UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR RUJUKAN

Agrawal, A., Pilla, F., & Mölter, A. (2025). *Commuters' perception of safety in public transport: a review of approaches, gaps and emerging research opportunities.* Transport Reviews, 45(6), 1048-1084.

Aloul, S., Naffa, R., Mansour, M. (2018). *Gender differences in transportation preferences*. *International Journal of Transport Studies, 12*(1), 45–58.

Alfaro, E., Trespalacios, O., Alsono, F. (2025). *Travel adaptations among women commuters in response to sexual harassment and fear of crime on public transport*. Journal of Public Transportation, Volume 27, 2025, 100130.

Azali, R. (2021). Psychological comfort in public transport services. *Jurnal Transportasi Indonesia, 9*(2), 77–89.

Badan Kebijakan Transportasi. (2022). *Pengembangan kawasan pariwisata melalui integrasi jaringan prasarana dan pelayanan transportasi*. Kementerian Perhubungan Republik Indonesia.

Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta. (2023). *Statistik daerah istimewa Yogyakarta 2023*. BPS Provinsi DIY.

Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta. (2024). *Statistik pariwisata DIY 2024*. BPS Provinsi DIY.

Bihi Ouali, A., Graham, D.,Barron, A., Trompet. (2020) *Gender Differences in the Perception of Safety in Public Transport.* Journal of the Royal Statistical Society Series A (Statistics in Society) 183(3)

Buffel, T., Handler, S., & Phillipson, C. (Eds.). (2021). *Age-friendly cities and communities: A global perspective*. Policy Press.

Christaller, W. (1966). *Central places in southern Germany*. Prentice Hall.

Cochran, W. G. (1977). *Sampling techniques* (3rd ed.). John Wiley & Sons.

Cozens, P., Saville, G., & Hillier, D. (2003). Crime prevention through environmental design (CPTED): A review and modern bibliography. *Property Management, 23*(5), 328–356.

Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches* (4th ed.). SAGE Publications.

Dea van Lierop & Madhav G. Badami & Ahmed M. El-Geneidy, 2018. "*What influences satisfaction and loyalty in public transport? A review of the literature,"* Transport Reviews, Taylor & Francis Journals, vol. 38(1), pages 52-72, January.

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Damayanti, Y., & Khoirudin, N. (2021). *Ekspektasi pengguna layanan transportasi publik Trans Jogja. J*urnal Ilmiah Manajemen Fakultas Ekonomi, Universitas Ahmad Dahlan. Yogyakarta

Eddyono, F. (2021). *Pengelolaan destinasi pariwisata*. Uwais Inspirasi Indonesia.

Fathonah, Z.,& Mardiyah, S. U. (2017) *Tingkat Kepuasan Pelanggan Terhadap Pelayanan Bus Trans Jogja di PT. Anindya Mitra Internasional.*Jurnal Pendidikan Administrasi Perkantoran, Vol 6, No 2. Universitas Negeri Yogyakarta (UNY)

Field, A. (2018). *Discovering statistics using IBM SPSS statistics* (5th ed.). SAGE Publications.

Hall, C. M., & Page, S. J. (2016). *The geography of tourism and recreation: Environment, place and space* (4th ed.). Routledge.

Hamidi, A. (2023). Gender-sensitive facilities in Trans Jogja and TransJakarta. *Jurnal Transportasi Publik, 8*(2), 77–92.

Handoko, R.K., & Marwasta, D. (2019). *Tingkat Pelayanan Trans Jogja Sebagai Sarana Angkutan Umum di Daerah Istimewa Yogyakarta.* Universitas Gadjah Mada

Hansen, W. G. (1959). How accessibility shapes land use. *Journal of the American Institute of Planners, 25*(2), 73–76.

