

## DAFTAR PUSTAKA

- [1] L. Kong, Z. Liu, and J. Wu, "A systematic review of big data-based urban sustainability research: State-of-the-science and future directions," *Jurnal. Clean. Prod.*, vol. 273, p. 123142, 2020, doi: 10.1016/j.jclepro.2020.123142.
- [2] Z. A. Haqie, R. E. Nadiah, and O. P. Ariyani, "Inovasi Pelayanan Publik Suroboyo Bis Di Kota Surabaya," *JPSI (Journal Public Sector. Inovasion.*, vol. 5, no. 1, p. 23, 2020, doi: 10.26740/jpsi.v5n1.p23-30.
- [3] D. A. Risnu Indahsari, A. A. G. Kartika, and W. Herijanto, "Analisis Kinerja Bus Suroboyo Rute Barat-Timur terhadap Kepuasan Pelaku Transportasi," *Jurnal. Teknologi. ITS*, vol. 8, no. 2, pp. 20–25, 2020, doi: 10.12962/j23373539.v8i2.46491.
- [4] S. Sugianto and M. A. Kurniawan, "Tingkat Ketertarikan Masyarakat terhadap Transportasi Online, Angkutan Pribadi dan Angkutan Umum Berdasarkan Persepsi," *Jurnal. Teknologi. Transportasi*, vol. 1, no. 2, pp. 51–58, 2020, [Online]. Available: <https://jurnal.poltradabali.ac.id/jttl/article/view/11>.
- [5] F. C. Sunirno, K. C. Halim, and R. Setiawan, "Karakteristik Pengguna Suroboyo Bus," *Tek. Sipil Universitas. Kristen Petra*, pp. 136–143, 2018.
- [6] Y. Fauzanah, A. Rachmadi, and N. H. Wardani, "Evaluasi Usability pada Aplikasi Mobile GOBIS Suroboyo Bus dengan Metode Usability Testing," *Jurnal. Pengebangan. Teknologi. Informasi. dan Ilmu Komputer.*, vol. 4, no. 2, pp. 504–508, 2020.
- [7] H. Chaniago and Khare, "Analisis Kualitas Pelayanan , Kualitas Produk , dan Harga pada Loyalitas Konsumen Nano Store Analysis of Service Quality , Products Quality , and The Price on Nano Store Consumers ' Loyalitas Available at <https://ijabo.a3i.or.id> Analisis Kualitas Pelayanan," no. February, 2021.
- [8] S. S. Putro, "Implementasi Metode Servqual Dan Saw Untuk Analisa Kepuasan Pasien Berdasarkan Kualitas Pelayanan Poli Rawat Jalan," *Jurnal. Komunikasi Jurnal. Komunikasi, Media dan Informasi.*, vol. 6, no. 2, pp. 1–9, 2017, doi: 10.31504/komunika.v6i2.1119.
- [9] A. A. Mahmudi, "Integrasi Servqual Dan Ahp Untuk Evaluasi Kualitas Layanan Dekranasda," *Saintekbu*, vol. 13, no. 01, pp. 8–18, 2021, doi: 10.32764/saintekbu.v13i01.1098.

