# DAFTAR PUSTAKA

Agarwal, R., & Karahanna, E. (2000). Time flies when you're having fun: Cognitive absorption and beliefs about information technology usage. MIS Quarterly, 24(4), 665-694.

Al-Gahtani, S. S. (2016). Modeling the intention to use e-learning by university teachers in Saudi Arabia from an extended technology acceptance perspective. Turkish Online Journal of Educational Technology-TOJET, 15(1), 22-35.

Anderson, E. W., & Sullivan, M. W. (1993). The antecedents and consequences of customer satisfaction for firms. Marketing Science, 12(2), 125-143.

Anderson, E. W., Fornell, C., & Lehmann, D. R. (2004). Customer satisfaction, market share, and profitability: findings from Sweden. Journal of marketing, 68(3), 90-96.

Anderson, E. W., Fornell, C., & Lehmann, D. R. (2004). Customer satisfaction, market share, and profitability: Findings from Sweden. Journal of Marketing, 68(4), 1-17.

Anderson, E.W., Fornell, C., & Lehmann, D.R. (2004). Customer Satisfaction, Market Share, and Profitability: Findings from Sweden. Journal of Marketing, 58(3), 53-66

aylor, S., & Todd, P. A. (1995). Understanding information technology usage: A test of competing models. Information systems research, 6(2), 144-176

Bhattacherjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. MIS Quarterly, 25(3), 351-370.

Chisnall, D. (2011). Objective-C Phrasebook. Pearson Education.

Churchill, G. A., & Surprenant, C. (1982). An investigation into the determinants of customer satisfaction. Journal of Marketing Research, 19(4), 491-504.

Cooper, A. (2014). About Face 3: The Essentials of Interaction Design. Wiley.

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. MIS quarterly, 319-340.

Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425-478.

Davis, F. D., & Venkatesh, V. (2000). Toward preprototype

Dogan, J. (2017). Distributed Tracing: A Guide for Microservices. O'Reilly Media, Inc.

Fishbein, M., & Ajzen, I. (2010). Predicting and changing behavior: The reasoned action approach.

Fornell, C., Mithas, S., Morgeson III, F.V., & Krishnan, M.S. (2006). Customer Satisfaction and Stock Prices: High Returns, Low Risk. Journal of Marketing, 70(1), 3-14.

Hennig-Thurau, T., Gwinner, K. P., & Gremler, D. D. (2002). Understanding relationship marketing outcomes: an integration of relational benefits and relationship quality. Journal of service research, 4(3), 230-247.

Hennig-Thurau, T., Gwinner, K. P., Walsh, G., & Gremler, D. D. (2004). Electronic word-of-mouth via consumer-opinion platforms: What motivates consumers to articulate themselves on the Internet?. Journal of interactive marketing, 18(1), 38-52.

Hoffman, K. (2015). Beyond Legacy Code: Nine Practices to Extend the Life (and Value) of Your Software. Pragmatic Bookshelf.

Homburg, C., & Giering, A. (2001). Personal Characteristics as Moderators of the Relationship between Customer Satisfaction and Loyalty-An Empirical Analysis. Psychology & Marketing, 18(1), 43-66

Homburg, C., Schwemmle, M., & Kuehnl, C. (2005). New insights into the relationship between customer satisfaction and customer loyalty. Journal of Psychology and Marketing, 22(4), 315-328.

Hsu, C. L., & Lu, H. P. (2007). Consumer behavior in online game communities: A motivational factor perspective. Computers in Human Behavior, 23(3), 1642-1659.

Hsu, T.-H., Chen, K.-C., & Cheng, K.-T. (2012). An empirical examination of consumer adoption of internet of things services: Network externalities, information asymmetry, and trialability. International Journal of Information Management, 32(6), 556-563.

Johnson, M.D., Gustafsson, A., Andreassen, T.W., Lervik, L., & Cha, J. (2001). The Evolution and Future of National Customer Satisfaction Index Models. Journal of Economic Psychology, 22(2), 217-245

Karahanna, E., Straub, D. W., dan Chervany, N. L. (1999). Information technology adoption across time: A cross-sectional comparison of pre-adoption and post-adoption beliefs. MIS quarterly, 183-213.

Kim, J., Park, J. H., & Jeong, D. H. (2004). The effects of consumer characteristics on the intention to make recommendations in an online environment. Journal of advertising research, 44(02), 229-241.

Kitchens, R., Hausenblas, M., & Jacobs, H. (2021). Observability: An Introduction. O'Reilly Media, Inc.

Kotler, P. (2000). Marketing management: The millennium edition. Prentice Hall.

Krug, S. (2006). Don't make me think: A common sense approach to Web usability. New Riders.

Liang, H., Saraf, N., Hu, Q., & Xue, Y. (2007). Assimilation of enterprise systems: The effect of institutional pressures and the mediating role of top management. Information & management, 44(3), 263-274.

Liao, C., & Cheung, M. T. (2008). Internet-based e-shopping and consumer attitudes: an empirical study. Information & management, 45(7), 522-534.

Lin, C. C., & Lu, H. P. (2011). Why people use social networking sites: An empirical study integrating network externalities and motivation theory. Computers in Human Behavior, 27(3), 1152-1161.

Lin, J. C., & Lu, H. P. (2000). Towards an understanding of the behavioral intention to use mobile banking. Computers in human behavior, 16(6), 829-838.

Lin, J. C., & Lu, H. P. (2000). Towards an understanding of the behavioral intention to use a web site. International Journal of Information Management, 20(3), 197-208

Luk, S. T. K., & Yip, L. S. C. (2010). Antecedents and consequences of customer loyalty in online retailing: An empirical study. Journal of Business Research, 63(9-10), 1059-1066.