Herlynawati, V., Agusdini, T.M., Sekartadji, K.H. (2024) *Analisis Tingkat Kepuasan Pelayanan Pengguna Bus Trans Jatim "Tribuana Tungga Dewi" Koridor II Rute Surabaya - Mojokerto.* Institut Teknologi Adhitama Surabaya

International Transport Forum. (2019). *Women's safety and security in transport*. OECD Publishing.

Jeffery, C. R. (1971). *Crime prevention through environmental design*. Sage Publications.

Joewono, T., Tarigan, A., Susilo, Y. (2016). *Road-based public transportation in urban areas of Indonesia: What policies do users expect to improve the service quality?*. Transport Policy https://doi.org/10.1016/j.tranpol.2016.04.009

Kementerian Perhubungan Republik Indonesia. (2021). *Rencana strategis Direktorat Jenderal Perkeretaapian 2020–2024*. Kemenhub RI.

Keputusan Gubernur Daerah Istimewa Yogyakarta. (2024). *Keputusan Gubernur DIY Nomor 110 tahun 2024 tentang Penyelenggaraan Sistem Angkutan*

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Perkotaaan Trans Jogja. https://peraturan.bpk.go.id/Details/314236/pergub-prov-diy-no-110-tahun-2024

Kim, H., & Chen, Y. (2021). The impact of transportation and communication on tourism activity. *International Journal of Tourism Research, 23*(6), 825–839.

Kolcaba, K. Y. (1994). A theory of holistic comfort for nursing. *Journal of Advanced Nursing, 19*(6), 1178–1184.

Kolcaba, K. (2003). *Comfort theory and practice: A vision for holistic health care and research*. Springer Publishing.

Lestari, R., & Aldino, A. (2020). Kebijakan transportasi inklusif berbasis gender di Indonesia. *Jurnal Kebijakan Publik, 14*(3), 205–218.

Litman, T. (2020). *Transportation affordability: Evaluation and improvement strategies*. Victoria Transport Policy Institute.

Lumsdon, L. (2000). Transport and tourism: Cycle tourism—A model for sustainable development? *Journal of Sustainable Tourism, 8*(5), 361–377.

Mahrunisa, T.E., Agustin, I.W., Waloejo. (2024) *Kinerja Pelayanan Trans Jogja Rute 1A(Terminal Prambanan - Halte Malioboro).* Planning for Urban Region and Environmen

Morton, C., Caulfield, B., & Anable, J. (2016). C*ustomer perceptions of quality of service in public transport*. Case Studies on Transport Policy, 4(3), 199–207.

Mundir. (2012). *Statistik pendidikan: Pengantar analisis data untuk penulisan skripsi dan tesis*. Pustaka Pelajar.

Murdiono, A. (2006). Preferensi moda transportasi berdasarkan gender di Indonesia. *Jurnal Perhubungan, 3*(1), 12–25.

Muryanti, C. Widodo, H. Mukaromah, and E. Putri, (2025). *Rasionalitas Pengguna Layanan Bus Rapid Transit (BRT) Transjakarta, Batik Trans Solo, dan Transjogja Pada Pilihan Transportasi Publik*., j. perkota., vol. 17, no. 1, pp. 12–24, Oct. 2025, doi: 10.25170/perkotaan.v17i1.6663.

Nugroho, S. (2021). Safety and comfort in Batik Solo Trans. *Jurnal Transportasi Surakarta, 5*(2), 77–89.

Nurfadillah., Sani, K.R., Wahid, A. (2023) *Kebijakan Transportasi Publik dalam Meningkatkan Pelayanan Terhadap Masyarakat: Studi Kasus Transjogja.* Jurnal Administrasi Negara

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Nur Hazizah., Suhairi, Ramadhani S., (2023). *Pengaruh kualitas pelayanan dan kepuasan pelanggan terhadap loyalitas pelanggan pada bus trans. Economic* Journal of Emerging, 5(2), 205–216

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing, 64*(1), 12–40.