- [10] A. E. Munthafa, H. Mubarak, Jurnal. Teknik, and Indrustri. Universitas, “Penerapan Metode Analytical Hierarchy Process Dalam Sistem Kata Kunci : Analytical Hierarchy Process , Consistency Index , Mahasiswa Berprestasi . Keywords : Analytical Hierarchy Process , Consistency Index , Achievement Student B . Kelebihan Dan Kelemaha,” *Jurnal. Siliwangi*, vol. 3, no. 2, pp. 192–201, 2017.
- [11] M. Efendi, W. Harianto, and D. A. Nugraha, “Penerapan Metode Servqual Dan Ahp Sebagai Analisis Kualitas Pelayanan Terhadap Kepuasan Konsumen Bengkel Akena Malang,” *Rainstek Jurnal. Terap. Sains dan Teknol.*, vol. 3, no. 1, pp. 42–50, 2021, doi: 10.21067/jtst.v3i1.4986.
- [12] G. Y. Kemala, I. A. Wulandari, and E. Ridhawati, “Analisis Kebutuhan Sistem Pendukung Keputusan Kenaikan Jabatan pada BPR Inti Dana Sentosa Menggunakan Metode Analytic Hierarchy Process (AHP),” *Jurnal. SISKOM-KB (Sistem Komputer. dan Kecerdasan Buatan)*, vol. 3, no. 2, pp. 63–69, 2020, doi: 10.47970/siskom-kb.v3i2.148.
- [13] T. Theresiawati, A. Zaidiah, R. Astriratma, and H. B. Seta, “Analisis Kualitas Layanan E-Learning Dengan Metode Service Quality (Servqual) Dan Analytical Hierarchy Process (Ahp),” *Jurnal. Ilmiah. Matrik*, vol. 23, no. 1, pp. 46–59, 2021, doi: 10.33557/jurnalmatrik.v23i1.1201.
- [14] M. I. H. Saputra and N. Nugraha, “Sistem Pendukung Keputusan Dengan Metode Analytical Hierarchy Process (Ahp) (Studi Kasus: Penentuan Internet Service Provider Di Lingkungan Jaringan Rumah),” *Jurnal. Ilmu. Teknologi. dan Rekayasa*, vol. 25, no. 3, pp. 199–212, 2020, doi: 10.35760/tr.2020.v25i3.3422.
- [15] R. P. Laurichela and ; Cepi Cahyadi, “Analysis of Customer Service Quality Based on Servqual (Service Quality) and Analytic Hierarchy Process (Ahp) Methods,” *Techno Nusa Mandiri Jurnal. Computer. Informasi. Technology. As an Accredit. Jurnal. Rank*, vol. 19, no. 1, p. 2020, 2022, [Online]. Available: <https://doi.org/10.33480/techno.v19i1.1722>
- [16] C. H. I. Jaya, N. Hidayat, and D. Sihombing, “Sistem Pakar Identifikasi Hama Penyakit Tanaman Sedap Malam Menggunakan Fuzzy Analytical,” *Jurnal. Pengembangan. Teknologi. Informasi. dan Ilmu Komputer.*, vol. 2, no. 1, pp. 313–322, 2018.
- [17] W. Wahab, “Studi Analisis Pemilihan Moda Transportasi Umum Darat di Kota Padang antara Kereta Api dan Bus Damri Bandara Internasional Minangkabau,” *Jurnal. Teknologi. Sipil ITP*, vol. 6, no. 1, pp. 30–37, 2019, doi: 10.21063/jts.2019.v6i01.05.
- [18] E. Warastuti, T. L. M. Suryanto, and E. M. Safitri, “Faktor Penggunaan Pada

Penerapan Aplikasi Gobis Milik Dinas Perhubungan Kota Surabaya,” *Jurnal. Informasi. dan Sistem. Informasi.*, vol. 2, no. 1, pp. 51–57, 2021.

