

## Daftar Pustaka

- [1] Alrawashdeh, T. A., Muhairat, M., & Althunibat, A. (2013, Maret). Evaluating the Quality of Software in ERP Systems Using the ISO 9126 Model. *International Journal of Ambient Systems and Applications (IJASA)*, 1(1), 1-9.
- [2] Al-sarrayrih, H. S., Lars, K., & Erhard, Z. (2010). Evaluation of a MOODLE Based Learning Management System Applied at Berlin Institute of Technology Based on ISO-9126. *Conference ICL2010*, (pp. 1-8). Hasselt, Belgium.
- [3] Aprilianda, Y. (n.d.). Analisis E-learning Berbasis ISO/IEC 9126-4 untuk Pengukuran Kualitas Penggunaan. *Jurnal Manajemen Sistem Informasi dan Teknologi Expert*, 34-44.
- [4] Banati, H., Bedi, P., & Grover, P. (2006). Evaluating Web Usability from the User's Perspective. *Journal of Computer Science*, 2(4), 314-317.
- [5] Biscoglio, I. (2007). *Quality Model for Websites: Theories and Criteria of Evaluation*. University of California, Berkeley.
- [6] Chapagain, P. D. (2005). Identifying Character Attributes of Total Quality People. *5th International Conference on Quality*. Tokyo.
- [7] Chua, B. B., & Dyson, L. E. (2004). Applying the ISO 9126 model to the evaluation of an elearning system. *Beyond the comfort zone: Proceedings of the 21st ASCILITE Conference*, (pp. 184-190). Perth.
- [8] Fahlevi, M. R. (2014). *Analisa Pengaruh Usability Terhadap Integrasi Dan Transformasi I-Gracias Telkom University Dengan Menggunakan Model User Satisfaction*. Tugas Akhir, Universitas Telkom, Bandung.
- [9] Hasan, L. (2014, Juni). The Website of the University of Jordan: Usability Evaluation. *International Arab Journal of e-Technology*, 3(4), 258-269.
- [10] Hasan, M. (2003). *Metode Penelitian*. Universitas Katolik Parahyangan.
- [11] Hidayati, A., & dkk. (2010). *Analisa Pengembangan Model Kualitas Berstruktur Hirarki Dengan Kustomisasi ISO 9126 Untuk Evaluasi Aplikasi Perangkat Lunak B2B*. PA, Institut Teknologi Sepuluh Nopember, Surabaya.
- [12] Jabar, M. A., Usman, U. A., & Awal, A. (2013). Assessing The Usability of University Websites From User's Perspective. *Australian Journal of Basic and Applied Sciences*, 7(10), 98-111.

- [13] Khalid, M. S., Mustafa, A., & Haque, I. (2008). Application of Kano's Model for Evaluating Information Quality of University Websites. *Proceedings of the 2008 International Conference on Semantic Web & Web Services*, (pp. 277-280). Las Vegas.
- [14] Khawaja, K. F., & Bokhari, R. H. (2010, November). Exploring the Factors Associated With Quality of Website. *Global Journal of Computer Science and Technology*, 10(14), 37-45.
- [15] Lofgren, M., & Witell, L. (2005). Kano's Theory of Attractive Quality and Packaging. *ASQ Quality Manajemen Journal*, 12(3), 7-20.
- [16] Majid, N. W. (2013). *Analisis Kualitas Sistem Informasi Penerimaan Siswa Baru (SI-PSB) Dengan Menggunakan ISO 9126*. Universitas Negeri Yogyakarta, Yogyakarta.
- [17] Mebrate, T. W. (2010). *A Framework for Evaluating Academic Website's Quality From Students' Perspective*. Tesis, Delft University, Ilmu Komputer, Belanda.
- [18] Mostafa, K., Batool, R., Parvach, P., & Alireza, A. (2013, April). Identify and Ranking Factors Affecting Bank Maskan Service Quality using Kano Model. *Research Journal of Recent Sciences*, 2(4), 1-8.
- [19] Muttaqi, M. Z. (2013). *Evaluasi Usability Menggunakan Parameter QUIM dan Metode Hierarchical Task Analysis (Studi Kasus : I-Caring IT Telkom)*. Tugas Akhir, Universitas Telkom, Bandung.
- [20] Padayachee, I., Kotze, P., & Merwe, A. V. (2010). ISO 9126 external systems quality characteristics, sub-characteristics and domain specific criteria for evaluating e-Learning systems. *SACLA*.
- [21] Panovski, G. (2008). *Product Software Quality*. Thesis, Technische Universiteit Eindhoven, Eindhoven.
- [22] Prayogo, D. (2012). *Pengukuran Usability WEB 3.0 Menggunakan Evaluasi Heuristik (Studi Kasus Google Plus dan Facebook)*. Tugas Akhir, Institut Teknologi Telkom, Bandung.
- [23] Putra, K. P. (2013). *Analisis Pengukuran Usability Menggunakan User Satisfaction Model pada Aplikasi Jejaring Sosial i-Face IT Telkom*. Tugas Akhir, Institut Teknologi Telkom, Bandung.
- [24] Sauerwein, E., Bailom, F., Matzler, K., & Hinterhuber, H. H. (1996). The Kano Model: How to Delight Your Costumers. *International Working Seminar on Production Economics*, (pp. 313-327). Austria.
- [25] Siregar, S. (2013). *Metode Penelitian Kuantitatif (Pertama ed.)*. Jakarta, Indonesia: Kencana Prenada Media Group.

- [26] Sumawi, D. D. (2014). *Technology-Enabled Learning Creation Towards Creative Learning Community*. Thesis, Universitas Telkom, Bandung.
- [27] Zhang, P., & Dran, G. M. (2002, Winter). User Expectation and Rankings of Quality Factors in Different Web Site Domains. *International Journal of Electronic Commerce*, 6(2), 9-33.
- [28] Zhang, P., & Dran, G. v. (2001). Expectations and Rankings of Website Quality Features: Results of Two Studies on User Perceptions. *Proceedings of the 34th Hawaii International Conference on System Sciences*. Hawaii.
- [29] [www.telkomuniversity.ac.id](http://www.telkomuniversity.ac.id) [diakses tanggal 23 Desember 2014]

