

DAFTAR PUSTAKA

- Akbar, A., & Sensuse, D. I. (2018). Pembangunan Model *Electronic Government* Pemerintahan Desa Menuju Smart Desa. *Jurnal Teknik Dan Informatika*, 5(1), 1–5. ISSN : 2089-5940.
- Al-Osaimi, K., Alheraish, A., dan Bakry, S. H. (2006). *An Integrated STOPE Framework for e-Readiness Assesments*. Saudi Arabia: Saudi Computer Society.
- Aripradono, H. W. (2021). *Analisis Technology Readiness and Acceptance Model (TRAM) Pada Penggunaan Sport Wearable Technology*. *Teknika*, 10(1), 68–77. ISSN 2549-8037.
- Ariyanti, M., Alamsyah, Andry., Yudiana, W. A. (2019). *Wisdom of the Crowd” as Personalized Music Recommendation Model for Langit Musik Service. Proceedings of 4th International Conference on Information Management and Technology. Article number 8843821 Pages 345 - 350. <https://doi.org/10.1109/ICIMTech.2019.8843821>.*
- Ariyanti, M., Andini, C., Sumrahadi (2016). The Impact of E-Service Quality Upon Visitor Purchase Intention of Lazada Indonesia *Online Store. E-Proceeding of Management: Vol.3, No.2 August 2016, Page 1289. ISSN: 2355-9357.*
- Ariyanti, M., Murdiyanto, E., Arta, I. P. S., Dhakirah, S., Kurniawan, B. W., Hidayat, R., Muttaqien, Z., Sembiring, E. S. K., Munawaroh, N. A., Sudirman, A., Abdin, N., Evasari, A. D. (2022). *Teori Marketing (Sebuah Tinjauan Teori dan Praktis)*. Bandung: Widina Media Utama. ISBN: 978-623-459-012-8.
- Ariyanti, M., Susilo, W. T., Sumrahadi (2017). Effect Of Attraction Of Promotion, The Perception Of Facilities Benefit Perseption, and The Price Of Interest To Buy e-Money Toll Card Bank Mandiri. *E-Proceeding of Management: Vol.4, No.1 April 2017, Page 25. ISSN: 2355-9357.*
- Butt, N., Warraich, N. F., & Tahira, M. (2018). *Development level of electronic government services An empirical study of e-government websites in Pakistan. Global Knowledge, Memory and Communication. <https://doi.org/10.1108/GKMC-05-2018-0044>.*
- Chang, Y. W., dan Chen, J. (2021). *What motivates customers to shop in smart shops? The impacts of smart technology and technology readiness*. *Journal of Retailing and Consumer Services*, 58. <https://doi.org/10.1016/j.jretconser.2020.102325>.
- CNBC Indonesia. (2022). <https://www.cnbcindonesia.com/news/20180816114214-4-28906> [4 Oktober 2022].
- Creswell, J., & Creswell, J. (2018). *Research Design Qualitative, Quantitative, and Mixed Method Approaches 7th Edition*. London: Sage Publication, Inc.

- Davis F. D., (1989). *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology*. Management Information Systems Research Center, University of Minnesota. *MIS Quarterly*, Vol. 13, No. 3 (Sep., 1989), pp. 319-340. <https://doi.org/10.2307/249008>.
- Direktorat Jenderal Bea dan Cukai. (2022). <https://www.beacukai.go.id/> [4 Oktober 2022].
- Erdogmu, N., dan Esen, M. (2011). *An investigation of the effects of technology readiness on technology acceptance in e-HRM*. *Procedia - Social and Behavioral Sciences*, 24, 487–495. <https://doi.org/10.1016/j.sbspro.2011.09.131>.
- Faizani1, S. N., dan Indriyanti, A. D. (2021). Analisis Pengaruh *Technology Readiness* terhadap *Perceived Usefulness* dan *Perceived Ease of Use* terhadap *Behavioral Intention* dari *Quick Response Indonesian Standard (QRIS)* untuk Pembayaran Digital (Studi Kasus: Pengguna Aplikasi *e-Wallet Go-Pay, DANA, OVO, dan LinkAja di Surabaya*). *Journal of Emerging Information Systems and Business Intelligence*.
- Florestiyanto, M. Y. (2012). Evaluasi Kesiapan Pengguna dalam Adopsi Sistem Informasi Terintegrasi di Bidang Keuangan Menggunakan *Technology Readiness Index*. Seminar Nasional Informatika UPN “Veteran” Yogyakarta.
- Ghozali, I., (2013). Model Persamaan Struktural Konsep & Analisis Dengan Program AMOS 21. Semarang: Badan Penerbit UNDIP.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis 7th edition*. New York: Pearson.
- Hair, J. F., Hult, G. T., Ringle, C., & Sarstedt (2017). *A Primer on Partial Least Squares Structural Equation Modeling (SEM-PLS) 2nd ed*. Thousand Oaks, California: Sage Publications.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). *When to use and how to report the results of SEM-PLS*. *European Business Review*, 31(1). <https://doi.org/10.1108/EBR-11-2018-0203>.
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). *Partial least squares structural equation modeling (SEM-PLS): An emerging tool in business research*. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>.
- Hallikainen, H., dan Laukkanen, T. (2016). *How Technology Readiness Explains Acceptance and Satisfaction of Digital Services in B2B Healthcare Sector?* (Vol. 294). <http://aisel.aisnet.org/pacis2016/294>.
- Hardani, Auliya, N. H., Andriani, H., Fardani, R. A., Ustiawaty, J., Utami, E. F., Sukmana, D. J., Istiqomah, R. R. (2020). Metode Penelitian Kualitatif dan Kuantitatif. Yogyakarta:

Pustaka Ilmu.

