



## DAFTAR PUSTAKA

- Agarwal, R., & Dhingra, S. (2023). Factors influencing cloud service quality and their relationship with customer satisfaction and Loyalty. *Heliyon*, 9(4). Diakses pada 20 April 2023. <https://doi.org/10.1016/j.heliyon.2023.e15177>.
- Bank Indonesia. *Pertumbuhan Ekonomi Indonesia Tetap Kuat*. Bank Indonesia. (2023, February 6). Diakses pada 20 April 2023. [https://www.bi.go.id/id/publikasi/ruang-media/news-release/Pages/sp\\_252823.aspx](https://www.bi.go.id/id/publikasi/ruang-media/news-release/Pages/sp_252823.aspx)
- Bappeda DIY. *List master data: Aplikasi Dataku DIY*. BAPPEDA DAERAH ISTIMEWA YOGYAKARTA. (n.d.). Diakses pada 20 April 2023 [https://bappeda.jogjaprov.go.id/dataku/data\\_dasar/index/229-sarana-perdagangan](https://bappeda.jogjaprov.go.id/dataku/data_dasar/index/229-sarana-perdagangan).
- Bitner, M. J., Ostrom, A. L., & Morgan, F. N. (2008). Service blueprinting: A practical technique for service innovation. *California Management Review*, 50(3). Diakses pada 21 April 2023 <https://doi.org/10.2307/41166446>
- BPS Indonesia. (n.d.). *Laju pertumbuhan penduduk - tabel statistik*. Laju Pertumbuhan Penduduk - Tabel Statistik - Badan Pusat Statistik Indonesia. Diakses pada 20 April 2023 <https://www.bps.go.id/id/statistics-table/2/MTk3NiMy/laju-pertumbuhan-penduduk.html>
- Cohen, L., Manion, L., & Morrison, K. (2018). *Research methods in education* (8th ed.). Routledge.
- Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). Sage Publications, Inc.
- Demerouti, E., Verbeke, W. J., & Bakker, A. B. (2005). Exploring the relationship between a multidimensional and multifaceted burnout concept and self-rated performance. *Journal of Management*, 31(2). Diakses pada 20 April 2023. <https://doi.org/10.1177/0149206304271602>.
- Dolczewski, M. (2022). Semi-structured interview for self-esteem regulation research. *Acta Psychologica*, 228. Diakses pada 30 Juli 2023. <https://doi.org/10.1016/j.actpsy.2022.103642>.
- Gunawan, R., Anthony, G., & Anggreainy, M. S. (2021, October). The effect of design user interface (UI) e-commerce on user experience (UX). In *2021 6th International Conference on New Media Studies (CONMEDIA)* (pp. 95-98). IEEE. Diakses pada 13 Februari 2024.



- Halldórsson, Á., Altuntas Vural, C., & Wehner, J. (2019). Logistics Service Triad for household waste: Consumers as co-producers of Sustainability. *International Journal of Physical Distribution & Logistics Management*, 49(4). Diakses pada 2 Agustus 2023. <https://doi.org/10.1108/ijpdlm-02-2019-0065>.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations management: Sustainability and Supply Chain Management* (12th ed.). Pearson.
- Holdford, D. A. (2019). Using service blueprints to visualize pharmacy innovations. *Pharmacy*, 7(2), 43. Diakses pada 2 Agustus 2023. <https://doi.org/10.3390/pharmacy7020043>.
- Lee, C.-H., Chen, C.-H., & Trappey, A. J. C. (2019). A structural service innovation approach for designing Smart Product Service Systems: Case study of smart beauty service. *Advanced Engineering Informatics*, 40. <https://doi.org/10.1016/j.aei.2019.04.006> (Diakses pada 24 Juni 2023)
- Lewrick, M., Link, P., & Leifer, L. (2018). *The design thinking playbook: Mindful digital transformation of teams, products, services, businesses and Ecosystems*. John Wiley and Sons.
- Lowry, P. B., Wells, T. M., Moody, G., Humpherys, S., & Kettles, D. (2006). Online payment gateways used to facilitate e-commerce transactions and improve risk management. *Communications of the Association for Information Systems*, 17. Diakses pada 7 Februari 2024. <https://doi.org/10.17705/1cais.01706>.
- McLean, G., & Osei-Frimpong, K. (2017). Examining satisfaction with the experience during a live chat service encounter-implications for website providers. *Computers in Human Behavior*, 76. Diakses pada 7 Februari 2024. <https://doi.org/10.1016/j.chb.2017.08.005>,
- Milton, S. K., & Johnson, L. W. (2012). Service blueprinting and BPMN: A comparison. *Managing Service Quality: An International Journal*, 22(6). Diakses pada 20 Mei 2023. <https://doi.org/10.1108/09604521211287570>
- Pandey, A., & Kulshrestha, R. (2021). Service blueprint 4.0: A service design for hotels beyond covid-19. *Worldwide Hospitality and Tourism Themes*, 13(5). Diakses pada 21 Mei 2023. <https://doi.org/10.1108/whatt-05-2021-0076> (Diakses pada 20 Mei 2023).
- Purwata, H. (2022) *Peredaran Uang Mahasiswa di yogyakarta RP 11,5 m/hari: Jurnal*, [jurnal.republika.co.id](http://jurnal.republika.co.id/). Diakses pada 21 Maret 2024. <https://jurnal.republika.co.id/posts/102818/peredaran-uang-mahasiswa-di-yogyakarta-rp-115-mhari>.



