

TRANSFER INFORMATION TECHNOLOGY SERVICES OF DATA ON GO JEK ONLINE APPLICATIONS USING FRAMEWORK INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY V3 (ITIL V.3) DOMAIN SERVICE OPERATION

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Abstract---Go Jek is an online transportation through booking application. The Go Jek application can be downloaded on Android smartphones & iPhones. Go Jek As a means of transportation that is widely used by the people of Indonesia, Gojek online services Indonesia offers a variety of alternative services that are available in various major cities in particular in order to assist the community in carrying out their daily activities, such as work activities, lectures, traveling, ordering food, trading etc. In the Go Jek online service, all user memory and software is actually not located on the computer but is integrated directly using the cloud system with a computer intermediary as well as with a connection or internet connection. What services are contained in the Go Jek application and how is the data transfer process in the Go Jek application a problem in this study. The purpose of this study is to implement Data Transfer Services within the ITIL Domain Operation Service framework. The information technology service method used is ITIL (Information Technology Infrastructure Library) is a Framework in transforming Information Technology services which contains a series of concepts and techniques for managing infrastructure, developing, and operating information technology (IT). ITIL (Information Technology Infrastructure Library) contains an IT discipline framework in terms of IT service functions. The results of this study are an Information Technology service framework application Go Jek.

Keywords---Go jek, IT, ITIL (Information Technology Infrastructure Library), Framework

I. INTRODUCTION

Transportation is a very important tool in supporting the activity or mobility of people every day, so be prepared with a good and safe because it is very influential in activities such as the economy, the delivery of goods or services, passenger transport and so on. Of the various types of transportation in Indonesia, such as land, sea and air, road transport is the one

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that was given special attention by the government and the users of transport services as well as cost up to now is still an excellent ground transportation for the majority of the Indonesian people. To meet people's needs for transportation, these companies offer a variety of alternative uses for land transportation facilities such as four-wheel vehicles, two-wheelers, even trains.

Go Jek is an online motorcycle taxi transport via motorcycle taxi booking through Jek Go application that can be downloaded in the Android Smartphone and iPhone. Founder Go native son Indonesian Jek is a graduate of Harvard, Nadiem Makarim. GoJek offers four (4) services that can be used by customers: Instant Courier (Delivery of Goods), Transport (Freight), Shopping (Shopping) and Corporate (Cooperation with the company for courier services) that emphasizes excellence in Speed, Innovation and Social interaction with the data transfer system model cloud computing base.

Cloud Computing using the internet as a center of the data server and for data processing. It allows users to not perform the installation in the login process to the Internet, connected in some programs and run the application. So how did the actual workings of cloud computing this system ?. The first is a command or instruction from a user and data storage media will be stored virtually by using the Internet connected network. After that, it will proceed to the command to the application server. Once the completed application servers accept all orders, then then the data will be processed. As a result, the latter process there will be a different page and updated in accordance with the order.

ITIL (Information Technology Infrastructure Library) is a Framework in transforming the information technology service that contains a series of concepts and techniques for managing the infrastructure, development, and operation of information technology (IT). ITIL (Information Technology Infrastructure Library) framework provides the IT discipline in terms of IT services functions. ITIL, or Information Technology Infrastructure Library which is an ITIL version 3. It has five domains, namely Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Each domain, in which they have a sub-domain, such as domain V.3 ITIL Service Operation. Service Operation own sub-domain Service Desk, Incident Mangjement, problem management, Event Management, Request fulfillment and Access Management, While IT Service is the most crucial asset in the business who are investing the right level of resources in the IT Service Management and IT System as a data management service. ITIL (Information Technology Infrastructure Library) provides a framework for making maximum services in the IT field to fit the well-run business, improve service quality, reduce support costs and factor supporting services. ITIL can be applied in almost any type of IT environment. ITIL (Information Technology Infrastructure Library) provides a framework for making maximum services in the IT field to fit the well-run business, improve service quality, reduce support costs and factor supporting services. ITIL can be applied in almost any type of IT environment. ITIL (Information Technology Infrastructure Library) provides a framework for making maximum services in the IT field to fit the well-run business, improve service quality, reduce support costs and factor supporting services. ITIL can be applied in almost any type of IT environment.

