

REFERENCES

Al-Hawari, F. and Barham, H. (2019) 'A machine learning based help desk system for IT service management', *Journal of King Saud University-Computer and Information Sciences*, pp. 1-17.

Al Faruq, B., Herlianto, H.R., Simbolon, S.H., Utama, D.N. and Wibowo, A., 2020. Integration of ITIL V3, ISO 20000 & ISO 27001: 2013 for IT Services and Security Management System. *International Journal*, 9(3).

Almutairi, A., Sarfraz, M.I., and Ghafoor, A. (2018) 'Risk-Aware Management of Virtual Resources in Access Controlled Service-Oriented Cloud Datacenters', *IEEE Transactions on Cloud Computing*, 6(1), pp. 168-181.

Anderson, E.W., Fornell, C., and Mazvancheryl, S.K. (2004) 'customer satisfaction and Shareholder Value', *Journal of Marketing*, 68, pp. 172-185.

Arnason, S.T. and Willett, K. D (2008). *How to Achieve 27002 Certification: An Example of Applied Compliance Management*. Florida: Auerbach Publications.

Bawono, M.W.A., Soetomo, M.A. and Apriatin, T., 2020. Analysis Corellation of the Implementation Framework COBIT 5, ITIL V3 and ISO 27001 for ISO 10002 Customer Satisfaction (No. 4716). EasyChair.

Bawono, M.W.A., 2017. ANALISIS FAKTOR KOMPETENSI, DISPLIN KERJA, DAN KINERJA PEGAWAI SEBAGAI VARIABLE INTERVENING TERHADAP PRESTASI KERJA (Studi Kasus pada Polsek Parung Bogor Jawa Barat) (Doctoral dissertation, Universitas Pembangunan Nasional Veteran Jakarta).

Bowen, N.K. and Guo, S., 2011. *Structural equation modeling*. Oxford University Press.

Blumberg, M., *et.al.* (2019) 'correlationive organisational change to achieve successful ITIL implementation: Lessons learned from a multiple case study of large Australian firms', *Journal of Enterprise Information Management*, 32(3), pp. 496-516.

Bonn, I. (2001) 'Developing strategic thinking as a core competency', *Management Decision*, 39(1), pp. 63-70.

Borges, B.S.L (2018) 'Comparison of COBIT 2019 5 and ITIL V3 using Semantic Analysis. *Thesis to obtain the Master of Science Degree in Information Systems and Computer Engineering, Técnico Lisboa*, pp. 1-76.

BSI (2005) *information technology - Security techniques - information security management systems Requirements ISO/IEC 27002:2005*. UK: BSI Standards Publication.

Calder, A. (2009). *Implementing Information Security based on ISO 27002/ ISO 27002 - A Management Guide*. Zaltbommel: Van Haren Publishing.

Cervone, F. (2008) 'ITIL: a framework for managing digital library services. In OCLC Systems and Services', *International digital library perspectives*, 24(2), pp. 87 – 90.

Creswell, J.W., 1999. Mixed-method research: Introduction and application. In *Handbook of educational policy* (pp. 455-472). Academic Press.

De Haes, S., Van Grembergen, W., Joshi, A. and Huygh, T. (2020). COBIT as a Framework for Enterprise Governance of IT, *Enterprise Governance of information technology*, pp.125-162.

Djemame, K., Armstrong, D., Guitart, J. and Macias, M. (2011) 'A Risk Assessment Framework for Cloud Computing', *IEEE Transactions on Cloud Computing*, 4(3), pp. 265-278.

Dr, P., 2008. Sugiyono, Metode Penelitian Kuantitatif Kualitatif dan R&D.

Effendi, S., 1980. Metode penelitian survai. Pusat Penelitian dan Studi Kependudukan, Universitas Gadjah Mada.

Elhaitammy, T. (1990) *Service Excellence*, 6th. Ed. Chicago: The Dryden Press.

Fitroh, D.A. and Firmansyah, A.F. (2018) 'Strategies to Improve Human Resource Management using COBIT 2019 5 For Data and Information Centre of Ministry of Agriculture of Indonesia of Republic', In *2018 6th International Conference on Cyber and IT Service Management (CITSM)*, pp. 1-4.

Ghozali, I. (2014) *Partial Least Squares Concepts, Methods and Applications Using Program Warp PLS 4.0*. Semarang: Diponegoro University.

Ghozali, I., and Latan, H. (2012) *Partial Least Square: Concepts, Techniques and Applications of SmartPLS 2.0 M3*. Semarang: Diponegoro University.

Hanna, A. and Rance, S. (2011) ITIL® glossary and abbreviations English.

Haufe, K., Dzombeta, S., Brandis, K., and Stantchev., V. (2018) 'Improving Transparency and Efficiency in IT Security Management Resourcing', *IT Professional*, 20(1), pp. 53-62.

Haufe, K., et al. (2016) 'Security Management Standards: A Mapping', *Elsevier: Procedia Computer Science*, 100, pp. 755 – 761.

Horrigan, JB. (2016) 'Digital Readiness Gaps', Pew Research Center.

Humphreys, E. (2007) *Implementing the ISO/IEC 27002 information security management system standard*. USA: Artech House.

ISACA (2018) *COBIT 2019 5: A business framework for the governance and management of enterprise IT*. Rolling Meadows: ISACA.

ISACA (2012) *COBIT 2019 5: A business framework for the governance and management of enterprise IT*. Rolling Meadows: ISACA.

ISO. ISO/IEC 27002:2013 (2013) *information technology -Security Techniques-Information Security Management Systems-Code of Practice for Information Security Controls*. United States of America.

ITIL V3 service operation 2011 Edition. Ireland: TSO (The Stationery Office).

