

DAFTAR PUSTAKA

- Alhabsyi, G. A. P., Rangu, R. B., Syamsuddin, & Sani, H. (2024). Pengenalan Kegiatan Pertambangan. PT Sonpedia Publishing Indonesia.
- Anwar, K., & Ghafoor, C. (2017). Knowledge management and organizational performance: A study of private universities in Kurdistan. *International Journal of Social Sciences & Educational Studies*, 4(2), 53.
- Anwar, K., & Louis, R. (2017). Factors Affecting Students' Anxiety in Language Learning: A Study of Private Universities in Erbil, Kurdistan. *International Journal of Social Sciences & Educational Studies*, 4(3), 160.
- Apriliana, S. D., & Nawangsari, E. R. (2021). Pelatihan dan Pengembangan Sumber Daya Manusia (SDM) Berbasis Kompetensi. *Forum Ekonomi*, ISSN Online: 2528-150X, 80 -812.
- Badan Pusat Statistik. (2024). Pertumbuhan Ekonomi Indonesia Triwulan III-2024 Berita Resmi Statistik No. 82/11/Th.XXVII. Tersedia di <https://www.bps.go.id/id/pressrelease/2024/11/05/2382/ekonomi-indonesia-triwulan-iii2024-tumbuh-1-50-persen--q-to-q-.html>, diakses pada 15 November 2025.
- Badan Pengembangan Sumber Daya Manusia ESDM. (2020). Pentingnya Kompetensi Pengawas Operasional pada Industri Pertambangan. Tersedia di <https://bpsdm.esdm.go.id/posts/2020/05/22/pentingnya-kompetensi-pengawas-operasional-pada-industri-pertambangan/268>, diakses pada 15 November 2024.
- Badan Pengembangan Sumber Daya Manusia ESDM. (2020). Pentingnya Kompetensi Pengawas Operasional pada Industri Pertambangan. Tersedia di <https://bpsdm.esdm.go.id/posts/2020/05/22/pentingnya-kompetensi-pengawas-operasional-pada-industri-pertambangan/268>, diakses pada 15 November 2024.
- Coelho, P.C.S., Teixeira, J.P.F., & Gonçalves, O.N.B.S.M. (2011). Mining activities: health impacts. In: Nriagu, J.O. (Ed.), *Encyclopedia of Environmental Health*, vol. 3, 788–802.
- Kasiri, L. A., Cheng, K. T. G., Sambasivan, M. & Sidin, S.M. (2017), "Integration of standardization and customization: impact on service quality, customer satisfaction, and loyalty". *Journal of Retailing and Consumer Services*, 35, 91-97.
- Kementerian ESDM. (2024). Sektor Pertambangan Serap 300 Ribu Tenaga Kerja Siaran Pers Nomor 45.Pers/04/SJI/2024. Tersedia di

<https://www.esdm.go.id/id/media-center/arsip-berita/sektor-pertambangan-serap-300-ribu-tenaga-kerja-di-2023>, diakses pada 13 November 2024.

Kotler, P. and G Armstrong. (2004). *Principle of Marketing: 10th Edition*. New Jersey: prentice Hall.

Lee, S., Oh, H. Y., & Choi, J. (2021). Service Design Management and Organizational Innovation Performance. *Sustainability*, 13 (4), 1-18.

Mardhiana, H., Rachmawati, D., Winati, F. D., & Yamani, A. Z. (2022). Implementation of Quality Function Development (QFD) for Decision Making in Improving Integrated Academic Information System. *Journal Ilmiah Penelitian dan Penerapan Teknologi Sistem Informasi*. 6 (1), 92 – 107.

Martilla, J.A., & James, J.C. (1977). Importance-Performance Analysis. *Journal of Marketing*, 41(1), 77-79.

Menteri Energi Sumber Daya Mineral Republik Indonesia. 2007. Peraturan Menteri Energi dan Sumber Daya Mineral Nomor 006 Tahun 2007 Tentang Pedoman Teknis Penerapan Kompetensi Profesi Bidang Pertambangan Mineral dan Batubara.

MODI ESDM. (2024). Jumlah Perizinan Berdasarkan Jumlah Perizinan. Tersedia di <https://modi.esdm.go.id/perizinan>, diakses pada 13 November 2024.

Mozael, M. M. (2015). Impact of Training and Development Program on Employee Performance. *Internatioal Journal of Scientific and Research Publications*, 5 (11), 38-42.

Parasuraman, A. P., Berry, L. L., & Zeithaml, V. A. (1988). SERVQUAL: A Multiple-Item Scales for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 46 (1), 12–40.

PT Edublast Teknologi Indonesia. 2024. Laporan Semester-I PT Edubolast Teknologi Indonesia.

Putro, A. P., Samuel, H., Brahmanana, R. K. M. R. (2014). Pengaruh Kualitas Layanan dan Kualitas Produk terhadap Kepuasan Pelanggan dan Loyalitas Konsumen Restoran Happy Garden Surabaya. *Jurnal Manajemen Pemasaran*, 2 (1) (2014), 1–9.

Republik Indonesia. (2020). Undang-Undang Nomor 3 Tahun 2020 Perubahan atas Undang-Undang Nomor 4 Tahun 2009 tentang Pertambangan Mineral dan Batubara.

Rodriguez, J., & Walters, K. (2017). The importance of training and development in employee performance and evaluation. *World Wide Journal of Multidisciplinary Research and Development*, 3(10), 206-212.

- Sinollah & Masruro. (2019). Pengukuran Kualitas Pelayanan (Servqual – Parasuraman) dalam Membentuk Kepuasan Pelanggan Sehingga Tercipta Loyalitas Pelanggan (Studi Kasus Toko Mayang Collection Cabang Kapanjen). *Jurnal Dialektika*, 4 (1), 45–64.
- Shrivastava, P. (2016). House of Quality: An Effective Approach to Achieve Customer Satisfaction & Business Growth in Industries. *Internasional Journal of Science and Research (IJSR)*, 5 (9), 1365–1371.
- Yimam, M. H. (2022). Impact of Training on Employees Performance: A Case Study of Bahir University, Ethiopia. *Cogent Education*, 9, (1), 1–18.