Jek Go mobile application phenomenon that has been accepted by the population makes the city interesting things to be studied by researchers. Mobile applications Go Jek has a system that is easy to use (ease of use), presenting good information (format), information according to user needs, easily understood information and system, it will increase the interest of users of mobile applications Go Jek and accepted by masyarakat. Permasalahan that appears in this study is what services are contained in the application Go Jek, how the data transfer process in the application Go Jek and its application in the framework domain ITIL V3 service Operation as an Information Technology services (iT service). The purpose of this study were (1) to find out some services within applications Go Jek, (2) to provide information about how the Could

Computing that used in the calculation process of data transfer applications Go Jek and how the application process in the Data Transfer Go Jek, (3) to apply data transfer services to the ITIL IT Service Domain Operation. While the benefits gained from this research is to provide knowledge to the application users Go Jek about some of the features in Information Technology services Go Jek and its use and determine the calculation of profit Jek Go application services.

II. LITERATURE REVIEW

Information Technology

The development of information technology (IT) comes from various factors. Factors that cause the development of technology as an important electronic device are smartphones, personal computers, laptops, televisions, radios, and other print media. But now, mobile phones don't only function as a medium for calling or sending messages, but have become a mini computer that can have many functions. Various types of mobile phones in circulation today are types of smartphones that have many additional features and their respective uses (Tulas Oktaviana: 2016). Internet (Internal Network) is a long distance communication network. The development of technology, especially the internet has increased very quickly. In Indonesia there were 88.1 million active internet users (Kemp, 2016) in Agus (2017: 2). The internet provides a number of benefits and changes the way people view information. In line with the internet, social media in Indonesia continues to grow. Kemp research (2016).

Gridi Hendrastomo in 2016 mentions in his research entitled "The Dilemma of Application Gojek" that Smartphone or smartphone, the mobile phone with a microprocessor, memory and operating system used to speak. Smartphone is a combination of PDA and mobile phones, but more focused on the cell phone. Smartphone capable of storing information, e-mail, and installation of programs, such as using a mobile phone in one device. On the other hand some say the smartphone is a simple mobile phone with advanced features and the ability to send - receive e-mail, surf the Internet and read e-books, built-in full keyboard or external USB keyboard or has a VGA connector. So the smartphone is a miniature computer with phone capabilities [2]. Smartphones have a wide range of systems like android that is widely used by smartphone provider for the Internet. It can be concluded that the application user community Go-Jek want Android-based Smartphone Technology developments can be used as a transport medium that is easy but high benefits.

Mobile applications

Tulas Oktaviana also confirmed that the application derives from the application, which means the application; application; use. In terms of applications is: a ready-made program designed to perform a function for users or other applications and may be used by the intended target. Mobile Application is an application that lets you perform mobility by using devices such as PDAs, cell phones or mobile phones. By using the mobile app, you can easily perform a variety of activities ranging from entertainment, sell, learn, do office work, browsing, etc. (Rillie Rizky: 2016, Sulianta 2019).

The existence of a significant positive relationship between the use of information systems with the quality of information systems. Information is data that has significance for the recipient. The quality of the information system is very influential to keterpakaian users in their activities in the media. In 1992 DeLone and McLean theorized about the success of an information system, known as D & M IS Success Model. In 2003, W. E. McLean memperbarui DeLone and a model for measuring the quality of information systems that result from the contribution of several previous studies and as a result of changes in the role and management of information systems that evolved late DeLone and McLean renew it and call it a Success Model of Information Systems D & M Model.

(Information Technology Infrastructure Library)

