org/10.1002/cb.2228>
- Gu, W., Xu, Y., & Sun, Z. (2021). Does MOOC quality affect users' continuance intention? Based on an integrated model. *Sustainability (Switzerland)*, 13(22).
<https://doi.org/10.3390/su132212536>
- Hair, J. F., Anderson, R. E., Tatham, R. L., & Black, W. C. (2019). Multivariate Data Analysis, Multivariate Data Analysis. In *Book* (Vol. 87, Issue 4).
- Hair, J. F., Ringle, C. M., Hult, G. T. M., & Sarstedt, M. (2022). A primer on partial least squares structural equation modeling (PLS-SEM). In *International Journal of Research & Method in Education* (Issue 2).
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Gudergan, S. P. (2021). Advanced issues in partial least squares structural equation modeling (PLS-SEM). *Sage Publications Inc.*, 4(1).
- Henseler, J., Hubona, G., & Ray, P. A. (2016). Using PLS path modeling in new technology research: Updated guidelines. *Industrial Management and Data Systems*, 116(1). <https://doi.org/10.1108/IMDS-09-2015-0382>
- Hidayat Ur Rehman, I., Ali Turi, J., Rosak-Szyrocka, J., Alam, M. N., & Pilař, L. (2023). The role of awareness in appraising the success of E-government systems.

- Cogent Business and Management*, 10(1).
<https://doi.org/10.1080/23311975.2023.2186739>
- Imam Ghozali, H. L. (2015). Partial Least Squares(Smart PLS 3.0). Semarang: Universitas Diponegoro. *Jurnal Maneksi*, 11(1).
- Jo, H. (2023). Understanding the key antecedents of users' continuance intention in the context of smart factory. *Technology Analysis and Strategic Management*, 35(2).
<https://doi.org/10.1080/09537325.2021.1970130>
- Jo, H., & Park, D. H. (2023). Mechanisms for successful management of enterprise resource planning from user information processing and system quality perspective. *Scientific Reports*, 13(1). <https://doi.org/10.1038/s41598-023-39787-y>
- Kiew, P. B. S. & M.-Y. (1996). A PARTIAL TEST AND DEVELOPMENT OF DELONE AND MCLEAN'S MODEL OF IS SUCCESS. *Australasian Journal of Information Systems*, 24(1).
- Kim, H. W., Chan, H. C., & Gupta, S. (2007). Value-based Adoption of Mobile Internet: An empirical investigation. *Decision Support Systems*, 43(1).
<https://doi.org/10.1016/j.dss.2005.05.009>
- Lan, Y. L., & Chen, H. C. (2022). Telehealth care system for chronic disease management of middle-aged and older adults in remote areas. *Health Informatics Journal*, 28(4). <https://doi.org/10.1177/14604582221141835>
- Lee, H. H., & Sung, H. C. (2023). Unveiling the Confirmation Factors of Information System Quality on Continuance Intention towards Online Cryptocurrency Exchanges: The Extension of the Expectation Confirmation Model. *Information (Switzerland)*, 14(9). <https://doi.org/10.3390/info14090482>
- Legramante, D., Azevedo, A., & Azevedo, J. M. (2023). Integration of the technology acceptance model and the information systems success model in the analysis of Moodle's satisfaction and continuity of use. *International Journal of Information and Learning Technology*, 40(5). <https://doi.org/10.1108/IJILT-12-2022-0231>
- Liaw, S. S., & Huang, H. M. (2013). Perceived satisfaction, perceived usefulness and

- interactive learning environments as predictors to self-regulation in e-learning environments. *Computers and Education*, 60(1). <https://doi.org/10.1016/j.compedu.2012.07.015>
- Magno, F., & Dossena, G. (2023). The effects of chatbots' attributes on customer relationships with brands: PLS-SEM and importance–performance map analysis. *TQM Journal*, 35(5). <https://doi.org/10.1108/TQM-02-2022-0080>
- Mariana, N., Nugroho, I., Saefurrohman, S., & Utomo, A. P. (2023). The Impact of System and Information Quality on User Satisfaction and Continuance Intention: An Analysis of Online Motorcycle Taxi (Ojek-Online) Applications. *Scientific Journal of Informatics*, 10(2). <https://doi.org/10.15294/sji.v10i2.43830>
- Maryanto, R. H., & Kaihatu, T. S. (2021). Customer Loyalty as an Impact of Perceived Usefulness to Grab Users, Mediated by Customer Satisfaction and Moderated by Perceived Ease of Use. *Binus Business Review*, 12(1). <https://doi.org/10.21512/bbr.v12i1.6293>
- Nasution, Y. N., & Fadillah, H. (2022). Quality of Accounting Information Systems as An Agency Theory Problem on State-Owned Enterprises in Indonesia. *Jurnal Kajian Akuntansi*, 6(1). <https://doi.org/10.33603/jka.v6i1.5798>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4). <https://doi.org/10.1177/002224298504900403>
- Prabu, B. (2022). Efek Mediasi Kepercayaan Terhadap Keberhasilan Mitra Gofood Dalam Memanfaatkan Aplikasi Gobiz. *Jurnal Sistem Informasi*, 11(1).
- Primaputra, R. Z., & Sudaryanto, B. (2023). Analisis Pengaruh Citra Merek, Promosi, Kepercayaan Konsumen, dan Kualitas Layanan Terhadap Keputusan Pembelian Melalui Aplikasi Shopee Food (Kasus Pada Pengguna Layanan Shopee Food Yang Berdomisili di Kota Semarang). *Diponegoro Journal Of Management*, 12(1).
- Rahimullah, N. A., Damayanti, S. B., Izra, A. A., & Handayani, P. W. (2022). Assessing the factors influencing users accessing higher education content on