- [19] R. A. Firmansyah and K. H. Putra, “Analisis Tingkat Kepuasan Pengguna Transportasi Umum ‘Suroboyo Bus’ Rute Halte Rajawali-Terminal Purabaya Dengan Metode Importance Performance Analysis (Ipa),” *Proses. Seminar. Teknoogil. Perencanaan, Perancangan, Lingkungan. dan Infrastruktur*, vol. 1, no. 1, pp. 1–6, 2019, [Online]. Available: <https://ejournal.itats.ac.id/stepplan/article/view/711>
- [20] I. Lubis, H. Lubis, and F. D. Mita, “Aplikasi Pengukuran Tingkat Kepuasan Mahasiswa Terhadap Layanan Akademik Menggunakan Metode IPA (IMPORTANCE PERFORMANCE ANALYSIS),” *Jurnal. Inovasi. Informasi.*, vol. 5, no. 2, pp. 161–170, 2020, doi: 10.51170/jii.v5i2.65.
- [21] N. Candra, “Jurnal Bisnis dan Ekonomi,” *Jurnal. Bisnis dan Ekonomi.*, vol. 25, no. 2, pp. 160–172, 2018.
- [22] A. Rezki Ananda Petro, “Pengaruh Kualitas Layanan Terhadap Kepuasan Pelanggan Dengan Kepercayaan Sebagai Variabel Mediasi (Studi Pada Nasabah Kur Mikro Bri Unit Kec. Rungkut, Surabaya Timur),” *Jurnal. Ilmu Manajemen.*, vol. 7, no. 2, pp. 365–371, 2018, [Online]. Available: <https://ejournal.unesa.ac.id/index.php/jim/article/view/26292%0Ahttps://ejournal.unesa.ac.id/index.php/jim/article/view/26292/24078>
- [23] A. I. Ilham, S. Hartono, and U. T. Handiman, “The Influence of Product Quality, Price and Brand Image On Customer Satisfaction Through Purchasing Decisions (Case: Hansaplast Koyo in Tangerang),” *www.ijbmm.com Intensi. Jurnal. Bus. Mark. Manag.*, vol. 5, no. 2, pp. 2456–4559, 2020, [Online]. Available: [www.ijbmm.com](http://www.ijbmm.com)
- [24] F. Fatimatuzahroh, L. Nurteti, and S. Koswara, “Upaya Meningkatkan Hasil Belajar Peserta Didik pada Mata Pelajaran Akidah Akhlak Melalui Metode Lectures Vary,” *Jurnal. Peneliti. Pendidik. Islam*, vol. 7, no. 1, p. 35, 2019, doi: 10.36667/jppi.v7i1.362.
- [25] D. P. ASTUTI, “Pendampingan Dalam Merancang Aplikasi Persediaan Berbasis Excel Pada Koperasi Serba Usaha Zaitun,” *Jurnal. Pengabdian. Kepada. Masyarakat.*, vol. 02, no. 8.5.2017, pp. 2003–2005, 2022.
- [26] E. Rosita, W. Hidayat, and W. Yuliani, “Uji Validitas dan Reliabilitas Kuesioner,” *Fokus*, vol. 4, no. 087722005328, pp. 1–10, 2021, [Online]. Available: [www.qmc.binus.ac.id/2014/11/01/](http://www.qmc.binus.ac.id/2014/11/01/)
- [27] N. Arfatin, “PENGANTAR STATISTIKA I,” in *MEDIA SAINS*

INDOENSIA DAN PENULIS, H. Suci, Ed. 2019, p. 150.

- [28] Soegiyono, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. 2013.
- [29] D. I. Pekanbaru, “Pengaruh kompensasi dan motivasi terhadap kinerja melalui kepuasan kerjakaryawan pt tasma puja di pekanbaru,” vol. XII, no. 2, pp. 337–355, 2020.
- [30] S. Sakinah and Asmawati, “Analisis Faktor-Faktor Yangmempengaruhi Keputusan Pembelian Krim Pemutihwajahmerek Garnier Pada Pt Sinar Terangmulia Bersama Di Teluk Bayur,” *Chang. Agent Managemen. Jurnal.*, vol. 4, no. 2621–0975, pp. 1–18, 2020.
- [31] N. H. S. Simanullang and J. Rajagukguk, “Learning Management System (LMS) Based on Moodle to Improve Students Learning Activity,” *Jurnal. Physiology. Confirm.*, vol. 1462, no. 1, 2020, doi: 10.1088/1742-6596/1462/1/012067.
- [32] P. Daryanti and M. S. Shihab, “Analisis Tingkat Kepuasan Pelanggan Dengan Menggunakan Konsep E-Servqual (Studi Kasus Pelanggan Shopee),” *Jurnal. Entreprise. Managemen. Ind.*, vol. 2, no. 3, pp. 120–127, 2019, doi: 10.36782/jemi.v2i3.1915.
- [33] K. Rizki, A. Lubis, E. S. Rini, B. Karina, and F. Sembiring, “The Influence of E-Service Quality and Perceived Value on the Positive E-Word of Mouth through Satisfaction of Customers Users of Internet Banking BRI in the City of Medan,” *Int. Jurnal.*, vol. 8, no. January, p. 1, 2021.
- [34] V. A. Zeithaml, A. Parasuraman, and A. Malhotra, “Service quality delivery through web sites: A critical review of extant knowledge,” *Jurnal. Academic. Mark. Science.*, vol. 30, no. 4, pp. 362–375, 2002, doi: 10.1177/009207002236911.
- [35] T. L. Saaty, *Decision making with the analytic hierarchy process*, vol. 26, no. 6. 2008. doi: 10.1108/JMTM-03-2014-0020.
- [36] A. B. Ramadhanti, “Sistem Pendukung Keputusan Pemilihan Sekolah Menengah Kejuruan Negeri Di Balikpapan Menggunakan Analisis Hirarki Proses,” *Jurnal. Sistem. Informasi.*, vol. 2, pp. 2597–3827, 2019.
- [37] M. Yucesan and M. Gul, “Hospital service quality evaluation: an integrated model based on Pythagorean fuzzy AHP and fuzzy TOPSIS,” *Soft Computer.*, vol. 24, no. 5, pp. 3237–3255, 2020, doi: 10.1007/s00500-019-04084-2.
- [38] S. Satria, “Analisis Sistem Informasi Mengukur Kepuasan Pelayanan

Pelanggan Dengan Metode Servqual,” *Kilat*, vol. 8, no. 1, pp. 52–64, 2019, doi: 10.33322/kilat.v8i1.425.