ITIL is a best practice of Service Management IT and an option popular today as a framework analyst business an / a client for defining the roadmap of business and IT infrastructure that is consistent and comprehensive, so that the business enterprise (business plan / strategy) in line with the IT and infrastructure, fore is expected to achieve the quality of IT service support which is managed ITIL is also a document containing best practices and a framework in the area of IT service Management. ITIL describes how to provide high quality IT services to meet customer needs and business requirements. ITIL is built on five main components, namely: 1. Service Strategy, provides guidance on how to look at the implementation of ITSM ITSM concepts not only as an organizational capability (giving, manage and operate IT services), but also as a strategic asset of the company. The guide is presented in the form of the basic principles of ITSM concepts, references and core processes operating in all stages of the ITIL Service Lifecycle. 2. Service Design, give guidance to IT organizations in a systematic and ITIL is also a document containing best practices to design and build IT services as well as implementation of ITSM itself. Service Design provides principles and design methods to convert the IT organization's strategic goals and business into the portfolio / collection of IT services and asset services, such as servers, storage and so on. The scope of Service Design is not only to design new IT services, but also the processes of change and improvement of service quality, continuity of service and performance of layanan.3. Designing and building IT services as well as implementation of ITSM itself. 3. Service Transition provides guidance to IT organizations to be able to develop the ability to change the results of the design of the IT services either new or changed IT service specification to the operational environment. This lifecycle stages gives an overview of how a requirement defined in the Service Strategy is then shaped in Service Design for effectively realized in Service Operation. 4. Service Operation, a lifecycle stage that includes all the daily operations of IT services management. Inside are various guides on how to manage IT services efficiently and effectively and ensure the level of performance that has been promised by the previous customer. These guidelines include how to maintain the operational stability of IT services and management of changes to the design, scale, scope and IT service performance targets. 5. Continual Service Improvement, contain important guidance in preparing and maintaining the quality of service of process design, transition and operation. CSI combines principles and methods of quality management. provides important guidance in preparing and maintaining the quality of service of process design, transition and operation. CSI combines principles and methods of quality management. provides important guidance in preparing and maintaining the quality of service of process design, transition and operation. CSI combines principles and methods of quality management.

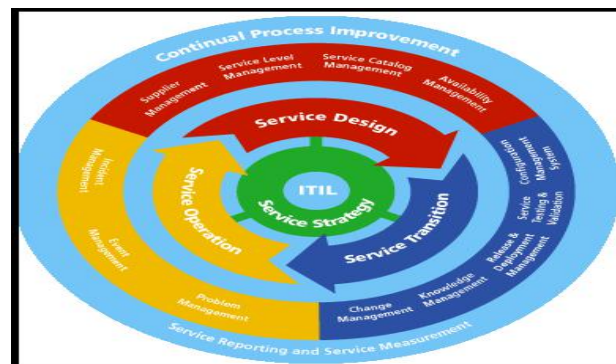


Figure 1. ITIL V3 Service Lifecycle (Reference: OGC, 2011)

Relevant Research

Relevant research entitled "Analysis Gojek Applications by Using methods of Usability" by Tulas Oktaviana in 2016. The conclusion of this study that the GO-JEK Online should improve services and maximize motorcycle taxi booking services through online and other services. So users / customers Gojek will increase and feel satisfied and certainly Gojek application will persist in the long term future.

Other research relevant to this study is entitled "The Quality of Go Jek Mobile Applications Among the People of Surabaya City conducted by Rilie Rizky in 2017 with the conclusion In this service the Go Jek application provides direct communication between users with drivers to communicate what the user's needs are. Overall, the Go Jek mobile application system is included in the system success category as seen from its high benefits (net benefit). The mobile application system has a very effective overall value, while the Go Jek application system saves the cost of the user and the gojek information system is very efficient and saves the user's time.

III. RESEARCH METHODOLOGY

The method used is qualitative, which is an inductive process to get the results of the observation of the object, which is expected to produce a conclusion (general). This research does not use statistical tests and the results obtained can not be generalized to other similar organizations. Technique data were analyzed qualitatively, activity in the data analysis is done in an interactive and continuous at any stage of the analysis to its conclusion. This study is based on the quality of the object under study and not based on the number of studies. In this study, have some people who deal directly with service users Go-Jek application. The results of this research observation using quantitative descriptive approach. A quantitative approach is an approach to research conducted by means of processing and presentation of data by using statistical calculations involving numbers or score / value allowing researchers to take objective decisions [11]. This approach is used because it is relevant to the formulation of the problem that is going to be answered in this study, which seeks to describe and determine gaps related variables Research Gojek. Tahapan application created to help authors systematically conduct research steps, and can be seen in the following figure:

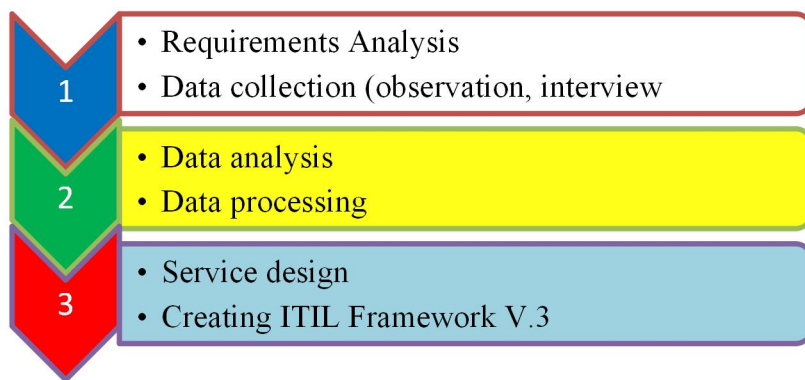


Figure 2 Stages Research

1. At the preliminary stage, will begin with a needs analysis process and prepare the study, namely the growth of data and evidence collection gojek application transactions, and reporting to investors-particularly in early fundraising GO-JEK. In addition to data and large, the variation is also quite diverse, ranging from data driver, track records, the type of food they buy and so forth.

2. In a literature study phase, carried out by studying some literature related to mobile applications, application platforms, service model and Information Technology ITIL V3 Service Operation in order to better understand any related material and is used to resolve the problems.

3. At this stage of the data collection process, using several methods, the interviews to users of the application GO-JEK, direct observation to see for myself the reality that took place in the field, and compare with the results of interviews and documents about the object diperoleh. Data obtained either directly from the data primary and secondary data.

4. In the process of data analysis and processing, is of primary data collected and processed systematically, presentation of data, summed and compared with the service transition processes in accordance with the guidelines. In the data verification process carried out continuously.

5. Applying the findings and recommendations based on the results of processing and analysis of data services in the previous process. Findings and recommendation is based on standard ITIL V.3.

IV. RESULT AND DISCUSSION

4.1 Investor Gojek

A number of investors who were behind Gojek are:



Figure 3. Investor Go Jek

The movement also influenced by Gojek business growing 12-fold in the last three years. They also use the latest technology such as machine learning and artificial intelligence (artificial intelligent). The three super application that; The first is currently being used by consumers in the respective phone. The second is the application for the partners. Special applications for the partners also evolve. In 2015, the application can only be to accept the order (order) various services. But this time, the application was also able to top up a digital wallet or grants.

While the application is the latest super third, namely, to the merchants, who owns the store or service. The presence of this third super app also because Gojek ecosystem consists of three; merchant, driver partners, and consumers. Hundreds of thousands of merchants who originally joined through Gofood and Gopay, now has a super app called Gobiz. This application targeting the perpetrators of Micro Small Medium Enterprises (SMEs) and small businesses. Many are already familiar with and using the application Gojek, but not a few who still do not understand how to use this Customer Gojek application. For example, on the services provided in the application Gojek. Some gojek application users sometimes choose the wrong service features in the application. Before we discuss about the services provided by Gojek, it would be nice if you all open Customer Gojek application his. Or who have not installed the application, you can download for free

on PlayStore or AppStore. Login using mobile phone numbers registered in gojek, or if you do not already have an account, you can list directly through the application Gojek. Simply fill in the data as well as a valid phone number.

Jenis Go-jack Application Services Customer

Currently, Go-jack has been providing various services attractive to customers. From Go-Ride, Go-Food, Go-Send, Go-Car, Go-Box and others.

