

DAFTAR PUSTAKA

- Agustina, M., & Sahfitri, V. (2022). Analysis of Online Transportation User Satisfaction Using the *Customer Satisfaction Index* (CSI) and Important Performance Analysis (IPA) Methods In Palembang City. *Journal of Information Systems and Informatics*, 4(4), 1063–1075. <https://doi.org/10.51519/journalisi.v4i4.396>
- Al-ababneh, M. (2013). Service Quality and its Impact on Tourist Satisfaction. *Interdisciplinary Journal Of Contemporary Research In Business*, 4(12), 164–177.
- Ar'ba Sabilla, R., & Herman, D. (2022). Kepuasan Penumpang terhadap Kualitas Pelayanan Jasa Kereta Api di Stasiun Bandung selama Pandemi Covid-19 dengan Metode IPA dan CSI. *Journal of Sustainable Construction*, 2(1), 1–12. <https://journal.unpar.ac.id/index.php/josc>
- Ashoka, Y. B. R. K., Aminuddin, N. A., Fibriolawati, S. P., Bachri, H. S., Modjo, R. S., & Prihantoro, F. (2024). Kesiapan Masyarakat dalam Pengelolaan Sumbu Filosofi Yogyakarta berbasis Cultural Heritage Management. *JANUS*, 2(1), 46–59. <https://doi.org/10.22146/janus.12699>
- Barrati, & Laurie. (2024, September 15). *Study Shows Gender Plays Significant Role in Selecting Travel Destinations | TravelPulse*. <https://www.travelpulse.com/news/features/study-shows-gender-plays-significant-role-in-selecting-travel-destinations>. Accessed: 2025-07-05
- Badan Pemeriksa Keuangan. (2015). *Subbagian Hukum Perwakilan Daerah Istimewa Yogyakarta DANA KEISTIMEWAAN DAERAH ISTIMEWA YOGYAKARTA*. Retrieved May 22, 2025, from <http://www.perumnasyogya.com>
- Dinas Kebudayaan (Kundha Kabudayaan) Daerah Istimewa Yogyakarta. (2016). *Mayangkara Sumbu Filosofi Yogyakarta*. <https://budaya.jogjaprovo.go.id/majalah/index?jenis=Liflet&page=10&perpage=8>
- Engel, J. F., Blackwell, R. D., & Miniard, P. W. (1995). *Perilaku konsumen* (Edisi keenam). Jakarta: Binarupa Aksara.
- Ghozali, I. (2001). *Aplikasi Analisis Multivariate dengan Program SPSS*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2011). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 19*. Badan Penerbit Universitas Diponegoro.
- Hardani, Auliya, N. H., Andriani, H., Fardani, R. A., Ustiawaty, J., Utami, E. F., Sukmana, D. J., & Istiqomah, R. R. (2020). *Buku Metode Penelitian Kualitatif & Kuantitatif* (H. Abadi (Ed.); 1st ed., Issue April). CV. Pustaka Ilmu.
- Irawan, H. (2003). *10 Prinsip Kepuasan Pelanggan*. Jakarta: PT Elex Media Computindo.
- Ismail, M. N. I., Hanafiah, M. H., Aminuddin, N., & Mustafa, N. (2016). Community-Based Homestay Service Quality, Visitor Satisfaction, and Behavioral Intention. *Procedia - Social and Behavioral Sciences*, 222, 398–405. <https://doi.org/10.1016/j.sbspro.2016.05.192>