Klein, J.I., et al. (2009) *Project-Based Learning: Inspiring Middle School Student to Engage in Deep and Active Learning*. New York: NYC Department of Education.

Kotler, P. (2009). *Marketing Management*. 3th. Ed. U.S.A: Pearson Prentice Hall.

Maingak, A.Z., Candiwan, and Harsono, L.D. (2018) 'Information Security Assessment Using Iso/Iec 27002: 2013 Standard On Government Institution', *Trikonomika*, 17(1), pp. 28-37.

Mangalaraj, G., Singh, A., and Taneja, A. (2014) 'IT Governance Frameworks and COBIT-A Literature Review', *Twentieth Americas Conference on Information Systems*, pp. 1-10.

Mourad, E., Malik, M., Anong, A.C and Mustapha, B. (2017) 'Combination between COBIT 2019 and ITIL V3 2011', *International Journal of Advanced Engineering Research and Science (IJAERS)*, 4(5), pp. 41-47.

Motii, M. and Semma, A., 2017. Towards a new approach to pooling COBIT 5 and ITIL V3 with ISO/IEC 27002 for better use of ITG in the Moroccan parliament. *Int. J. Comput. Sci. Issues*, 14(3), pp.49-58.

Nazir, M., 1988. *Metode Penelitian*. Jakarta: Ghalia Indonesia.

Nurbojatmiko., Susanto, A. and Shobariah, E. (2016) 'Assessment of ISMS based on standard ISO/IEC 27002: 2013 at DISKOMINFO Depok City', *In 2016 4th International Conference on Cyber and IT Service Management*, pp. 1-6.

Paramaporn, T., Lobo, A., and Mitsis, A. (2014) 'An empirical model of home internet services quality in Thailand', *Asia Pacific Journal of Marketing and Logistics*, 26, pp. 190-210.

Putrawan, I.M., 2019. *Pengujian Hipotesis Dalam penelitian-penelitian*.

Queensland Ombudsman (2006) *correlationive Complaints Management*. Brisbane: *Queensland Ombudsman*.

Regulation of the Minister of Communication and Information No. 4 of 2016 concerning information security system (PERMEN). Jakarta: Permen.

Ruslan, R. (2005) *Management of Public Relations & Media Communication Concepts and Applications*. Jakarta: Rajawali Pers.

Ruslan, R. (2001) *Public Relations Management & Communication Management: Concepts and Applications*. Jakarta: Rajawali Pers.

Riadi, E., 2018. *Statistik SEM structural equation modeling dengan Lisrel*. Yogyakarta: CV Andi Offset.

Sandjojo, N., 2011. *Metode analisis jalur (path analysis) dan aplikasinya*. Jakarta: Pustaka Sinar Harapan, 11.

Sahibudin, S., Sharifi, M. and Ayat, M., 2008, May. Combining ITIL, COBIT and ISO/IEC 27002 in order to design a comprehensive IT framework in organizations. In 2008 Second Asia International Conference on Modelling & Simulation (AMS) (pp. 749-753). IEEE.

Sheikhpour, R and Modiri, N. (2012) 'An Approach to Map COBIT 2019 Processes to ISO/IEC 27002 Information Security Management Controls', *Indian journal of science and technology*, 5(2), pp.2170-2176.

Sevilla, CG. (2011) *Introduction to Research Methodologi*. Jakarta: Indonesia University.

Sugiyono. (2010) *Quantitative Research Methods, Qualitative and R & D*. Bandung: Alfabeta.

Supranto, J., 2009. *Statistik Teori dan Aplikasi edisi ketujuh*. Jakarta: Erlangga.

Susanto, H., Almunawar, M.N., and Tuan, Y.C. (2011) 'information security management system Standards: A Comparative Study of the Big Five', *International Journal of Electrical & Computer Sciences*, 11(05), pp. 23-29.

Susanto, H., Almunawar, M.N. and Tuan, Y.C., (2012) 'A novel method on ISO 27002 reviews: ISMS compliance readiness level measurement', *Computer Science Journal*, 2(1), pp. 1-12.

Tanovic, A., Butkovic, A., Orucevic, F. and Mastorakis, N., 2014, October. Advantages of the implementation of Service Desk based on ITIL framework in telecommunication industry. In 2nd International Conference on Wireless and Mobile Communications Systems (WMCS14), Lisbon.

The British Standards Institution (2018). *BS ISO 10002:2018: Quality management — customer satisfaction — Guidelines for complaints handling in organizations*. UK: BS ISO 10002.

Tjiptono, F. (2000) *Service Management, Second Edition*. Yogyakarta: Andy Offset.

Tum, J. and Norton, P., 2006. *Management of event operations*. Routledge.

Umar, H. (2005) *Research Methods for Thesis and Business*. Jakarta: Grafindo Persada.

Barreto, G., Battaglin, P.D. and Varga, S. (2019) 'Ensuring Efficient IT Service Management to Increase Information Systems Availability', *Journal of Information Systems Engineering & Management*, 4(4), pp. 1-7.

Yamin, S. and Kurniawan, H. (2011). *The New Generation Processes Research Data with Partial Least Square Path Modeling*. Jakarta: Salemba Empat.

Widoyoko, P., Dr. S. Eko Putro, M. Pd. 2012. Teknik Penyusunan Instrumen Penelitian.

Wiyono, G., 2011. Merancang penelitian bisnis dengan alat analisis SPSS 17.0 & SmartPLS 2.0. Yogyakarta: UPP STIM YKPN.

Walpole, R.E., 1990. Pengantar statistika, edisi ke-3 (Introduction to statistics). Penerbit PT Gramedia Pustaka Utama.