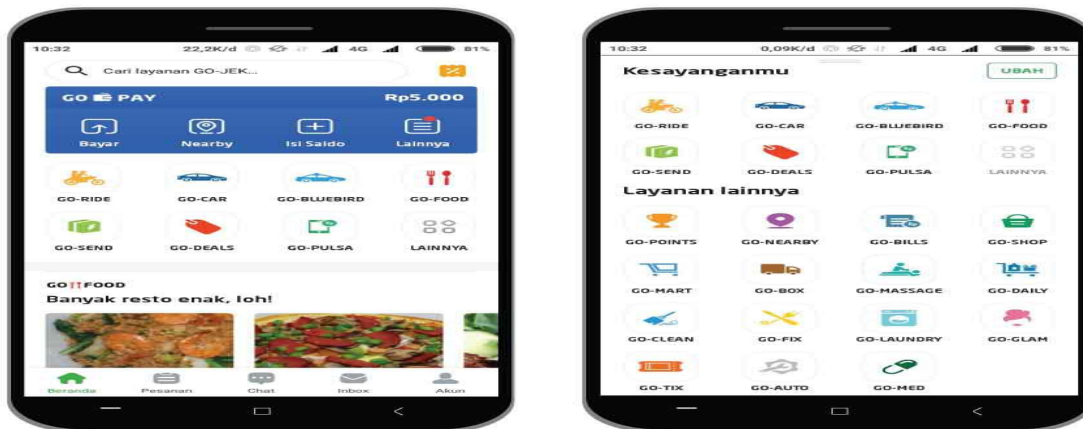


Figure 4. Go Jek application services

Go-Ride: A transportation service using motorcycles (motorcycle taxi). Driver gojek will be ready to pick you up wherever you are and will deliver you up to where tujuan. **Go-Car:** This is a car transport service that will pick up and drop passengers in accordance with the specified location. Passengers maximum can be up to 6 people. **Go-Food:** merupakan features messaging service food to restaurants that already cooperate with Gojek. Drivers will buy it for you and deliver to the front of your house. **Go-Shop:** Just as Go-Food But Go-Shop more to buy goods or services for the food to restaurants that have not registered and work with Gojek. **Go-Send:** A service gojek to assist you in retrieving and delivering documents or packages within close quickly. **Go-Mart:** Facilities of Gojek who are ready to spend the ordered items for use in the various shops and supermarkets, for example Indomaret or alfamart. **Go-Box:** You can hire a car or truck box special with this feature. For example, for want of moving or transporting large items to the location you inginkan. **Go-Bills:** No need to go far, with Go-Bills service, you can pay the electricity bill, BPJS and taps directly using Gojek application. However, for payment, Go-Pulse service features The Go-jek. Go application-Deal: Not only transfers and services, Application Gojek also provide interesting promos and vouchers that you can enjoy with a fairly murah. **Go-Tix:** This feature will provide information about the event to be held in the near future in your town. Go-Tix also provide the facility to buy tickets for the event as well as cinema tickets and deliver directly to your place. For other features, such as Go-Massage, Go-Clean, Go-Glam, Go-Laundry, Go-Auto and Go-Daily. Now all of these features can be enjoyed using the app Go-Life App.

ITIL V3 Service

This study analyzes the extent to which the existing IT service management in the application Gojek using a measuring instrument ITIL (Information Technology Infrastructure Library) domain V.3 service operation by ensuring IT is going according to ITIL V3 standards. Selection of domain service operation because it serves to provide guidelines for IT service management includes all operational activities of the management of IT services efficiently and effectively,

maintaining the operational stability of IT services and management of changes to the design, scale, scope and IT service performance targets. Discussion Based on Sub Domain Service Operation ITIL V.3 is:

•*Event management*

is about a change in conditions that have meaning for the management of configuration item or IT service .. In this process will generate and detect notifications, whilst monitoring checks the status of a component even when there are no events. The purpose of the event management to detect an event and decide what approach is to be done for the event. Based on interviews with respondents, explained that. "No application for transportation online for users. Applications for the performance monitoring database in the mobile application system, so that the parties can know early event before it becomes a big problem. For other issues such as death driver does not match, the vehicle is not the same as in the application list gojek can be detected by the user (users).

•*Incident management*

An un planned interruption of IT services, or a decrease in service quality gojek application. An incident management that can occur suddenly, from the road is not appreciate, the cancellation of orders, the price does not match the complaints reported to the application vendor gojek. Inconvenience for users in driving can also be categorized as a form of customer complaints gojek applications, ranging from where to report when an incident occurs to how tackling the problem in order to minimize the ineffectiveness and inefficiency of operational processes that take place. The goal is to restore normal service activities as soon as possible. Based on interviews with respondents, explained that "there are some problems that often happens is human error, less updates kind of vehicle used as a means of transportation online often mebuat incident system error. Human error is such as occurred ere login to the system, one data input, one chose a package deal of services, and also one of paging to coordinate customer. responden also said to own HR terkususnya on the Information System (IS) less for IT personnel, where the IS function is to maintain / operational control applications. Another problem that often arises again ie, system error Starclick services supporting applications do not work so interfere in the transaction process. When an error recovery problem of inputting data that preliminary data will be canceled and will do a re-input.

