

DAFTAR PUSTAKA

- Abou-Shouk, M., Zouair, N., Abdelhakim, A., Roshdy, H., & Abdel-Jalil, M. (2024). The effect of immersive technologies on tourist satisfaction and loyalty: the mediating role of customer engagement and customer perceived value. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-09-2023-1496>
- Achmadi, R., & Widiarto, S. (2025). Investigating Customer Satisfaction on “Whoosh” High-Speed Train Services Using Importance Performance Analysis and Customer Satisfaction Index. *Asian Journal of Management Entrepreneurship and Social Science*, 05(01). <https://ajmesc.com/index.php/ajmesc>
- Ahmed, N., Ali Khan, M. W., Imran Pattal, M. M., Rana, F., & Khan, A. (2024). National economic benefits through high-speed train services: The role of service quality and quality pursuer on client satisfaction. *Journal of Infrastructure, Policy and Development*, 8(7). <https://doi.org/10.24294/jipd.v8i7.3112>
- Ahmed, S., Asheq, A. A., Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostafa, Md. (2022). The Intricate Relationships of Consumers’ Loyalty and Their Perceptions of Service Quality, Price and Satisfaction in Restaurant Service. *The TQM Journal*, 35(2), 519–539. <https://doi.org/10.1108/tqm-06-2021-0158>
- Alfarizi, M. K. (2023, October 16). *Pengamat Ungkap Kekurangan Kereta Cepat Whoosh: Semua Stasiun Berada di Pinggiran*. Tempo.Co. https://www.tempo.co/ekonomi/pengamat-ungkap-kekurangan-kereta-cepat-whoosh-semua-stasiun-berada-di-pinggiran-131969?utm_source=chatgpt.com
- Arancibia, S., González, F., Busco, C., Vera, T., & Yuretic, M. (2025). Recognizing user satisfaction and loyalty in bus and metro services: A gender-based analysis using PLS-SEM. *Research in Transportation Business and Management*, 59. <https://doi.org/10.1016/j.rtbm.2025.101322>
- Ariyanto, A., Bangun, R., Indillah, M. R. M., Trenggana, A. F. M., Sholihah, D. R., Ariyanti, M., Wildiati, E., Irawan, P., Ratih, S. D., Ismail, R. S., Putra, D. S., Utama, A. M., Syahputra, & Bancin, J. B. (2023). *Manajemen Pemasaran* (U. Saripudin, Ed.). Widina Bhakti Persada Bandung.
- Askari, S., Javadinasr, M., Peiravian, F., Khan, N. A., Auld, J., & Mohammadian, A. (Kouros). (2024). Loyalty toward shared e-scooter: Exploring the role of service quality, satisfaction, and environmental consciousness. *Travel Behaviour and Society*, 37. <https://doi.org/10.1016/j.tbs.2024.100856>

- Badan Pusat Statistik. (2025). *Jumlah Penumpang Kereta Api (Ribu Orang), 2025*. Bps.Go.Id. <https://www.bps.go.id/id/statistics-table/2/NzIjMg==/jumlah-penumpang-kereta-api.html>
- Bahfein, S., & Alexander, H. B. (2025, May 15). *Rekor Baru, Whoosh Layani 25.316 Penumpang dalam Sehari*. Kompas.Com. <https://www.kompas.com/properti/read/2025/05/15/090000221/rekor-baru-whoosh-layani-25.316-penumpang-dalam-sehari>
- Base, T. J. T., Ong, A. K. S., Cahigas, M. M. L., & Gumasing, M. J. J. (2024). Service Quality and Behavioral Intention Analysis of Passengers on Small Electric Public Transportation: A Case Study of Electric TukTuk in the Philippines. *World Electric Vehicle Journal*, 15(10). <https://doi.org/10.3390/wevj15100475>
- Biro Komunikasi dan Informasi Publik. (2023, October 2). *Presiden Joko Widodo Resmikan Kereta Cepat Pertama di Asia Tenggara*. Dephub.Go.Id. <https://dephub.go.id/post/read/presiden-joko-widodo-resmikan-kereta-cepat-pertama-di-asia-tenggara>
- Dewi, A. S., Sudarmiatin, S., & Syahputra, E. (2024). The INFLUENCE OF GREEN MARKETING AND DIGITAL MARKETING ON CUSTOMER LOYALTY IN CHICKEN INTESTINE CHIPS MSMEs IN KEDIRI. *Jurnal Ekonomi Kreatif Dan Manajemen Bisnis Digital*, 2(4), 431–442. <https://doi.org/10.55047/jekombital.v2i4.632>
- Fauzan, M. (2025, February 6). *Daftar Kota Termacet di Indonesia, Nomor 1 Bukan Jakarta*. Goodstats.Id. <https://data.goodstats.id/statistic/daftar-kota-termacet-di-indonesia-nomor-1-bukan-jakarta-UsTgP>
- Gracz, L. (2023). The Use of Mobile Applications for Purchasing Tickets for Public Transportation in Poland. *European Research Studies Journal*, XXVI(Issue 4), 86–95. <https://doi.org/10.35808/ersj/3274>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) Third Edition* (3rd ed.). Sage Publications.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Springer International Publishing. <https://doi.org/10.1007/978-3-030-80519-7>
- Hameed, I., Chatterjee, R. S., Zainab, B., Tzhe, A. X., Yee, L. S., & Khan, K. (2024). Navigating loyalty and trust in the skies: The mediating role of customer satisfaction and image for sustainable airlines. *Sustainable Futures*, 8, 100299. <https://doi.org/10.1016/j.sfr.2024.100299>
- Hardani, Andriani, H., Ustiawaty, J., Utami, E. F., Istiqomah, R. R., Fardani, R. A., Sukmana, D. J., & Auliya, N. H. (2020). *Metode Penelitian Kualitatif &*

