

DAFTAR PUSTAKA

- Aditya, I. A., Haryadi, F. N., Haryani, I., Rachmawati, I., Ramadhani, D. P., Tantra, T., & Alamsyah, A. (2023). Understanding service quality concerns from public discourse in Indonesia state electric company. *Heliyon*, 9(8), e18768. <https://doi.org/10.1016/j.heliyon.2023.e18768>
- Anjeli, D., Faulina, S. T., & Fakhri, A. (2022). Sistem Informasi Perpustakaan Sekolah Dasar Negeri 49 OKU Menggunakan Embarcadero XE2 Berbasis Client Server. *Jurnal Informatika Dan Komputer (JIK)*, 13(2), 57–66.
- Astutik, L. I., Asjari, F., & Heriawan, F. (2021). Pengaruh Kenyamanan dan Customer experience Terhadap Minat Beli Consumer Di Pasar Pagesangan Surabaya. *Journal Of Sustainability Business Research*, 2(3), 16–23.
- Dr. Kasmir, S. E. M. M. (2022). *Pengantar Metodologi Penelitian*. Rajagrafindo Persada. <https://books.google.co.id/books?id=ydYM0AEACAAJ>
- ERCAN, S., AYDİN, N., & ASLAN, T. N. (2023). Factors affecting travelers' satisfaction with rail transit systems. *Akıllı Ulaşım Sistemleri ve Uygulamaları Dergisi*, 6(1), 51–61. <https://doi.org/10.51513/jitsa.1114294>
- Fadilla, Z., Taqwin, Ketut, M., Ardiawan, N., Eka, M., Ummul, J., Zaini, P., Abdullah Lawang, K., & Jannah, M. (2023). *METODOLOGI PENELITIAN KUANTITATIF*.
- Fahmi, Arianti, M., & Irawan, H. (2021). Business to Business Marketing Strategy Planning for the SME Marketplace of XYZ. *Proceedings of the 4th International Conference on Sustainable Innovation 2020-Accounting and Management (ICoSIAMS 2020)*, 176(ICoSIAMS 2020), 20–28. <https://doi.org/10.2991/aer.k.210121.004>
- Faiq, S. S., Rizal, M., & Tahir, R. (2021). ANALISIS MANAJEMEN OPERASIONAL PERUSAHAAN MULTINASIONAL (Studi Kasus Pada PT. Unilever Indonesia Tbk.). *Jurnal Manajemen*, 11(2), 135–143. <http://jurnalfe.ustjogja.ac.id>
- Friska Mastarida. (2023). Hubungan Kualitas Layanan, Pengalaman Konsumen, Kepuasan Konsumen, dan Loyalitas Konsumen: Model Konseptual. *ARBITRASE:*

Journal of Economics and Accounting, 3(3), 521–526.
<https://doi.org/10.47065/arbitrase.v3i3.702>

Geetika, & Nandan, S. (2010). Determinants of Customer Satisfaction on Service Quality: A Study of Railway Platforms in India. *Journal of Public Transportation*, 13(1), 97–113. <https://doi.org/10.5038/2375-0901.13.1.6>

Kafi, A., Zakaria, I. H., Faris, A., Himawan, I., & Hamid, S. R. (2024). *A conceptual framework for understanding behavioral factors in public transport mode choice in Southeast Asia*. 8(8), 1–23.

Keller, K. L. (2020). Consumer Research Insights on Brands and Branding: A JCR Curation. *Journal of Consumer Research*, 46(5), 995–1001.
<https://doi.org/10.1093/jcr/ucz058>

Khan, H. (2004). “*Development as Freedom.*”

Krismanto, H., & Irianto, S. (2020). Analisis Kualitas Pelayanan Rawat Jalan Pada Rumah Sakit Umum Daerah (Rsud) Kota Dumai. *Jurnal Manajemen Pelayanan Publik*, 3(1), 32. <https://doi.org/10.24198/jmpp.v3i1.26677>

Lesmana, T., & Silalahi, M. (2020). Jurnal Comasie. *Comasie*, 3(3), 21–30.

M.Si, A. P., Ustiawaty, J., Andriani, H., Istiqomah, R., Sukmana, D., Fardani, R., Auliya, N., & Utami, E. (2020). *Buku Metode Penelitian Kualitatif & Kuantitatif*.