- Hasanah, L., Wahyuni, D. E., dan Suharso, W. (2020). Evaluasi Kesiapan Dan Penerimaan Pengguna Sistem Informasi Management Tugas Akhir (SIMTEKNIK) Menggunakan Metode *TRAM* (*Technology Readiness Acceptance Model*). *Repositor*, 2(7), 985–996.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis*. Bandung: Refika Aditama.
- Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia. (2022). <https://menpan.go.id/> [4 Oktober 2022].
- Kotler, P., dan Amstrong, G. (2018). *Principle of Marketing 17th Edition*. United Kingdom: Pearson Education Limited.
- KPPBC TMP A Tangerang. (2022). <https://bctangerang.beacukai.go.id/> [4 Oktober 2022].
- KPPBC TMP A Tangerang. (2022). <http://v2.sijagger.id:82/> [4 Oktober 2022].
- Kuo et al. (2013). *An Investigation of The Effect of Nurses Technology Readiness on The Acceptance of Mobile Electronic Medical Record System*. *Medical Informatics & Decision Making*.
- Lam, S. Y., Chiang, J., dan Parasuraman, A. (2008). *The effects of the dimensions of technology readiness on technology acceptance: An empirical analysis*. *Journal of Interactive Marketing*, 22(4), 19–39. <https://doi.org/10.1002/dir.20119>
- Li, F. (2020). *Leading digital transformation: three emerging approaches for managing the transition*. *International Journal of Operations & Production Management*. <https://doi.org/10.1108/IJOPM-04-2020-0202>.
- Lin, Chien-Hsin., Shih, Hsin-Yu., and Sher, Peter J. (2007). *Integrating Technology Readiness into Techology Acceptance: The TRAM Model*. *Psychology and Marketing*, Vol. 24, No 7, pp. 641-657.
- Malau, H. (2017). *Manajemen Pemasaran Teori dan Aplikasi Pemasaran Era Tradisional Sampai Era Modernisasi Global*. Bandung: Alfabeta.
- Nugroho, M. A., dan Fajar, A. M. (2017). *Effects of Technology Readiness Towards Acceptance of Mandatory Web-Based Attendance System*. *Procedia Computer Science*, 124, 319–328. <https://doi.org/10.1016/j.procs.2017.12.161>.
- Nur, A. M., Nugroho, M. A., & Sagoro, M. E. (2014). Pengaruh *Technology Readiness* Terhadap Penerimaan Teknologi Komputer pada UMKM di Yogyakarta. *Jurnal Economia*, volume10 (2), Nomor 2.