- Kuantitatif* (1st ed.). CV. Pustaka Ilmu Grup Yogyakarta. <https://www.researchgate.net/publication/340021548>
- Hizam, S. M., Ahmed, W., Akter, H., & Sentosa, I. (2021). Understanding the public rail quality of service towards commuters' loyalty behavior in Greater Kuala Lumpur. *Transportation Research Procedia*, 55, 370–377. <https://doi.org/10.1016/j.trpro.2021.06.043>
- Hou, Z., Liang, L. J., Meng, B., & Choi, H. C. (2021). The role of perceived quality on high-speed railway tourists' behavioral intention: An application of the extended theory of planned behavior. *Sustainability (Switzerland)*, 13(22). <https://doi.org/10.3390/su132212386>
- Iba, Z., & Wardhana, A. (2023). *Metode Penelitian* (M. Pradana, Ed.). CV. EUREKA MEDIA AKSARA. <https://www.researchgate.net/publication/382052367>
- Karadağ, T., Gölbaşı Şimşek, G., & Akyıldız Alçura, G. (2024). BAYESIAN NETWORKS AND STRUCTURAL EQUATION MODELLING TO INVESTIGATE THE PASSENGERS' PERCEPTIONS IN HIGH-SPEED RAIL SYSTEMS. *Transport*, 39(1), 64–85. <https://doi.org/10.3846/transport.2024.20541>
- Katili, F. A., Robby, F. A., & Handayani, P. W. (2024). The influence of the ride hailing apps loyalty program on customer loyalty: A case study in Indonesia. *Transportation Research Interdisciplinary Perspectives*, 26. <https://doi.org/10.1016/j.trip.2024.101141>
- KCIC. (2019, July 10). *Tentang Kami*. Kcic.Co.Id. <https://kcic.co.id/tentang-kami/>
- KCIC. (2024, October 18). *Satu Tahun Operasi, Whoosh Catatkan Peningkatan Penumpang yang Signifikan*. Kcic.Co.Id. <https://kcic.co.id/kcic-siaran-pers/satu-tahun-operasi-whoosh-catatkan-peningkatan-penumpang-yang-signifikan/#:~:text=Berdasarkan%20survey%20yang%20dilakukan%20pada,dan%2019%25%20merupakan%20pegawai%20pemerintah>.
- Kencana, M. R. B. (2025, April 12). *Kereta Cepat Whoosh Angkut 341.100 Orang saat Libur Lebaran 2025*. Liputan6.Com. <https://www.liputan6.com/bisnis/read/5992436/kereta-cepat-whoosh-angkut-341100-orang-saat-libur-lebaran-2025>
- Kotler, P., & Armstrong, G. (2021). *Principles of Marketing* (18th ed.). Pearson Education Limited.
- Kuska, D. A. R., Wijayanto, H., & Santoso, A. (2024). Improving The E-Satisfaction and E-Loyalty Based on E-Trust and E-Service Quality on Shopee Customer. *Journal of Consumer Sciences*, 9(1), 22–39. <https://doi.org/10.29244/jcs.9.1.22-39>
- Lapyen, R., & Darawong, C. (2025). Unveiling the key dimensions of service quality in automobile maintenance and repair for enhanced electric vehicle

