

DAFTAR PUSTAKA

- DeLone, W.H., and McLean, E.R. Information systems success: The quest for the dependent variable. *Information Systems Research*, 3, 1 (1992), 60-95.
- Doll, W.J. (1985). "Avenues for Top Management Involvement in Successful M IS Development". *MIS Quarterly* 9 (1) (March). Pp. 17-35.
- Ein-Dor. P., dan Segev. E., 1978, *Organizational Context and The Success of MIS*, *Management Science* 24, Vol 10, 1064-1071
- Ghozali, Imam. (2005), *Aplikasi Analisis Mutlivariate dengan Program SPSS*. Edisi Ketiga, BP Undip.
- Kunarjo (1992), *Perencanaan dan Pembiayaan Pembangunan*. Universitas Indonesia Press, Jakarta.
- Mardiasmo (2002), *Akuntansi Sektor Publik*, ANDI Yogyakarta.
- Premkumar, G. and King, W. R. 1994. 'Organizational Characteristics and Information Systems Planning: An Empirical Study', *Information systems Research*, 5(2): 75-109.
- Sabherwal, R., "The Role Of Trust In Outsourced IS Development Projects", *Communications of the ACM*, Vol. 42,(2), 1999, 80-86.
- Sri Dewi Wahyundaru (2001), *Akuntansi Sektor Publik dalam Otonomi Daerah*.Suara Merdeka. Edisi 21 Februari
- Suparman. 2008. Mungkinkah Model "Servqual" di Terapkan di Pelayanan Kesehatan. Dalam *Warta Widyaiswara*,Edisi Desember 2008
- Fathoni. Analisis Kualitas Layanan Sistem Informasi Menggunakan Metode Servqual. Dalam *Konferensi Nasional Sistem dan Informatika*, 14 Nopember 2009 di Bali (Prosiding)
- Sulistiyowati¹, Wiwik; Hari Supriyanto,Mokh.Suef. *Integrasi Metode Servqual, Lean Dan Six Sigma Implementasi : PT.PLN (Persero) Distribusi Jawa Timur*, APJ Surabaya Selatan – UPJ Ngagel
- Mc Leod, R. (2007). *Management Information Systems*. 10th.ed., Upper Saddle River: Pearson Education.
- Alexandria dan Curry, Adrienne. (2001). "Service improvements in public services using Servqual", *Managin Service Quality*, Vol. 11 (6), pp. 389-401