Radnor, Z., Osborne, S. P., Kinder, T., & Mutton, J. (2013). Operationalizing co-production in Public Services Delivery: The contribution of service blueprinting. *Public Management Review*, 16(3). Diakses pada 24 Juni 2023. <https://doi.org/10.1080/14719037.2013.848923>

Roberts, J. W. (2021). Service design in student affairs: Blueprinting the student experience. *Innovative Higher Education*, 47(3). Diakses pada 25 Juni 2023. <https://doi.org/10.1007/s10755-021-09580-8>

Rusqiyati, E.A. and Pranyoto, V.S. (2023) *Dinas Pariwisata Yogyakarta catat 7,4 Juta Wisatawan Berkunjung sepanjang 2022*, Antara News Yogyakarta. Diakses pada 21 Maret 2024.  
<https://jogja.antaranews.com/berita/599265/dinas-pariwisata-yogyakarta-catat-74-juta-wisatawan-berkunjung-sepanjang-2022>.

Ryu, D.-H., Lim, C., & Kim, K.-J. (2019). Development of a service blueprint for the online-to-offline integration in service. *Journal of Retailing and Consumer Services*, 54. Diakses pada 24 Juni 2023. <https://doi.org/10.1016/j.jretconser.2019.101944>

Sekaran, U., & Bougie, R. (2016). *Research methods for business a skill-building approach* (7th ed.). Wiley.

Shostack, G.L (1982). How to design a Service. *European Journal of Marketing*, 16(1). Diakses pada 24 Juni 2023. <https://doi.org/10.1108/eum0000000004799>

Shostack, G. L. (2014, August 1). *Designing services that deliver*. Harvard Business Review. <https://hbr.org/1984/01/designing-services-that-deliver>

Silva, H. M., Gonzaga do Nascimento, M. M., de Moraes Neves, C., Oliveira, I. V., Cipolla, C. M., Batista de Oliveira, G. C., de Almeida Nascimento, Y., & Ramalho de Oliveira, D. (2021). Service blueprint of comprehensive medication management: A mapping for outpatient clinics. *Research in Social and Administrative Pharmacy*, 17(10). Diakses pada 25 Juni 2023. <https://doi.org/10.1016/j.sapharm.2021.01.006>.

Stickdorn, M., Adams, L., Hormess, M., & Schneider, J. (2018). *This is service design doing: Applying service design thinking in the real world*. O'Reilly Media.

Suara Muhammadiyah. (2022, October 3). *Tentang Suara Muhammadiyah*. Diakses pada 7 Mei 2023. <https://web.suaramuhammadiyah.id/tentang-suara-muhammadiyah/>.



- Verhoef, P. C., Broekhuizen, T., Bart, Y., Bhattacharya, A., Dong, J. Q., Fabian, N., & Haenlein, M. (2021). Digital transformation: A multidisciplinary reflection and research agenda. *Journal of business research*, 122, 889-901. Diakses pada 20 April 2023.
- Wang, Y.-H., Lee, C.-H., & Trappey, A. J. C. (2017). Service design blueprint approach incorporating TRIZ and service QFD for a meal ordering system: A case study. *Computers & Industrial Engineering*, 107. Diakses pada 26 Juni 2023. <https://doi.org/10.1016/j.cie.2017.01.013>
- Wirtz, J., & Lovelock, C. H. (2016). *Services marketing people, technology, strategy* (8th ed.). World Scientific.
- Wu, M., Liu, Y., Chung, H. F. L., & Guo, S. (2022). When and how mobile payment platform complementors matter in cross-border B2B e-commerce ecosystems? an integration of process and modularization analysis. *Journal of Business Research*, 139. Diakses pada 12 Februari 2024. <https://doi.org/10.1016/j.jbusres.2021.10.019>
- Young, S. W. H., Mannheimer, S., Rossmann, D., Swedman, D., & Shanks, J. D. (2019). Service blueprinting: A method for assessing library technologies within an interconnected service ecosystem. *Public Library Quarterly*, 39(3), 190–211. Diakses pada 25 Juni 2023. <https://doi.org/10.1080/01616846.2019.1637222>