- users' intentions in Thailand. *Journal of Advances in Management Research*. <https://doi.org/10.1108/JAMR-03-2024-0111>
- Law, C. C. H., Zhang, Y., & Gow, J. (2022). Airline service quality, customer satisfaction, and repurchase Intention: Laotian air passengers' perspective. *Case Studies on Transport Policy*, 10(2), 741–750. <https://doi.org/10.1016/j.cstp.2022.02.002>
- Lazuardi, M. L., & Pandin, M. G. R. (2021). *The ROLE OF HISTORICAL SCIENCES ON THE DEVELOPMENT OF URBAN PUBLIC TRANSPORTATION IN 21st CENTURY INDONESIA*. <https://doi.org/10.31219/osf.io/d3afv>
- Le, B. N., Nguyen, H. V., & Nguyen, D. M. (2025). Understanding how perceived value enhances consumer loyalty toward energy-efficient appliances: the role of satisfaction and product category. *Journal of Trade Science*, 13(1), 23–43. <https://doi.org/10.1108/JTS-08-2024-0054>
- Leon, S., & Dixon, S. (2023). Airline satisfaction and loyalty: Assessing the influence of personality, trust and service quality. *Journal of Air Transport Management*, 113. <https://doi.org/10.1016/j.jairtraman.2023.102487>
- Liu, L., & Chen, L. (2021). *Research on the Impact of Chengdu-Chongqing High-Speed Railway on Tourism Economic Connection of Cities Along the Line*. <https://doi.org/10.2991/aebmr.k.210210.019>
- Liu, S., & Putro, U. S. (2024). Passenger Service Satisfaction Evaluation of Jakarta-Bandung High-Speed Railway. *European Journal of Business and Management Research*, 9(4), 115–126. <https://doi.org/10.24018/ejbm.2024.9.4.2432>
- Lubis, R. B. (2025, January 8). *Whoosh Angkut 6,06 Juta Penumpang di 2024, Gimana Target Selanjutnya?* Goodstats.Id. <https://goodstats.id/infographic/whoosh-angkut-6-06-juta-penumpang-di-2024-gimana-target-selanjutnya-JuWsk>
- Mahardika, M. D., Irawan, M. Z., & Bastarianto, F. F. (2022). Exploring the potential demand for Jakarta–Bandung high-speed rail. *Transportation Research Interdisciplinary Perspectives*, 15. <https://doi.org/10.1016/j.trip.2022.100658>
- Mokha, A. K., & Kumar, P. (2021). Examining the Interconnections Between E-Crm, Customer Experience, Customer Satisfaction and Customer Loyalty. *Journal of Electronic Commerce in Organizations*, 20(1), 1–21. <https://doi.org/10.4018/jeco.292474>
- Nguyen-Phuoc, D. Q., Phuong Tran, A. T., Nguyen, T. Van, Le, P. T., & Su, D. N. (2021). Investigating the complexity of perceived service quality and perceived safety and security in building loyalty among bus passengers in