Mahmood, W. H. W., Abdullah, F., Kamat, S. R., Himawan, A. F. I., & Kasim, M. S. (2024). *the Structural Model of Noise, Vibration and Ventilation Toward Temporary Passenger Health in the Moving Train*. *Journal of Advanced Manufacturing Technology*, 18(1), 1–13.

Maslow, A. H. (1943). *A Theory of Human Motivation*.
<https://api.semanticscholar.org/CorpusID:53326433>

Mumtazinur, & Wahyuni, Y. S. (2021). Keamanan Individu (Personal Security) dan Qanun Hukum Keluarga: Tinjauan Konsep Keamanan Manusia (Human Security). *El-Usrah*, 4(1), 76–89. <https://doi.org/10.22373/ujhk.v4i1.8504>

Ph.D. Ummul Aiman, S. P. D. K. A. S. H. M. A. Ciq. M. J. M. P., Suryadin Hasda, M. P.

- Z. F., M.Kes. Masita, M. P. I. N. T. S. K., & M.Pd. Meilida Eka Sari, M. P. M. K. N. A. (2022). Metodologi Penelitian Kuantitatif. In *Yayasan Penerbit Muhammad Zaini*.
- Ramadhika, P. (2019). BAB II Tinjauan Pustaka BAB II TINJAUAN PUSTAKA 2.1. 1–64. *Gastronomía Ecuatoriana y Turismo Local.*, 1(69), 5–24.
- Riadi, M., Kamase, J., & Mapparenta, M. (2021). Pengaruh Harga, Promosi Dan Kualitas Layanan Terhadap Kepuasan Konsumen Mobil Toyota (Studi Kasus Pada PT. Hadji Kalla Cabang Alauddin). *Journal of Management Science (JMS)*, 2(1), 41–60. <https://doi.org/10.52103/jms.v2i1.320>
- Sagita, A., Shamsudin, M. S., Ramli, A., Budiharjo, R., & Himawan, A. F. I. (2024). Business Strategy and Small and Medium Enterprises (SMEs) Performance: The Moderating Role of the Business Environment. *Paper Asia*, 40(2b), 33–41. <https://doi.org/10.59953/paperasia.v40i2b.97>
- Sepani, N. N., Telkom, U., Alamsyah, A., & Telkom, U. (2020). ANALISIS KUALITAS LAYANAN AGEN PERJALANAN ONLINE (OTA) MENGGUNAKAN KLASIFIKASI MULTIKELAS. <https://doi.org/10.36555/almana.v4i1>
- Surucu, L., & Maslakci, A. (2020). Business & Management Studies : *Business & Management Studies: An International Journal*, 8(3), 2694–2726.
- Tjiptono. (2019). *Kepuasan pelanggan : konsep, pengukuran, dan strategi*.
- Wahjono, W. (2021). Peran Manajemen Operasional dalam Menunjang Keberlangsungan Kegiatan Perusahaan. *Jurnal Ilmiah Infokam*, 17(2), 114–120. <https://doi.org/10.53845/infokam.v17i2.302>
- Wajdi, F., Seplyana, D., Juliastuti, Rumahlewang, E., Fatchiatuzahro, Halisa, N. N., Rusmalinda, S., Kristiana, R., Niam, M. F., Purwanti, E. W., Melinasari, S., & Kusumaningrum, R. (2024). Metode Penelitian Kuantitatif. In *Jurnal Ilmu Pendidikan* (Vol. 7, Issue 2).
- Wakanno, T. P. (2022). *Pengaruh Kenyamanan Berbelanja, Kualitas Pelayanan Dan Kelengkapan Produk Terhadap Kepuasan Konsumen Indomaret*. 5–27.

Yulianti, E., & Umbara, T. (2020). Analisis Kepuasan Pelanggan Terhadap Kualitas Pelayanan Dengan Metode Importance Performance Analysis. *Jurnal Teknoif*, 8(2), 78. <https://doi.org/10.21063/jtif.2020.v8.2.72-82>

Heizer, J., Render, B., & Munson, C. (2017). *Operation Management Sustainability and Supply Chain Management*. Pearson Education Limited.

Sekaran, & Bougie. (2023). *Research Methods for Business A Skill Building (7th ed.)* (7th ed.).