Permana, R. (2022). Transportasi umum dan pengembangan pariwisata di Pekanbaru. *Jurnal Pariwisata Indonesia, 10*(3), 55–67.

Pizam, A., & Mansfeld, Y. (Eds.). (2016). *Consumer behavior in travel and tourism*. Routledge.

Pramudyo, A. (2022). Comfort and competitiveness in Indonesian public transport. *Jurnal Transportasi Indonesia, 10*(2), 88–102.

Pratama, R. (2023). Kepuasan pengguna Trans Jogja: Analisis faktor keselamatan dan kebersihan. *Jurnal Manajemen Pelayanan Publik, 11*(1), 32–45.

Rahayu, A., Suripno., Suhalis. (2022) Peningkatan Kepuasan Melalui Pengawasan Petugas TransJakarta.

Rakhman, Z. A. (2018). *Pengembangan model kualitas jasa transportasi umum menggunakan metode Quality Function Deployment (QFD) pada BRT Trans Semarang.* Universitas Diponegoro.

Reisinger, Y., & Crotts, J. C. (2009). Perceived safety at tourist destinations. *Annals of Tourism Research, 36*(3), 400–419.

Rodrigue, J.-P. (2024). *The Geography of Transport Systems* (6th ed.). Routledge. https://doi.org/10.4324/9781003343196

Roy, S., Bailey, A., Noorloss, F. (2024). *Understanding the barriers affecting women's mobility in the first- and last-mile stretches in low- and middle-income countries: A systematic review*. Journal of Transport Geography

Saharuddin, M., Nugroho, S., & Lestari, D. (2024). Assurance and empathy in Trans Jogja. *Jurnal Transportasi Publik, 9*(1), 33–47.

Salsabila, H., Kartini, D.S., Bintari, A. (2025) *Evaluasi Kebijakan Responsif Gender dalam Penyediaan Gerbong Khusus Wanita pada Communer Line Jabodetabek Tahun 2024-2025.* Jurnal Kebijakan Pemerintahan.

Sulistyo, A., Salindri, Y. A. (2021). Analisa tingkat kepuasan wisatawan terhadap sarana transportasi dalam upaya menciptakan kawasan wisata terintegrasi di Yogyakarta. Jurnal Kepariwisataan, 10(1), 45–58.

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Sugiyono. (2019). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Alfabeta.

Sulistyo, N.A., & Kusuma, A.J. (2025) *Analisis Implementasi Layanan Bus Pink Jakarta Sebagai Kebijakan Transportasi Ramah Perempuan dalam Perspektif Feminisme.* Jurnal Ilmu Kesejahterahaan Sosial

Supit, R., Prasetyo, B., & Nugroho, D. (2019). Tangibles in public transport service quality. *Jurnal Transportasi Publik, 6*(1), 33–45.

Sutanto, T. (2013). Hubungan pelayanan dan fasilitas dengan kepuasan pengguna Batik Solo Trans. *Jurnal Manajemen Transportasi, 5*(1), 34–41.

Tjiptono, F & Chandra, G (2016) Sevice, Quality & Satisfaction edisi keempat. Penerbit CV. Andi

Tosun, C., Dedeoglu, B. B., & Usakli, A. (2024). The role of gender in shaping the destination service quality and its consequences. *Journal of Travel Research, 63*(2), 245–262.

Uteng, T.P., & Lucas, K. (Eds.). (2017). *Urban Mobilities in the Global South* (1st ed.). Routledge. https://doi.org/10.4324/9781315265094

Van Lierop, D., Badami, M. G., & El-Geneidy, A. M. (2018). What influences satisfaction and loyalty in public transport? A review of the literature. Transport Reviews, 38(1), 52–72

Vartanian, O. (2023). *The Oxford handbook of empirical aesthetics*. Oxford University Press.

Veal, A. J. (2018). *Research methods for leisure and tourism* (5th ed.). Pearson.

WHO. (2015). *World report on ageing and health*. World Health Organization.