Maeda, J. (2006). The laws of simplicity. MIT Press.

Maheshwari, S. N. (2004). Computer Networks. New Age International.

Majors, C. (2020). Database Reliability Engineering. O'Reilly Media, Inc.

Moon, J. W., & Kim, Y. G. (2001). Extending the TAM for a World-Wide-Web context. Information & Management, 38(4), 217-230

Moore, G. C., dan Benbasat, I. (1991). Development of an instrument to measure the perceptions of adopting an information technology innovation. Information systems research, 2(3), 192-222.

Munson, J. C. (2005). Systematic Software Testing. Artech House Publishers.

Nielsen, J. (2012). Usability 101: Introduction to Usability. Nielsen Norman Group.

Norman, D. A. (2013). The Design of Everyday Things. Basic Books.

Oliver, R. L. (2010). Satisfaction: A behavioral perspective on the consumer. Routledge.

Oliver, R.L. (1999). Whence Consumer Loyalty? Journal of Marketing, 63, 33-44

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). Servqual: A multiple-item scale for measuring consumer perceptions of service quality. Journal of Retailing, 64(1), 12-40.

Parasuraman, A., Zeithaml, V.A., & Berry, L.L. (2005). A Conceptual Model of Service Quality and Its Implications for Future Research. Journal of Marketing, 49(4), 41-50

Parker, A. (2018). Distributed Systems Observability. O'Reilly Media, Inc.

Platt, D. S. (2006). Why Software Sucks...and What You Can Do About It. Addison-Wesley Professional.

Pressman, R. S. (2009). Software Engineering: A Practitioner's Approach. McGraw-Hill Education.

Reichheld, F.F. (2003). The One Number You Need to Grow. Harvard Business Review, 81(12), 46-54

Rogers, E. M. (1962). Diffusion of innovations. Free Press of Glencoe.

Rogers, E. M. (1995). Diffusion of innovations (4th ed.). New York: Free Press.

Rogers, E. M. (2003). Diffusion of innovations (5th ed.). New York: Free Press.

Roman, G. C., & Petriu, D. C. (2008). Software Testing, Verification and Validation: From Theory to Practice. Springer Science & Business Media.

Saeed, K. A., Abdinnour-Helm, S., & Sandhu, K. (2014). Understanding mobile banking adoption: A unified perspective. Journal of Enterprise Information Management, 27(4), 491-507

Saffer, D. (2013). Microinteractions: Designing with Details. New Riders.

Schwartz, B. (2018). Practical Monitoring. O'Reilly Media, Inc.

Skillington, R. (2019). The Beginner's Guide to Observability. StackPath.

Sommerville, I. (2016). Software Engineering. Pearson Education.

Spool, J. (2005). The Essential Elements of Successful E-commerce User Experiences. User Interface Engineering.

Sridharan, C. (2020). Observability Engineering. Cindy Sridharan.

Tornatzky, L. G., dan Klein, K. J. (1982). Innovation characteristics and innovation adoption-implementation: A meta-analysis of findings. IEEE Transactions on Engineering Management, (4), 222-231.

Tsai, C. C., & Huang, H. Y. (2013). Understanding the determinants of online repeat purchase intention: The effects of perceived value, perceived usefulness, and subjective norm on customers' repeat purchase intention. Computers in Human Behavior, 29(4), 1271-1282.

Tse, D. K., & Wilton, P. C. (1988). Models of consumer satisfaction formation: An extension. Journal of Marketing Research, 25(2), 204-212.

Venkatesh, V., dan Bala, H. (2008). Technology acceptance model 3 and a research agenda on interventions. Decision sciences, 39(2), 273-315.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425-478

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS quarterly, 425-478.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS quarterly, 425-478.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425-478

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS quarterly, 425-478.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425-478.

Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS Quarterly, 27(3), 425-478.

Venkatesh, V., Morris, M. G., Davis, G. B., dan Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. MIS quarterly, 425-478.

Venkatesh, V., Thong, J. Y., & Xu, X. (2012). Consumer acceptance and use of information technology: extending the unified theory of acceptance and use of technology. MIS Quarterly, 36(1), 157-178.

Wang, Y. S., Wu, M. C., & Wang, H. Y. (2009). Investigating the determinants and age and gender differences in the acceptance of mobile learning. British Journal of Educational Technology, 40(1), 92-118.

Westbrook, R. A., & Oliver, R. L. (1991). The dimensionality of consumption emotion patterns and consumer satisfaction. Journal of Consumer Research, 18(1), 84-91.

Wroblewski, L. (2011). Mobile First. A Book Apart.

Wu, J. H., & Wang, Y. M. (2005). Measuring KMS success: A respecification of the DeLone and McLean's model. Information & management, 43(6), 728-739.

Wu, J.-H., Wang, S.-C., & Tsai, R.-J. (2006). Adoption of mobile technology in business: A fit-viability model. Industrial Management & Data Systems, 106(4), 433-448.

Yen, C. (2018). "Observability, "A Primer. Honeycomb.

Zeithaml, V. A., & Bitner, M. J. (2003). Services marketing: Integrating customer focus across the firm. McGraw Hill.

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2006). Services marketing: integrating customer focus across the firm. McGraw Hill.

Zeithaml, V.A., Bitner, M.J., & Gremler, D.D. (2006). Services Marketing: Integrating Customer Focus Across the Firm. New York, NY: McGraw-Hill/Irwin.