

**DAFTAR PUSTAKA**

- Mulyana, Dedi. 2002. *Metode Penelitian Kualitatif*. Bandung: PT Rosdakarya.
- Kusworo, Engkus. 2009. *Fenomenologi*. Bandung : Widya Padjajaran..
- Jasfar, Farida. 2005. *Management Jasa (pendekatan terpadu)*. Jakarta: Ghalia Indonesia
- DeLone, W.H., dan McLean, E.R. (1992), “*Information Systems Success. The Quest for the Dependent Variable*”, *Information Systems Research*, No.3, hal. 60- 95.
- DeLone, W.H., dan McLean, E.R. (2003), “*The DeLone and McLane of Information Systems Success: a ten-year update*”, *Journal of Management Information Systems*, Vol. 19, No. 4, hal. 9-30.
- Holmes, Douglas, (2001) *eBusiness Strategies for Government*. London: Nicholas Brealey Publishing.
- O’Brien, James. A. (2005). *Pengantar Sistem Informasi Perseptif Bisnis dan Manajerial*. Salemba.
- Nicholas, Bienz, (2008). *Electronic Ticketing: Electronic Business Course; Fribourg, Project Paper*
- Makmur, Syarif. 2008. *Pemberdayaan Sumber Daya Manusia Dan Efektifitas Organisasi*. Jakarta: PT RajaGrafindo Persada