- Vietnam – A PLS-SEM approach. *Transport Policy*, 101, 162–173. <https://doi.org/10.1016/j.tranpol.2020.12.010>
- Nurlatifah, F., Ariyanti, M., & Iskamto, D. (2025). The Effect of Social Media Marketing On Purchase Intention: The Mediating Role of Brand Image and Brand Trust. *Quality - Access to Success*, 26(205), 443–450. <https://doi.org/10.47750/QAS/26.205.45>
- Octafian, R., Gunawan, M. M., Nugraheni, K. S., & Saputri, S. R. (2022). How the Image of the Company and the Value of the Customer Affect Satisfaction. *Bijmt*, 2(2), 161–168. <https://doi.org/10.55606/bijmt.v2i2.551>
- Oña, J. de, & Oña, R. de. (2022). Is It Possible to Attract Private Vehicle Users Towards Public Transport? Understanding the Key Role of Service Quality, Satisfaction and Involvement on Behavioral Intentions. *Transportation*. <https://doi.org/10.1007/s11116-022-10272-1>
- Ong, A. K. S., German, J. D., Dangaran, P. C., Jethro B. Paz, J., & Roniel G. Macatangay, R. (2024). Service quality and customer satisfaction analysis among motorcycle taxi transportation in the Philippines through SERVQUAL dimensions and social exchange theory. *Case Studies on Transport Policy*, 15. <https://doi.org/10.1016/j.cstp.2023.101139>
- Ong, A. K. S., Prasetyo, Y. T., Estefanio, A., Tan, A. S., Videña, J. C., Villanueva, R. A., Chueyindee, T., Thana, K., Persada, S. F., & Nadlifatin, R. (2023). Determining Factors Affecting Passenger Satisfaction of “Jeepney” in the Philippine Urban Areas: The Role of Service Quality in Sustainable Urban Transportation System. *Sustainability (Switzerland)*, 15(2). <https://doi.org/10.3390/su15021223>
- Prasetyo, A., Hananto, B. A., Adiningtyas, H., & Liew, T. W. (2025). The role of service quality, customer perceived value, and trust in enhancing customer satisfaction of expedition service. *Decision Science Letters*, 14(1), 193–204. <https://doi.org/10.5267/j.dsl.2024.10.001>
- Prihartono, B., Ismantia, K. R., & Fahlevi, F. (2023). Development of Customer Loyalty Model on Online Transportation Service: A Case Study in Indonesia. *Jurnal Teknik Industri*, 24(1), 1–16. <https://doi.org/10.22219/jtiumm.vol24.no1.1-16>
- Punjabi, A. V. Ms. P., & Prasad, S. L. Dr. R. R. (2024). Navigating the New Wave; Unveiling the Transformation Effects of Social Media on Digital Marketing in the Emerging Era. *Jier*, 4(1). <https://doi.org/10.52783/jier.v4i1.516>
- Purnamasari, M., Hermawan, A., & Junaedi, J. (2024). Unveiling the Synergy: How Entrepreneurial Marketing and Product Quality Drive Purchase Decisions Through the Lens of Digital Marketing. *Eco-Buss*, 6(3), 1423–1434. <https://doi.org/10.32877/eb.v6i3.1181>

- Purwanto, N., Budiyanto, & Suhermin. (2022). *Theory of Planned Behavior: Implementasi Perilaku Electronic Word of Mouth pada Konsumen Marketplace* (1st ed.). CV. Literasi Nusantara Abadi.
- Qiu, N., Li, H., Pan, C., Wu, J., & Guo, J. (2024). The study on the relationship between perceived value, satisfaction, and tourist loyalty at industrial heritage sites. *Heliyon*, 10(17). <https://doi.org/10.1016/j.heliyon.2024.e37184>
- Rainer Pierre. (2024, October 2). WNA dari 154 Negara Telah Menggunakan Kereta Cepat Whoosh. Goodstats.Id. https://goodstats.id/article/wna-dari-154-negara-telah-menggunakan-kereta-cepat-whoosh-3XMzw?utm_campaign=read-infinite&utm_medium=infinite&utm_source=internal
- Rasoolimanesh, S. M., Iranmanesh, M., Seyfi, S., Ari Ragavan, N., & Jaafar, M. (2023). Effects of perceived value on satisfaction and revisit intention: Domestic vs. international tourists. *Journal of Vacation Marketing*, 29(2), 222–241. <https://doi.org/10.1177/13567667221086326>
- Risdwiyanto, A., Sulaeman, Moh. M., & Rachman, A. (2023). Sustainable Digital Marketing Strategy for Long-Term Growth of MSMEs. *Journal of Contemporary Administration and Management (Adman)*, 1(3), 180–186. <https://doi.org/10.61100/adman.v1i3.70>
- Setiabudhi, H., Suwono, M. A., Yudi, M. S., Setiawan, A., Karim, S., Hardani, P., & Duari, H. (2025). *Analisis Data Kuantitatif dengan SmartPLS 4*.
- Setiawan, R. (2021). The Effect of Service Quality and Service Value on Suroboyo Bus Passenger Satisfaction. *Iop Conference Series Earth and Environmental Science*, 830(1), 012005. <https://doi.org/10.1088/1755-1315/830/1/012005>
- Skaf, Y., Eid, C., Thrassou, A., El Nemar, S., & Rebeiz, K. S. (2024). Technology and service quality: achieving insurance industry customer satisfaction and loyalty under crisis conditions. *EuroMed Journal of Business*. <https://doi.org/10.1108/EMJB-01-2024-0027>
- Sousa, M., Gonçalves, C., Biscaia, R., & Carvalho, M. J. (2024). Service quality, satisfaction and behavioural intentions in sport child camps: participants and parents' perspectives. *International Journal of Sports Marketing and Sponsorship*, 25(1), 18–41. <https://doi.org/10.1108/IJSMS-10-2022-0183>
- Sugiyono. (2022). *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. CV. Alfabeta.
- Upahita, D. P., Sucipto, Hendra, Y. N. R., Utomo, D. P., Salsabilla, M. A., & Pujiwat, R. (2023). Influence of Qualitative Factors on Mode Choice between High Speed Train and Airplane using Logit Model with Dummy Variables: Case Study Jakarta - Surabaya Corridor. *Evergreen*, 10(3), 2047–2055. <https://doi.org/10.5109/7151772>

