

## DAFTAR PUSTAKA

- Abdullah, F. (2005). Measuring service quality in higher education: HEdPERF versus SERVPERF, *Marketing Intelligence & Planning*, 24(1), 31-47. Retrieved from Emerald Group Publishing Limited.
- Abdullah, F. (2005). HEdPERF versus SERVPERF The quest for ideal measuring instrument of service quality in higher education sector, *Quality Assurance in Education*, 13(4), 305-328. Retrieved from Emerald Group Publishing Limited.
- Abdullah, F. (2006). The development of HEdPERF: a new measuring instrument of service quality for the higher education sector, *International Journal of Consumer Studies*, 30(6), 569-581. Retrieved from Blackwell Publishing Ltd.
- Akbar, Saiqa I. (2018). Kualitas Layanan Jasa Pendidikan: Analisis Quality Function Deployment, *Jurnal Gama Societa*, 2(2), 120-130.
- Ali, F., Zhou, Y., Hussain, K., Nair, Pradeep K., Ragavan, Neethiahnanthan A. (2016). Does higher education service quality effect student satisfaction, image and loyalty? A study of international students in Malaysian public universities, *Quality Assurance in Education*, 24(1), 70-94. Retrieved from Emerald Group Publishing Limited.
- Annamdevula, S., Bellamkonda, Raja S. (2016). The effects of service quality on student loyalty: the mediating role of student satisfaction, *Journal of*

*Modelling in Management*, 11(2), 446-462. Retrieved from Emerald Group Publishing Limited.

Annamdevula, S., Bellamkonda, Raja S. (2016). Effect of student perceived service quality on student satisfaction, loyalty and motivation in Indian universities Development of HiEduQual, *Journal of Modelling in Management*, 11(2), 488-517. Retrieved from Emerald Group Publishing Limited.

Appuhamilage, Kumudini Sriyalatha M., (2019). The impact of loyalty on the student satisfaction in higher education A structural equation modeling analysis, *Higher Education Evaluation and Development*, 13(2), 82-96. Retrieved from Emerald Publishing Limited.

Bahrudin, B., Jaya, I., Kustandi, C. (2021). Kebutuhan layanan pendidikan khusus di sekolah dasar, *JPPI (Jurnal Penelitian Pendidikan Indonesia)*, 7(1), 78-87. Retrieved from Journal IICET.

Bui, Ha Thi T., Bui, Quyen Thi T., Nguyen, Thanh Thi P., Cao, Quang H., Phung Thuy V., Nguyen, Ha T. (2022). Assessing the relationship between service quality, satisfaction and loyalty: the Vietnamese higher education experience, *Quality Assurance in Education*, 31(2), 197-214. Retrieved from Emerald Publishing Limited.

Chandra, T., Hafni, L., Chandra, S., Purwati, Astri A. (2019). The influence of service quality, university image on student satisfaction and student loyalty,

*Benchmarking: An International Journal*, 26(5), 1533-1549. Retrieved from Emerald Publishing Limited.

Dehghan, A., Dugger, J., Dobrzykowsky, D., Balazs, A. (2013). The antecedents of student loyalty in online programs, *International Journal of Educational Management*, 28(1), 15-35. Retrieved from Emerald Group Publishing Limited.

Farooq, K., Yusliza, Mohd Y., Wahyuningtyas, R., Haque, Adnan U., Muhammad, Z., Saputra, J. (2021) Exploring Challenges and Solutions in Performing Employee Ecological Behaviour for a Sustainable Workplace, *MDPI*, 13(17), 9665. Retrieved from Scopus.

Gelman, A., Jakulin, A., Grazia, M., Su, Yu S. (2008) A Weakly Informative Default Prior Distribution For Logistic and other Regression Models, *The Annals of Applied Statistics*, 2(4), 1360-1383. Retrieved from Institute of Mathematical Statistics.

Gregory, Jess L., (2019). Applying SERVQUAL Using service quality perceptions to improve student satisfaction and program image, *Journal of Applied Research in Higher Education*, 11(4), 788-799. Retrieved from Emerald Publishing Limited.

Hair Jr, Joseph F., Black, William C., Barry, J. Babin, dan Anderson, Rolph E. (2019) *Multivariate Data Analysis* (8<sup>th</sup> ed.). Hampshire, United Kingdom: Cengage Learning, EMEA.