•*request fulfillment*

A request from the user can make a request to be mengembangkan service. Information, suggestions for standard change, or access to the IT services gojek application that needs to be organized. The goal is to allow users to request and receive standard services, to source and deliver these services, to provide information to users and customers about services and procedures, and to assist with general information, complaints and comments. Based on interviews with respondents, explained that, "The Gojek application vendor does not limit the user in the request for support of existing services to be better. There is a medium used as a means to request that menggusulkan through memos, and then fed to a help desk application and recorded by ISC section. All requests will be considered if it is good for the development of the service. Based on the above explanation can be seen that the application vendors Gojek already implementing some of the standards of service of each user request.

•*Problem management*

Something that becomes the cause of one or more incidents. The goal is to prevent problems and as a result of the incident that occurred, to eliminate recurring incidents and minimize the impact of incidents that can not be prevented. Based on interviews with respondents, explained that "the problem is often the case that the problem of network error". Network problems this error resulted happen constraints in service to the customer because it takes a long time for the Vendor applications Gojek fix, if the Vendor applications Gojek can not understand the problems of network error, it will

proceed to the center section, so it often takes much much more, this result can not wait for the customer to cancel the order of service. Based on the explanation above,

•*Access management*

The process of giving authorization to the user to be able to use the service. The aim is to give the user rights to access the service or group of services, while preventing access to non-authorized users. This process includes verification of identity and rights, granting access to the service, recording and tracking access, and removing or modifying rights when status or roles change. Based on the results wawancara respondent explained that "there are permissions for each section of IT services users have a user name and password that is different" existence of access rights restrictions based on each section or levels, so it has a very good level of security. For the recording trail archivelog service users recorded in the database, so in case of any misunderstanding on the user, the admin can see the track record of each activity. Based on the above explanation, it is known party application vendors have implemented Gojek (Information Technology Infrastructure Library) domain V.3 service operation by ensuring IT is going according to ITIL V3 standards. Selection of domain service operation because it serves to provide guidelines for IT service management includes all operational activities of the management of IT services efficiently and effectively, maintaining the operational stability of IT services and management of changes to the design, scale, scope and IT service performance targets.

Table 1. ITIL Domain Operation

NO	DOMAIN OPERATION	DESCRIPTION
1	Event Management	Based on the results of interviews with respondents, explained that. "There is an application for online transportation for users. The application for monitoring the performance of its database on a mobile application system, so that relevant parties can already know the event early before it becomes a big problem.
2	Incident Management	Unplanned interruptions to IT services, or deterioration in the quality of motorcycle taxi services. A management of incidents that can occur suddenly, starting from inappropriate road routes, order cancellations, inappropriate prices reported to the complaint vendor application goje
3	Request Management	requests from users can make requests to develop services. Information, suggestions for standard changes, or for access to IT services for motorcycle applications that need to be organized.
4	Problem Management	There is a network error problem ". This network error problem causes problems in service to customers because it takes a long time for the Gojek application Vendor to fix it, if the Gojek application Vendor cannot understand the network error problem, it will proceed to the center, so it often requires more time much more, this results in customers who cannot wait to cancel their service orders

5	Access Management	Issues of identity and rights verification, granting access to services, recording and tracking of access, and removing or modifying rights when status or roles change. Based on the results of interviews with respondents explained that "there are access rights for each section of users of IT services have different user names and passwords
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V. REKOMENDATION

When during operation of the system there are still some problems such as human error, lack of IT personnel in the IS (information system), system errors and network errors. Resulting in performance can be delayed until the problem can be fixed by the IT PT Gojek Indonesia. The recommendations are based on an analysis of shortcomings discovered that: 1) the need to function control of management and the level of accuracy of the user who directly provide services to customers. 2) addition of energy on the part of IS (Information System). 3) provision of additional server 4) the implementation of the catalog functions incident. So what if the problems recur, the problem can be resolved quickly without having to shift the problem to the central office.

VI. CONCLUSION

Based on the analysis of IT service management Gojek applications, it can be concluded the implementation of ITIL V.3 framework for Jek Go application services can help translate some of the problems users Jek Go application services, which can see the features and applications can calculate how much profit in the can by service users Jek Go application services because the system uses Cloud Computing.

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