



DAFTAR PUSTAKA

- Ashfiya, D. (2025, May 19). *10 Contoh Provinsi dan Kota Pusat Perdagangan di Indonesia*. GoodStats. Retrieved May 27, 2025, from <https://goodstats.id/article/contoh-kota-pusat-perdagangan-di-indonesia-iMcY2>
- Biro Komunikasi dan Informasi Publik. (2024). *Konektivitas Transportasi Buka Peluang Perkembangan Perekonomian Daerah*. Kementerian Perhubungan RI. <https://dephub.go.id/post/read/konektivitas-transportasi-buka-peluang-perkembangan-perekonomian-daerah>
- Biro Komunikasi dan Informasi Publik. (2024, October 1). *Kementerian Perhubungan Bangun 521 Infrastruktur Transportasi Kementerian Perhubungan Republik Indonesia*. Kementerian Perhubungan RI. Retrieved January 21, 2025, from <https://kemenhub.go.id/post/read/kementerian-perhubungan-bangun-521-infrastruktur-transportasi>
- Buttle, F. (1995). SERVQUAL: Review, Critique, Research Agenda. *European Journal of Marketing*, 30(1), 8–32.
- Chen, M. C., Hsu, C. L., & Huang, C. H. (2021). Applying the Kano model to investigate the quality of transportation services at mega events. *Journal of Retailing and Consumer Services*, 60.
- Coleman Sr., L.B. (2015) *The Customer-Driven Organisation: Employing the Kano Model*. Taylor & Francis Group, Boca Raton.
- Cronin, J. J., & Taylor, S. A. (1992). Measuring Service Quality: A Reexamination and Extension. *Journal of Marketing*, 56(3), 55-68.
- Dinas Perhubungan Daerah Istimewa Yogyakarta. (2024). *Informasi Jumlah dan Tujuan Bus Terminal Jombor*. Retrieved Januari, 2024, from <https://dishub.jogjaprov.go.id/terminal-jombor>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis*. Cengage.
- Hasibuan, A., Ningtyas, C. P., & Sirojudin, H. A. (2023). *Manajemen Produksi & Operasi*. Sada Kurnia Pustaka.
- Heizer, J., Render, B., Munson, C., & Griffin, P. (2020). *Operations Management: Sustainability and Supply Chain Management*. Pearson.
- Horton, G., & Goers, J. (2019). A Revised Kano Model and its Application in Product Feature Discovery.
- Hu, K.-C., & Salim, V. (2023). Combining Kano's Model, IPA, and FMEA to Evaluate Service Quality Risk for Bus Service: Case of Bangkok Bus Service. *Applied Science*, 13.
- Jagusiak-Kocik, M., & Idzikowski, A. (2023). Implementation of the Kano model in a company providing public transport services. *Transportation Research Procedia*, 74, 57–63. <https://doi.org/10.1016/j.trpro.2023.11.112>
- Jain, S. K., & Gupta, G. (2004). Measuring Service Quality: SERVQUAL vs. SERVPERF Scales. *Vikalpa: The Journal for Decision Makers*, 29(2).
- Kotler, P., Keller, K. L., & Chernev, A. (2021). *Marketing Management*. Pearson Education.



- Media Indonesia. (2023, December 30). Layanan Terus Membaik Tren Penumpang Bus Meningkat. *Media Indonesia*.
<https://mediaindonesia.com/ekonomi/640957/layanan-terus-membaik-tren-penumpang-bus-meningkat>
- Mikulić, J. (2007). The Kano Model – A Review of its Application in Marketing Research from 1984 to 2006.
- Mikulić, J., & Prebežac, D. (2011). A critical review of techniques for classifying quality attributes in the Kano model. *Managing Service Quality*, 21(1).
- Pérez Sánchez, M., Gázquez Abad, J. C., Marín Carrillo, G. M., & Sánchez Fernández, R. (2007). Effects of service quality dimensions on behavioural purchase intentions: A study in public-sector transport. *Managing Service Quality*, 17(2), 134–151.
- Ramadan, M. F. (2024, December 30). *Deretan PO Bus Baru Meluncur sepanjang 2024, Bersaing Rebut Penumpang di Trayek Basah*. iNews. Retrieved January 11, 2025, from
<https://www.inews.id/otomotif/niaga/deretan-po-bus-baru-meluncur-sepanjang-2024-bersaing-rebut-penumpang-di-trayek-basah/all>
- Rodrigues, L. L. R., Barkur, G., Varambally, K. V. M., & Motlagh, F. G. (2011). Comparison of SERVQUAL and SERVPERF metrics: An empirical study. *TQM Journal*, 23(6), 629–643.
<https://doi.org/10.1108/17542731111175248>
- Salim, A. B., Disha, S. S., Sammo, S. S., & Rahman, H. M. H. (2023). Designing a Modern Bus Terminal: A Case Study of Nowdapara Bus Terminal, Rajshahi. *ICPACE 2023*.
- Sama, H. R., Chen, L. S., Nalluri, V., & Chendragiri, M. (2023). Enhancing service quality of rural public transport during the COVID-19 pandemic: a novel fuzzy approach. *Public Transport*, 15(2), 479–501.
<https://doi.org/10.1007/s12469-022-00318-z>
- Schindler, P. S. (2021). *Business Research Methods*. McGraw-Hill.
- Sentosa, I. K. R. A., & Rahayu, N. P. W. (2024). The Influence of Service Quality, Safety, Involvement and Satisfaction on Passenger Loyalty PT. Puspa Jaya. *International Journal of Progressive Sciences and Technologies (IJPSAT)*, 43(1), 122-133.
- Slack, N., Brandon-Jones, A., & Burgess, N. (2022). *Operations Management*. Pearson.
- Statista. (2023). *Number of Inter City or Inter Province Buses In Indonesia From 2013 to 2022*. Retrieved 2025, from <https://www-statista-com.ezproxy.ugm.ac.id/statistics/978270/indonesia-number-of-inter-city-or-province-buses/>
- Statista. (2025). *Buses*. Statista Market Insights. Retrieved 2025, from <https://www-statista-com.ezproxy.ugm.ac.id/outlook/mmo/commercial-vehicles/buses/indonesia>
- Verma, H. V. (2012). *Services Marketing: Text and Cases, 2/e*. Pearson Education.



- Wang, T., & Ji, P. (2010). Understanding Customer Needs Through Quantitative Analysis Of Kano's Model. *International Journal of Quality & Reliability Management*, 27(2).
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2017). *Services Marketing: Integrating Customer Focus Across the Firm*. McGraw-Hill Education.