

## DAFTAR PUSTAKA

- A.M.Irfan Taufan Asfar, A.M Iqbal Akbar Asfar, & Halamury, M. F. (2019). Teori Behaviorisme (Theory of Behaviorism). *Researchgate, September*, 1–32. <https://doi.org/10.13140/RG.2.2.34507.44324>
- Abdul Kadir. (2018). Peranan brainware dalam sistem informasi manajemen jurnal ekonomi dan manajemen sistem informasi. *Sistem Informasi, 1*(September), 60–69. <https://doi.org/10.31933/JEMSI>
- Agus Setiono, B., & Melinda, N. (2022). Pengaruh Kualitas Pelayanan Sistem Inaportnet Terhadap Kepuasan Pengguna Jasa. *Jurnal Aplikasi Pelayanan Dan Kepelabuhanan, 13*(1). <https://doi.org/10.30649/japk.v13i1.89>
- Arisanti, D., Widyawati, N., & Novitasari, D. F. (2022). Analisis Inaportnet Terhadap Kepuasan Pengguna Jasa Dengan Kinerja Karyawan Sebagai Variabel Intervening Pada Perusahaan Pelayanan Inaportnet Analysis of Service User Satisfaction with Employee Performance as an Intervening Variable in Shipping Companies. *E-Journal Unair, 14*(1), 42–75.
- Azizah, I. S., Widodo, H., & Apriliyanti, A. (2019). Pelayanan Sistem Inaportnet Dalam Meningkatkan layanan Kapal Pada Pt.Kharisma Indah Lestari Semarang. *National Seminar on Maritime and Interdisciplinary Studies 1*, 136–143. <http://e-journal.akpelni.ac.id/index.php/prosiding-nsmis/article/view/259><http://e-journal.akpelni.ac.id/index.php/prosiding-nsmis/article/download/259/187>
- Darmawan, D., Mardikaningsih, R., & Hadi, S. (2017). The effect of service quality, customer satisfaction and corporate image on customer loyalty in the banking sector in Indonesia. *IOSR Journal of Business and Management (IOSR- JBM), 19*(11), 46–51. <https://doi.org/10.9790/487X-1911064651>
- Firmansyah, D. (2022). *Teknik Pengambilan Sampel Umum dalam Metodologi Penelitian : Literature Review General Sampling Techniques in Research Methodology : Literature Review. 1*(2), 85–114.
- Perhubungan, K., Pengembangan, B., Perhubungan, S. D. M., Tinggi, S., & Pelayanan, I. (2022). *TERHADAP EFISEIENSI PROSES*.
- Pratama, I. W., & Sukarno, G. (2021). Analisis Penilaian Kinerja, Reward, dan

- Punishment terhadap Kinerja Pegawai pada Badan Kepegawaian Daerah Provinsi Jawa Timur. *Jurnal STEI Ekonomi*, 30(02), 20–32. <https://doi.org/10.36406/jemi.v30i02.460>
- Purbasari, R., Jamil, N., Novel, A., & Kostini, N. (2023). Digitalisasi Logistik Dalam Mendukung Kinerja E-Logistic Di Era Digital: A Literature Review Logistic Digitalization in Support of E-Logistics Perfomance in the Digital Era: A Literature Review. *Management, Business and Logistics (JOMBLO)*, 01(02), 177–196.
- Schoemaker, P. J. H. (2024). *Integrating Diverse Perspectives in Strategy Studies I*. 1–26.
- Sugiyono. (2014). *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D*.
- Hair, J. F., Ringle, C. M., Sarstedt, L., & HENDI, M. (2013). *Partial least squares structural equation modeling (3rd ed.)*. Thousand Oaks, CA: Sage Publications.
- Darmawan, D., Mardikaningsih, R., & Hadi, S. (2017). The effect of service quality, customer satisfaction and corporate image on customer loyalty in the banking sector in Indonesia. *IOSR Journal of Business and Management (IOSR- JBM)*, 19(11), 46–51. <https://doi.org/10.9790/487X-1911064651>
- Dwi, N., Hanna, M., & Kalangi, E. (2024). *Jurnal Administrasi Bisnis (JUTRANIS)*, Vol. 01 No.01 Februari 2024 LPPM STIAMAK BARUNAWATI SURABAYA. 01(01), 1–18.
- Widyawati, N., Merciana, D., & Kalangi, M. H. E. (2020). Moda Transportasi Darat Dan Kualitas Layanan Jasa Terhadap Kelancaran Arus Container Di Depo. *Jurnal Baruna Horizon*, 3(2), 230–241. <https://doi.org/10.52310/jbhorizon.v3i2.43>
- Wicaksono, S. R. (2022). *Teori Dasar Technology Acceptance Model* (Issue March). <https://doi.org/10.5281/zenodo.7754254>
- Ludviadi Mei Firman, L. M. F., & Nur Widyawati, N. W. (2023). PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PENGGUNA JASA CLEARANCE IN/OUT KAPAL KONTAINER MV. EVER BOOMY MELALUI SISTEM INAPORTNET DI PT. EVERGREEN SHIPPING AGENCY SURABAYA (Doctoral dissertation, STIA Manajemen dan Kepelabuhan Barunawati Surabaya). *E-Journal Stiamak*.

- Chin, W. W. (1998). The partial least squares method for structural equation modeling: A review of its uses and limitations. *Journal of Marketing Theory and Practice*, 6(2), 217-241.
- Henseler, J., Ringle, C. M., & Sarstedt, L. (2015). A new criterion for assessing the quality of model-based measurement models. *European Journal of Marketing*, 49(10/11), 1943-1968