

DAFTAR PUSTAKA

- Algifari. (2016). Mengukur Kualitas Pelayanan Dengan Indeks Kepuasan, Metode Importance – Performance Analysis (IPA) dan Model Kano. BPFE - Yogyakarta.
- Alam, S., & Mondal, M. (2018). Assessment of sanitation service quality in urban slums of Khulna city based on SERVQUAL and AHP model : A case study of railway slum , Khulna , Bangladesh. *Journal of Urban Management*, July, 1–8. <https://doi.org/10.1016/j.jum.2018.08.002>
- Chairunnissa, D. P. (2019). Pengaruh Penerapan Strategi Kaizen Terhadap Tingkat Kepuasan Tamu Pada Hotel Budget Di Kota Makassar. *AkMen JURNAL ILMIAH*, 16(4), 474–482. <https://doi.org/10.37476/akmen.v16i4.800>
- Chandra, T., & Novia, D. (2019). Analisis Kualitas Pelayanan Dan Kepuasan Pelanggan Menggunakan Metode Customer Satisfaction Indeks (CSI) Dan Importance Performance Analysis (IPA). 7(2), 125–139.
- Esmailpour, J., Aghabayk, K., Vajari, M. A., & Gruyter, C. De. (2020). Importance – Performance Analysis (IPA) of bus service attributes : A case study in a developing country. *Transportation Research Part A*, 142(November), 129–150. <https://doi.org/10.1016/j.tra.2020.10.020>
- Indrasari, M. (2019). *Pemasaran dan Kepuasan Pelanggan* (Pertama). Unitomo Press.
- Le, D. N., Nguyen, H. T., & Truong, P. H. (2020). The Asian Journal of Shipping and Logistics Port logistics service quality and customer satisfaction : Empirical evidence from Vietnam. *The Asian Journal of Shipping and Logistics*, 36(2), 89–103. <https://doi.org/10.1016/j.ajsl.2019.10.003>
- Lu, S., Kao, H., Chang, B., Gong, S., Liu, S., Ku, S., & Jerng, J. (2020). Identification of quality gaps in healthcare services using the SERVQUAL instrument and importance-performance analysis in medical intensive care : a prospective study at a medical center in Taiwan. 1–11.
- Mandati, S. A., & Achmadi, F. (2018). Analisis Peningkatan Kualitas Layanan Terhadap Kepuasan Nasabah Dengan Metode Quality Function Deployment Dan Kaizen. *Prosiding SEMNAS INOTEK ...*, 119–128.

<https://proceeding.unpkediri.ac.id/index.php/inotek/article/view/467>

Maulana, F. (2019). *Pengaruh Kualitas Pelayanan dan Experiential Marketing terhadap Loyalitas Pelanggan pada Pusat Kebugaran D ' Gym Apita Cirebon*. 2(2), 1–10.

Mensah, Ishmael, & Dei, R. (2018). *Effects of service quality and customer satisfaction on repurchase intention in restaurants on University of Cape Coast campus* *Effects of service quality and customer satisfaction on repurchase intention in restaurants on University of Cape Coast campus*. <https://doi.org/https://doi.org/10.5281/zenodo.1247542>

Minta, N. K., & Stephen, O. (2017). Importance-Performance Matrix Analysis (IPMA) of Service Quality and Customer Satisfaction in the Ghanaian Banking Industry. *International Journal of Academic Research in Business and Social Sciences*, December. <https://doi.org/10.6007/IJARBSS/v7-i7/3120>

Munita, A. A., Deni, R., & Mubarak, A. (2018). *Analisis Kepuasan Pelanggan Terhadap Pelayanan Jasa Transfortasi Massal Dengan Menggunakan Metode Servqual Pada PT. Mayasari Bakti*. 12, 8–14.

Murdianto, Y., Rochmawati, R. I., & Perdanakusuma, A. R. (2019). *Analisis Pengaruh Layanan Terhadap Kepuasan Pelanggan Menggunakan Metode Servqual (Studi Kasus Go-Jek Kota Malang)*. 3(1), 603–612.

Nugrahani, P. A. M., Adi, I. A. S. P., & Darmaputra, I. P. G. E. (2022). Menjaga Standar Kualitas Pelayanan Guest Service Agent dengan PDCA pada Masa New Normal: Studi Kasus sebuah Hotel di Uluwatu, Bali. *Jurnal Bisnis Hospitaliti*, 11(2), 106–114. <https://doi.org/10.52352/jbh.v11i2.855>

Nugroho, A., & Suparto. (2021). *Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan dengan Metode Service Quality dan Model Kano (Studi Kasus: PT.Graha Service Indonesia)* Adi. 3, 1–10.

Octabriyantiningtyas, D., Suryani, E., & Jatmiko, A. R. (2019). ScienceDirect ScienceDirect Modeling Customer Satisfaction with the Service Quality of E- Modeling Customer Satisfaction with the Service Quality of E- Money in Increasing Profit of PT . Telekomunikasi Indonesia Money in Increasing Profit of PT . Telekomu. *Procedia Computer Science*, 161, 943–950. <https://doi.org/10.1016/j.procs.2019.11.203>

- Othman, B., Harun, A., Rashid, W., & Ali, R. (2019). The impact of Umrah service quality on customer satisfaction towards Umrah travel agents in Malaysia. *Management Science Letters*, 9, 1763–1772. <https://doi.org/10.5267/j.msl.2019.6.014>
- Oviyatama, M., Iskandarsyah, I., & Sastra, H. Y. (2019). Aplikasi Integrasi Metode Servqual, Quality Function Deployment (Qfd), Dan Kaizen Untuk Meningkatkan Kualitas Layanan Operasional (Studi Kasus: Pt. Bank Central Asia, Tbk - Cabang Banda Aceh). *Jurnal Sains Dan Teknologi Reaksi*, 16(2), 1–8. <https://doi.org/10.30811/jstr.v16i2.1007>
- Pakurar, M., Haddad, H., Nagy, J., Popp, J., & Olah, J. (2019). *The Service Quality Dimensions that Affect Customer Satisfaction in the Jordanian Banking Sector*. 1–24. <https://doi.org/10.3390/su11041113>
- Putri, U. M. (2021). *Analisis Kepuasan Pelayanan Puskesmas terhadap Pasien BPJS dan non BPJS menggunakan Metode Servqual*. 4(2), 149–159.
- Salleh, A., Yusof, S. M., & Othman, N. (2019). *An Importance-Performance Analysis of Sustainable Service Quality in Water and Sewerage Companies*. March. <https://doi.org/10.7232/iems.2019.18.1.089>
- Shieh, J., Huang, K., & Wu, H. (2019). Service quality evaluation of a geriatric long-term care : A combination of SERVQUAL model and importance-performance analysis. *Journal of Statistics and Management Systems*, 0510. <https://doi.org/10.1080/09720510.2018.1555080>
- Siyoto, S., & Sodik, A. M. (2015). *Dasar Metodologi Penelitian* (2015th ed.). Literasi Media Publishing.
- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif Dan R&D* (19th ed.). Alfabeta.
- Suresh, S., & Vasantha, S. (2020). Materials Today : Proceedings Influence of logistics service quality among customer satisfaction using IOT based techniques. *Materials Today: Proceedings*, xxxx. <https://doi.org/10.1016/j.matpr.2020.11.764>
- Wijaya. (2018). *Manajemen Kualitas Jasa* (kedua). Penerbit Indeks Jakarta.