- [39] B. Norzhela, J. Nasar, and U. Jaya, “Analisis Kepuasan Masyarakat Terhadap Penggunaan Instagram Menerapkan Metode Use Questionnaire,” *Jurnal. Informasi. Sistem.*, vol. 4, no. 1, pp. 243–252, 2022, doi: 10.47065/josh.v4i1.2027.
- [40] P. C. Merek *et al.*, “KECAMATAN MEDAN TUNTUNGAN Oleh : E-mail :,” vol. 12, pp. 53–62, 2022.
- [41] E. Tumsekcali, E. Ayyildiz, and A. Taskin, “Interval valued intuitionistic fuzzy AHP-WASPAS based public transportation service quality evaluation by a new extension of SERVQUAL Model: P-SERVQUAL 4.0,” *Expert System. Appl.*, vol. 186, no. July, p. 115757, 2021, doi: 10.1016/j.eswa.2021.115757.
- [42] A. Anwarudin, A. Fadlil, and A. Yudhana, “Analisis Kualitas Layanan Sistem Infomasi Akademik SIMAK dengan Pendekatan e-Servqual Gap,” *Elektron. Kendali Telekomun. Tenaga List. Komputer.*, vol. 5, no. 1, pp. 85–96, 2020, [Online]. Available: <https://jurnal.umj.ac.id/index.php/resistor/article/view/12638>
- [43] K. W. Prasetyo, R. P. Pratamal, and A. Aditya, “Analyzing e-Service Quality and e-Satisfaction Effects on Customer Loyalty at An Indonesian Digital Marketplace,” *Jurnal. Informatics Telecommunication. Enggenering.*, vol. 6, no. 1, pp. 126–134, 2022, doi: 10.31289/jite.v6i1.7265.
- [44] M. Asqia and T. Nabarian, “Pemanfaatan Google Sheets dan Google Form untuk Layanan Administrasi Mahasiswa Menggunakan Konsep Electronic Service Quality,” *Jurnal. Teknologi. Terpadu*, vol. 7, no. 1, pp. 15–22, 2021, doi: 10.54914/jtt.v7i1.339.
- [45] R. Fauziyah, Y. Rohayati, and B. H. Sagita, “Integrating e-servqual and kano model to improve adorable projects website service quality,” *Jurnal. Sisemt. dan Manajemen. Indonesia.*, vol. 3, no. 2, p. 98, 2019, doi: 10.30656/jsmi.v3i2.1505.
- [46] I. Safi’i, “Klasifikasi Atribut Pelayanan Mobile Banking dengan Kano Model Berdasarkan Dimensi E-Servqual,” *Jurnal. Sistem. dan Manajemen. Indonesia.*, vol. 2, no. 2, p. 77, 2018, doi: 10.30656/jsmi.v2i2.696.
- [47] R. Alfadillah Nasution and I. Syahputra Saragih, “Persepsi Masyarakat terhadap Penggunaan Transportasi Online (Go-Jek) di Kota Pematangsiantar,” *J. Indones. Sos. Teknol.*, vol. 3, no. 5, pp. 544–554, 2022,

doi: 10.36418/jist.v3i5.423.

- [48] A. G. Dengan, M. Metode, and S. Dan, “Pengukuran Kualitas Pelayanan Pasien BPJS di Upt. Puskesmas Alun-Alun Gresik Dengan Menggunakan Metode Servqual dan Ahp,” *JUSTI (Jurnal Sist. Dan Tek. Ind.*, pp. 381–391, 2007.
- [49] A. Editor *et al.*, “Advisory Board ( Other European Members ) Editorial Board Advisory Board ( Members from the rest of the world ) Advisory Board ( Spanish Members )”.