- Hair Jr, Joseph F., Hult, G. Tomas M., Ringle, Christian M., Sarstedt, M. (2021) *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Switzerland: Springer Nature Switzerland AG.
- Hair Jr, Joseph F., Hult, G. Tomas M., Ringle, Christian M., Sarstedt, M. (2022) *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (3<sup>rd</sup> ed.). Thousand Oaks, California : SAGE Publications, Inc.
- Hamid, Rahmad S., dan Anwar, Suhardi M. (2019). *Structural Equation Modeling (SEM) Berbasis Varian Konsep Dasar dan Aplikasi Program SMART PLS 3.2.8. dalam Riset Bisnis*. Jakarta: PT. Inkubator Penulis Indonesia.
- Indrawati (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: PT. Refika Aditama.
- Kardoyo, dan Nurkhin, A. (2016). Analisis Kepuasan Pelayanan Perguruan Tinggi (Kasus pada Prodi Magister Pendidikan Ekonomi Unnes), *Cakrawala Pendidikan*, 35(2), 164-175.
- Malhotra, Naresh K. (2020). *Marketing Research An Applied Orientation* (7<sup>th</sup> ed.). Harlow, United Kingdom: Pearson Education Limited.
- Muhson, Ali (2022). *Analisis Statistik dengan SMART PLS: Path Analysis Confirmatory Factor Analysis, & Structural Equation Modeling*. Yogyakarta: Universitas Negeri Yogyakarta.
- Oktapiani, M., Sutiono, S., Choli, I., Warlizasusi, J. (2021). Survei Kepuasan Mahasiswa Fakultas Agama Islam Terhadap Kualitas Pelayanan Pendidikan

- dengan Pendekatan Service Quality, *Edukasi Islami: Jurnal Pendidikan Islam*, 10(2), 693-708.
- Putra, R R J., Putro B L. (2019) Smart education: educational service system for equal quality education, *Journal of Physics: Conference Series*, 1-7 Retrieved from Scopus.
- Ramadania, R., Candra, C., Afifah, N., (2020) Model Kualitas Layanan Dalam Membangun Kepuasan dan Loyalitas Pelanggan Pada Jasa Pendidikan, *Jurnal Manajemen Motivasi*, 45-56, Retrieved from Fakultas Ekonomi dan Bisnis Universtias Muhammadiyah Pontianak.
- Rayyani, F., Silfianti, W. (2020) Student Satisfaction Evaluation Towards BPS&K 1 Jakarta Senio High School Education Services Using Importance Performance Analysis Method, *Proceedings on Engineering Sciences*, 2(3), 259-268, Retrieved from Scopus.
- Sairi, A., Safrizal, M. (2018) Pengaruh Mutu Layanan Sarana dan Prasarana Terhadap Kepuasan Siswa, *Jurnal Manajemen, Kepemimpinan, dan Supervisi Pendidikan*, 3(1), 20-27, Retrieved from Jurnal Manajemen, Kepemimpinan, dan Supervisi Pendidikan.
- Sekaran, U., dan Bougie, R. (2016). *Research Methods for Business A Skill-Building Approach* (7<sup>th</sup> ed.). Chichester, United Kingdom: John Wiley & Sons Ltd.
- Sugiat, M., Primiana, I., Kaltum, U., Herwany, A. (2020) Innovative Marketing of Emerging Moslem Fashion in the Province of West Java Indonesia, *Journal*

*of Sustainability Science and Management*, 15(5), 165-173, Retrieved from Scopus.

Sugiat, M., Saabira, N., Witasyah, D. (2023). Omni-Channel Service Analysis of Purchase Intention, *JOIV : Int. J. Inform. Visualization*, 7(4), 2543-2549, Retrieved from Scopus.

Sugiyono. (2022). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (2<sup>nd</sup> ed.). Bandung: Alfabeta.

Suharta, T. (2017) Pengembangan Instrumen Pengukur Tingkat Kepuasan Siswa Terhadap Kualitas Pelayanan Pendidikan di Sekolah, *Jurnal Evaluasi Pendidikan*, 8(2), 117-125, Retrieved from Jurnal Evaluasi Pendidikan

Suranta, S., Rahmawati, R. (2023). The role of higher education image and service quality on the effect of university social responsibility (USR) on student loyalty in Indonesia. *Journal of Applied Research in Higher Education*, Retrieved from Emerald Publishing Limited.

Susanto, R. (2023). Implementasi total quality learning untuk peningkatan berkelanjutan di tingkat sekolah dasar. *JPPI (Jurnal Penelitian Pendidikan Indonesia)*, 9(2), 889-901. Retrieved from Journal IICET.

Teeroovengadum, V., Nunkoo, R., Gronroos, C., Kamalanabhan, T. J., Seebaluck, Ashley K. (2019). Higher education service quality, student satisfaction and loyalty Validating the HESQUAL scale and testing an improved structural model. *Quality Assurance in Education*, 27(4), 427-445. Retrieved from Emerald Publishing Limited.

- Wahidin. (2023). Optimisme Perspektif Pendidikan Islam dan Implementasinya dalam Layanan Bimbingan dan Konseling Bagi Mahasiswa, *Edukasi Islami: Jurnal Pendidikan Islam*, 12(2), 1535-1558.
- Wisnubroto, K. (2022). *Komitmen Indonesia Angkat Isu Pendidikan untuk Semua di G20*. [online]. <https://indonesia.go.id/kategori/editorial/3958/komitmen-indonesia-angkat-isu-pendidikan-untuk-semua-di-g20> [21 Februari 2024]
- Yamin, S. (2023) *Olah Data Statistik: SMARTPLS 3 SMARTPLS 4 AMOS & STATA (Mudah & Praktis)*. Bekasi, Indonesia : PT Dewangga Energi Internasional