- Panday, R. dan Rachmat, B. (2019). *Technology Readiness Acceptance Model Analysis on Project Management Operations*. *Science Arena Publications International journal of Business Management* 2019, Vol, 4 (3): 117-132. ISSN: 2520-5943. www.sciarena.com.
- Pangriya, R., dan Priya S. A. (2021). *The Differencing Views of Technology Readiness and Acceptance Model: A Literature Review*. In *Turkish Journal of Computer and Mathematics Education (Vol. 12, Issue 4)*.
- Parasuraman, A. (2000). *Technology Readiness Index (TRI): A Multiple-Item Scale to Measure Readiness to Embrace New Technologies*. In *Journal of Service Research* (Vol. 2, Issue 4). <https://doi.org/10.1177/109467050024001>.
- Parasuraman, A., dan Colby, C. L. (2014). *An Updated and Streamlined Technology Readiness Index: TRI 2.0*. *Journal of Service Research*, 18(1), 59–74. <https://doi.org/10.1177/1094670514539730>.
- Prasetio, A., dan Adelia, N. (2016). *Customer Perception Mapping Analysis of Indonesian E-commerce Marketplace Sites based on Attributes Usability, Site Design, Information Quality, Trust, and Empathy (Case Study of Tokopedia, Bukalapak, Elevenia, Qoo10, and Rakuten)*. *4th International Conference on Cyber and IT Service Management*. Article number 7577580. <https://doi.org/10.1109/CITSM.2016.7577580>.
- Prasetio, A., Pakpahan, A.F., Negara, E. S., Gurning, K., Situmorang, R. F. R., Sipayung, T. P. D., Sesilia, A. P., Purba, P. P. R. B., Chaerul, M., Siagian, I. Y. V., Rantung, G. A. J. (2021). *Metodologi Penelitian Ilmiah*. Medan: Yayasan Kita Menulis. ISBN: 978-623-342-088-4.
- Prasetio, A. dan Purnawati, E. D. (2023). *The Role of Brand Ambassador and Electronic Word-of-Mouth in Predicting Purchase Intention*. *Jurnal Dinamika Manajemen*, 14 (1) 2023, 1-21. ISSN : 2337-5434. <http://jdm.unnes.ac.id>.
- Prasetio, A., Saragih, L., Banjarnahor, A. R., Anggraini, N., Sudarso, A., Muliatie, Y. E., Lie, D., Purnomo, Y. J. Purba, B., Sudarmanto, E., Kuswandi, S. (2022). *Metodologi Penelitian Ilmiah*. Medan: Yayasan Kita Menulis. ISBN: 978-623-342-377-9.
- Prasetio, A., Saragih, L., Banjarnahor, A. R., Anggraini, N., Sudarso, A., Muliatie, Y. E., Lie, D., Purnomo, Y. J., Purba, B., Sudarmanto, E., Kuswandi, S. (2022). *Strategi Manajemen Pemasaran*. Medan: Yayasan Kita Menulis. ISBN: 978-623-342-377-9.
- Prasetio, A., Sari, P. K., Candiwan, Handayani, P. W., Hidayanto, A. N., Syauqina, S., Astuti, E. F., Tallei, F. P. (2021). *Information security cultural differences among health care facilities in Indonesia*. *Heliyon Volume 7, Issue 6, June 2021, Article Number e07248*. ISSN : 24058440. <https://doi.org/10.1016/j.heliyon.2021.e07248>.
- Prasetio, A., Satria, F. D. (2020). *Usability Analysis of Tokopedia Application*. *E-Proceeding of Management : Vol.7, No.2 December 2020, Page 5329*. ISSN : 2355-9357.

- Purnama, M. I. (2019). Analisis Pengaruh Kesiapan Pengguna Terhadap Penerimaan Sistem Informasi Administrasi Pegawai ASN (SIAPASN) Menggunakan *Technology Readiness Acceptance Model (Tram)* (Studi Kasus: Pemerintah Kabupaten Jombang). Program Studi Sistem Informasi Fakultas Ilmu Komputer Universitas Jember.
- Rajbhandari, S., Devkota, N., Khanal, G., Mahato, S., dan Paudel, U. R. (2022). *Assessing the industrial readiness for adoption of industry 4.0 in Nepal: A structural equation model analysis*. *Heliyon*, 8(2). <https://doi.org/10.1016/j.heliyon.2022.e08919>.
- Rosmayanti, H., Aryadita, H., dan Herlambang, A. D. (2018). Analisis Penerimaan Teknologi *Cloud Storage* Menggunakan *Technology Readiness Acceptance Model (TRAM)* Pada Badan Eksekutif Mahasiswa Institut Teknologi Sepuluh Nopember (Vol. 2, Issue 10). <http://j-ptiik.ub.ac.id>.
- Saunders, M., Lewis, P., & Thornill, A. (2019). *Research Methods for Business Students 8th Edition*. London: Pearson Education Limited.
- Sekaran, U., & Bougie, R. (2016). *Research Method for Business 7th Edition A Skill-Building Approach*. West Sussex, United Kingdom: John Wiley & Sons Ltd.
- Sholihin, Mahfud dan Ratmono, Dwi. (2013). Analisis *SEM-PLS* dengan *WarpPLS 3.0*: untuk hubungan nonlinier dalam penelitian sosial dan bisnis. Yogyakarta: Andi Offset.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Venkatesh, V. (2000). *Determinants of perceived ease of use: Integrating control, intrinsic motivation, and emotion into the technology acceptance model*. *Information Systems Research*, 342–365. <https://doi.org/10.1287/isre.11.4.342.11872>.
- Verhoef, P. C., Broekhuizen, T., Bart, Y., Bhattacharya, A., Qi Dong, J., Fabian, N., Dan Haenlein, M. (2018). *Digital Transformation: A Multidisciplinary Reflection And Research Agenda*. *Journal Of Business Research*. <https://doi.org/10.1016/j.jbusres.2019.09.022>
- Vik, J., Melas, A. M., Straete, E. P., & Soraa, R. A. (2021). *Balanced readiness level assessment (BRLa): A tool for exploring new and emerging technologies*. *Technological Forecasting and Social Change*, 169. <https://doi.org/10.1016/j.techfore.2021.120854>.
- Wang,, H., Feng, J., Zhang, H., & Li, X. (2020). *The effect of digital transformation strategy on performance The moderating role of cognitive conflict*. *International Journal of Conflict Management Vol. 31 No. 3*, 441-462. <https://doi.org/10.1108/IJCM-09-2019-0166>
- Walczuch, R., Lemmink, J., & Streukens, S. (2007). *The effect of service employees' technology readiness on technology acceptance*. *Information and Management*, 44(2), 206–215. <https://doi.org/10.1016/j.im.2006.12.005>.

Halaman ini sengaja dikosongkan