- Vu, T. D., Nguyen, B. K., Vu, P. T., Nguyen, T. M. N., & Hoang, C. C. (2024). Promoting customer satisfaction and reuse intention using ride-hailing taxi services: role of consumer perceived value, personal innovativeness and corporate image. *Asia-Pacific Journal of Business Administration*. <https://doi.org/10.1108/APJBA-11-2023-0570>
- Wahab, S. N., Hamzah, M. I., Suki, N. M., Chong, Y. S., & Kua, C. P. (2025). Unveiling passenger satisfaction in rail transit through a consumption values perspective. *Multimodal Transportation*, 4(1). <https://doi.org/10.1016/j.multra.2025.100196>
- Watthanaklang, D., Jomnonkwo, S., Champahom, T., & Wisutwattanasak, P. (2024). Exploring accessibility and service quality perceptions on local public transportation in Thailand. *Case Studies on Transport Policy*, 15. <https://doi.org/10.1016/j.cstp.2023.101144>
- Whoosh, Era Baru Transportasi Indonesia.* (2023, October 7). Indonesia.Go.Id. <https://indonesia.go.id/kategori/editorial/7607/whoosh-era-baru-transportasi-indonesia>
- Widodo, A., Rubiyanti, N., & Yusiana, R. (2025). Unveiling the Power of Social Media: How Marketing Communication Shapes Consumer Behaviour. *Paper Asia*, 41(2), 173–183. <https://doi.org/10.59953/paperasia.v41i2b.333>
- Win, C. C. M. T., Dodanwala, T. C., & Santoso, D. S. (2024). Synthesizing customer satisfaction and loyalty through contractors' service quality and brand image. *Engineering, Construction and Architectural Management*. <https://doi.org/10.1108/ECAM-06-2023-0633>
- Wirtz, J., & Lovelock, C. (2022). *Services Marketing: People, Technology, Strategy, 9th edition*. <https://doi.org/10.1142/y0024>
- Woldemichael, T. M. (2024). Effect of Service Quality on Customer Satisfaction: The Case of Ethiopian Electric Utility in South Western Region. *Journal of Multidisciplinary Cases*, 43, 24–30. <https://doi.org/10.55529/jmc.43.24.30>
- Xiang, W. R., Lee, Y. K., & Wang, W. L. (2024). Does Online Travel & Retail Distribution Agency's e-Service Quality Improve Customer Satisfaction, Trust, and Loyalty? *Journal of Distribution Science*, 22(10), 91–102. <https://doi.org/10.15722/jds.22.10.202410.91>
- Yesitadewi, V. I., & Widodo, T. (2024). The Influence of Service Quality, Perceived Value, and Trust on Customer Loyalty via Customer Satisfaction in Deliveree Indonesia. *Quality - Access to Success*, 25(198), 418–424. <https://doi.org/10.47750/QAS/25.198.44>
- Yonatan, A. Z. (2024, July 26). *Volume Kendaraan Indonesia Naik, Jadi Faktor Pendorong Kemacetan?* Goodstats.Id. <https://goodstats.id/article/volume-kendaraan-indonesia-naik-jadi-faktor-pendorong-kemacetan-38iDg>

Yum, K., & Kim, J. (2024). The Influence of Perceived Value, Customer Satisfaction, and Trust on Loyalty in Entertainment Platforms. *Applied Sciences (Switzerland)*, 14(13). <https://doi.org/10.3390/app14135763>

Zhang, J., Dong, Z., & Xing, P. (2024). Exploring Subjective Attitudes Towards Public Transport of Intercity Travel and Their Relationships. *International Journal of Marketing Studies*, 16(1), 117. <https://doi.org/10.5539/ijms.v16n1p117>

Zhang, N., Zhang, J., Yang, Q., Skitmore, M., Yang, N., Shi, B., Zhang, X., & Qin, X. (2024). The impact of transport inclusion on active Aging: A perceived value analysis. *Transportation Research Part D: Transport and Environment*, 127. <https://doi.org/10.1016/j.trd.2023.104029>