- TikTok. *Cogent Education*, 9(1).
<https://doi.org/10.1080/2331186X.2022.2148498>
- Ramos, K. (2022). Factors influencing customers' continuance usage intention of food delivery apps during COVID-19 quarantine in Mexico. *British Food Journal*, 124(3). <https://doi.org/10.1108/BFJ-01-2021-0020>
- Rokhman, F., Mukhibad, H., Bagas Hapsoro, B., & Nurkhin, A. (2022). E-learning evaluation during the COVID-19 pandemic era based on the updated of Delone and McLean information systems success model. *Cogent Education*, 9(1).
<https://doi.org/10.1080/2331186X.2022.2093490>
- Sappri, M., Salisu, I., & Omar, M. (2023). Social Media Applications Through the Lens of Delone and Mclean's Information System Success Model: Does Perceived Privacy Matter? *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.4379486>
- Sarstedt, M., Ringle, C. M., Smith, D., Reams, R., & Hair, J. F. (2014). Partial least squares structural equation modeling (PLS-SEM): A useful tool for family business researchers. *Journal of Family Business Strategy*, 5(1).
<https://doi.org/10.1016/j.jfbs.2014.01.002>
- Savitha, B., Hawaldar, I. T., & Kumar K, N. (2022). Continuance intentions to use FinTech peer-to-peer payments apps in India. *Heliyon*, 8(11).
<https://doi.org/10.1016/j.heliyon.2022.e11654>
- Song, T., Deng, N., Cui, T., Qian, S., Liu, F., Guan, Y., & Yu, P. (2021). Measuring success of patients' continuous use of mobile health services for self-management of chronic conditions: Model development and validation. *Journal of Medical Internet Research*, 23(7). <https://doi.org/10.2196/26670>
- Sugiyono. (2015). Sugiyono, Metode Penelitian dan Pengembangan Pendekatan Kualitatif, Kuantitatif, dan R&D , (Bandung: Alfabeta, 2015), 407 1. *Metode Penelitian Dan Pengembangan Pendekatan Kualitatif, Kuantitatif, Dan R&D, 2015.*
- Sugiyono. (2022). Metode penelitian kuantitatif kualitatif dan R&D. In *Penerbit Alfabeta*. <https://doi.org/WWW.cvalfabeta.com>

- Supranto, J. (2000). Statistik Teori & Aplikasi. In *Statistik: Teori & Aplikasi*.
- Suzianti, A., & Paramadini, S. A. (2021). Continuance intention of e-learning: The condition and its connection with open innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1).
<https://doi.org/10.3390/JOITMC7010097>
- Tam, C., & Oliveira, T. (2016). Understanding the impact of m-banking on individual performance: DeLone & McLean and TTF perspective. *Computers in Human Behavior*, 61. <https://doi.org/10.1016/j.chb.2016.03.016>
- Urbach, N., Smolnik, S., & Riempp, G. (2010). An empirical investigation of employee portal success. *Journal of Strategic Information Systems*, 19(3).
<https://doi.org/10.1016/j.jsis.2010.06.002>
- Wang, G., & Song, J. (2017). The relation of perceived benefits and organizational supports to user satisfaction with building information model (BIM). *Computers in Human Behavior*, 68. <https://doi.org/10.1016/j.chb.2016.12.002>
- Wibowo, W. S., Fadhil, A., Sensuse, D. I., Lusa, S., Putro, P. A. W., & Yulfitri, A. (2023). Pinpointing Factors in the Success of Integrated Information System Toward Open Government Data Initiative: A Perspective from Employees. *International Journal of Advanced Computer Science and Applications*, 14(1).
<https://doi.org/10.14569/IJACSA.2023.0140111>
- Yasirandi, R., & Thanasopon, B. (2025). Understanding Continuance Intention of Merchants as End User in Online Food Delivery After COVID-19. *HighTech and Innovation Journal*, 6(1). <https://doi.org/10.28991/HIJ-2025-06-01-012>
- Yu, Z., & Huang, Y. (2022). The Influencing Factors of Users' Attitudes and Continuance Intention for Olympic Viewing on Mobile Applications in China. *Systems*, 10(5). <https://doi.org/10.3390/systems10050190>
- Yutika, F. (2023). FACTORS INFLUENCING COFFEE SHOP ENTREPRENEUR' INTENTION USING SHOPEE PARTNER APPLICATION. *Jurnal Ekonomi*, 12(01).
- Zhang, J., Zhang, M., Liu, Y., & Zhang, L. (2023). What are the key drivers to promote

continuance intention of undergraduates in online learning? A multi-perspective framework. *Frontiers in Psychology*, 14.
<https://doi.org/10.3389/fpsyg.2023.1121614>