Winarno, B., & Manullang, O. R. (2018). Parameter penentu penggunaan transportasi umum: Studi pada layanan transportasi di Indonesia. *Tataloka, 20*(1), 76–90.

Wirawan, P.E & Semara, I.M.T (2021). *Modul Pengantar Pariwisata*: IPB International Press, Denpasar Bali.

World Bank. (2020). *Poverty and shared prosperity 2020: Reversals of fortune*.

World Tourism Organization. (2016). *Global report on youth travel*. UNWTO.

Firoozi Yeganeh, S., Khademi, N., Ghasemi, M., & Davoodi, S. R. (2022). *A qualitative exploration of factors influencing women's intention to use shared taxis: A study on the characteristics of urban commuting behavior in Iran.* Transport Policy, 129, 90–104.

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Yuen, K. F., & Thai, V. V. (2017). Service quality and customer satisfaction in liner shipping. *International Journal of Quality & Reliability Management, 34*(3), 431–450.

Zulianto, A., Nurhadi, K., Rini, E.F (2019) *Hubungan Perspsi Pengunjung Terhadap Transportasi Umum Dengan Pemilihan Moda Transportasi Umum di Kawasan Wisata Budaya Surakarta.*Univeristas Sebelas Maret,

UNIVERSITAS
GADJAH MADA
Hubungan Kualitas Pelayanan Operasional Trans Jogja terhadap Persepsi Kenyamanan Wisatawan Perempuan
Kalangwan Putri Svetaketu, Mohamad Rachmadian Narotama, S.T., M.Sc., Ph.D.
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR LAMAN

Badan Kebijakan Transportasi. (2022). *Pengembangan kawasan pariwisata melalui integrasi jaringan prasarana dan pelayanan transportasi*. https://baketrans.kemenhub.go.id/berita/pengembangan-kawasan-pariwisata-melalui-integrasi-jaringan-prasarana-dan-pelayanan-transportasi

Dinas Perhubungan Daerah Istimewa Yogyakarta. (2023). *Profil dan sejarah operasional Trans Jogja*. https://dishub.jogjaprov.go.id/

Dinas Perhubungan Daerah Istimewa Yogyakarta. (2025). *Laporan statistik pengguna Trans Jogja*. https://bapperida.jogjaprov.go.id/dataku/data_dasar/cetak/670-jumlah-penumpang-perkotaan-terangkut?id_skpd=39

Pusparisa, Y. (2019) *Transportasi Umum, Sarang Pelecehan Seksual di Ruang Publik.* Databoks.com https://databoks.katadata.co.id/demografi/statistik/fda3f3af80e3861/transportasi-umum-sarang-pelecehan-seksual-di-ruang-publik

Razak, A.H. (2025). *Rute Trans Jogja Terrbaru Juni 2025.* Harian Jogja https://jogjapolitan.harianjogja.com/read/2025/06/03/510/1215721/jalur-trans-jogja-terbaru-juni-2025?utm_source=dlvr.it&utm_medium=facebook

Kompas.com. (2023, March 26). *Klitih: Pengertian, sejarah, penyebab, dan cara menghindari klitih*. https://www.kompas.com/tren/read/2023/03/26/164500565/klitih--pengertian-sejarah-penyebab-dan-cara-menghindari-klitih

Koalisi Ruang Publik Aman. (2019). *Survei pelecehan seksual di ruang publik*. https://ruangaman.com/survei2019/

UN Women, & Pulse Lab Jakarta. (2019). *After dark: Encouraging safe transit for women travelling at night*. https://indonesia.un.org/en/92826-after-dark-encouraging-safe-transit-women-travelling-night

UN Women, & Pulse Lab Jakarta. (2021). *Perempuan dan keamanan dalam transportasi umum di Indonesia*. https://asiapacific.unwomen.org/en/digital-library/publications/2021/07/perempuan-dan-keamanan-transportasi-umum