- Jogja Heritage Track. (n.d.). Retrieved May 23, 2025, from <https://jogjaheritage.com/rute>
- Jogja Tourism Training Center. *About us - Jogja Tourism Training Center*. (n.d.). Retrieved May 22, 2025, from <https://jtcc.co.id/about/>
- Kementrian, Keuangan. (n.d.). *Sejarah dan Letak Geografis*. Retrieved May 23, 2025, from <https://djpb.kemenkeu.go.id/kanwil/diy/id/profil/sejarah.html>
- Kotler, P (2000). *Prinsip – Prinsip Pemasaran Manajemen*, Jakarta: Prenhalindo.
- Kotler, P. & Keller, K.P. (2008). *Manajemen Pemasaran*. Jilid 1. Jakarta. Erlangga.
- Kotler, P. & Keller, K.P. (2010). *Management, Thirteen Edition*. Jakarta: Erlangga.
- Kusmayadi & Sugiarto, E. (2002). *Metodologi Penelitian Dalam Bidang Kepariwisata*. Jakarta: Gramedia Pustaka Utama.
- Leong, A. M. W., Yeh, S. S., Chen, H. bin, Lee, C. L., & Huan, T. C. (2024). Does gender make a difference in heritage tourism experience? Searching for answers through multi-group analysis. *Turism Management Perspectives*, 52, 1–13. <https://doi.org/10.1016/J.TMP.2024.101250>
- Machali, I. (2016). *Metode Penelitian Kuantitatif*. Universitas Islam Negeri (UIN) Sunan Kalijaga Yogyakarta.
- Margono. (2004). *Metodologi Penelitian Pendidikan*. Jakarta: Rineka Cipta
- Mowen, J. C., & Minor, M. (2001). *Perilaku Konsumen* (Jilid 1, edisi kelima). Jakarta: Erlangga.
- Nha, N. P., & Kim, H. (2025). Assessing passenger satisfaction with the walking environment at Yeosu Ferry Terminal. *Maritime Business Review*. <https://doi.org/10.1108/MABR-12-2024-0090>
- Notoatmodjo, S. (2005). *Metodelogi Penelitian Kesehatan*. Jakarta: PT. Rineka Cipta.
- Paniradya Kaistimewan*. (n.d.). Retrieved May 30, 2025, from <https://paniradyakaistimewan.jogjaprov.go.id/page/tahunanggaran2024>
- Parasuraman, A., Zeithaml, V., & Berry, L. (1988). Servqual. *Journal of Retailing*, 64(1), 12–40.
- Pemerintah Kota Yogyakarta. *Gambaran Umum*. (n.d.). Retrieved May 23, 2025, from <https://jogjakota.go.id/page/gambaran-umum>
- Permono, A. (2021, 8 Agustus). Sangkan Paraning Dumadi Sumbu Filosofi Yogyakarta: Dalam Lensa Fenomenologi-Hermeneutika. “*Nun: Jurnal Studi Alquran dan Tafsir di Nusantara* 7, no. 1: 163-208
- Rezafjri, M., & Suhermin, S. (2022). Analysis Of Service Quality And Customer Satisfaction Using *Customer Satisfaction Index* and Importance-Performance Analysis Methods In PT. Angkasa Pura II, Branch Sultan Syarif Kasim II Airport, Pekanbaru. *International Conference of Business and Social Sciences*, 2(1), 79–95. Retrieved from <https://ojsicobuss.stiesia.ac.id/index.php/icobuss1st/article/view/155>
- Rizka, B., Ulfah, M., & Hurriati, L. (2019). Analisis Tingkat Kepuasan Penumpang Terhadap Kualitas Layanan Pada Angkutan Kota (Bemo Kuning) di Mataram. In *Jurnal Kompetitif: Media Informasi Ekonomi Pembangunan* (Vol. 5, Issue 2).

- Sabarguna, B. C. (2004). *Quality assurance pelayanan rumah sakit* (2nd ed.). Konsorsium Rumah Sakit Islam : Yogyakarta.
- Sabaruddin, S., Hakim, R., & Tata, A. (2024). CSI (Customer Satisfaction Index) and IPA (Importance Performance Analysis) of Speed Rum Harbort in Tidore Island City. *East Asian Journal of Multidisciplinary Research*, 2(12), 5245–5252. <https://doi.org/10.55927/eajmr.v2i12.7693>
- Salem, O., Gebreel, S., & Shuayb, A. (2022). Contribution of Social Media Platforms in Turism Promotion. *International Journal of Social Science, Education, Communication and Economics*, 1(2), 189–198. <https://doi.org/10.54443/SJ.V1I2.19>
- Seftylia, C., & Cholil, W. (2022). Application of the Customers Satisfaction Index (CSI) and Importance Performance Analysis (IPA) Methods to Measure Reader Satisfaction with the Quality of Website Services Indodaily.co. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 5(3). <https://doi.org/10.33258/BIRCI.V5I3.6476>
- Siyoto, S., & Sodik, M. A. (2015). *Dasar Metodologi Penelitian* (Ayup (Ed.); 1st 123 ed.). Literasi Media Publishing.
- Sugiyono. (2012). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Alfabeta. Bandung.
- Sugiyono. (2014). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Supranto, J., 1997, *Pengukuran Tingkat Kepuasan Pelanggan untuk Menaikkan Pangsa Pasar*, Cetakan Pertama. Jakarta.
- Triyono, W. I. M. Z., Malkhamah, S., & Irawan, M. Z. (2024). Analisis Persepsi Masyarakat Terhadap Kinerja Layanan Angkutan Khusus Pariwisata *Jogja Heritage Track*. *Ilmiah Rekayasa Sipiil*, 21, 103–113. <http://ejournal2.pnp.ac.id/index.php/jirs/>
- Virkar, A. R., & Mallya, P. D. (2018). A Review Of Dimensions Of Turism Transport Affecting Turist Satisfaction. *Indian Journal of Commerce & Management Studies*, 9(1), 1–9. <https://doi.org/10.18843/ijcms/v9i1/01>
- Widodo, S. M., & Sutopo, J. (2018). Metode *Customer Satisfaction Index* (CSI) Untuk Mengetahui Pola Kepuasan Pelanggan Pada E-Commerce Model Business to Customer. *JURNAL INFORMATIKA UPGRIS*, 4(1), 38–45.
- Yuan, Y., Yang, M., Wu, J., Rasouli, S., & Lei, D. (2019). Assessing bus transit service from the perspective of elderly passengers in Harbin, China. *International Journal of Sustainable Transportation*, 13(10), 761–776. <https://doi.org/10.1080/15568318.2018.1512691>
- Zed, M. (2003). *Metode Penelitian Kepustakaan*. Yayasan Obor Indonesia. Jakarta
- Zinedine, J., Claudia, R., & Remiasa, M. (2023). Pengaruh Service Quality Terhadap Customer Satisfaction Dan Dampaknya Pada Reuse Intention Bus Pariwisata Di Kota Surabaya. In *Jurnal Keuangan dan Bisnis ISSN* (Vol. 21, Issue 2).