

DAFTAR PUSTAKA

- Abrar, M., Shabbir, R., Bashir, M., Saqib, S., & Raza, A. (2020). ROLE OF PROFESSIONAL SERVICE QUALITY AND COMMUNICATION EFFECTIVENESS IN PREDICTING RELATIONSHIP COMMITMENT AMONG PROFESSIONAL-CLIENT IN LAWYER SERVICES. *International Review of Management and Marketing*, 10(4), 89–95. <https://doi.org/10.32479/irmm.9387>
- Adhari, I. Z. (2021). *Optimalisasi Kinerja Karyawan Menggunakan Pendekatan Knowledge Management & Motivasi Kerja* (Cetakan Pe). CV. Penerbit Qiara Media.
- Ajeigbe, I. Y. (2021). Influence of sports marketing strategies in the promotion of organization products and services in Ilorin Metropolis. *Indonesian Journal of Sport Management*, 1(2), 128-137.
- Ali, A. M., Doski, S. A. M., & Saadon, A. I. (2022). The Impact of Service Quality Dimensions on Customer Satisfaction: Case Study of University Utara Malaysia. *Asian Journal of Social Sciences and Management Studies*, 9(1), 11–17. <https://doi.org/10.20448/ajssms.v9i1.3700>
- Ashiq, R., & Hussain, A. (2024). Exploring the effects of e-service quality and e-trust on consumers' e-satisfaction and e-loyalty: insights from online shoppers in Pakistan. *Journal of Electronic Business & Digital Economics*, 3(2), 117–141. <https://doi.org/10.1108/jebde-09-2023-0019>
- 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>
- Ayinaddis. S.G., Taye. B.A., Yirsaw.B.G (2023). Examining the efect of electronic banking service quality on customer satisfaction and loyalty: an implication for technological innovation. *Journal of Innovation and Entrepreneurship*. 12(22). 2192-5372.
- Camilleri, M. A., & Filieri, R. (2023). Customer satisfaction and loyalty with online consumer reviews: Factors affecting revisit intentions. *International Journal of Hospitality Management*, 114. <https://doi.org/10.1016/j.ijhm.2023.103575>
- Darmawan.K.D., Bagia.I.W. Service Quality Before and After the Implementation of the PLN Mobile Application at PT PLN (Persero) Customer Service Unit. *International Journal of Social Science and Business*. 6(1). 2549-6409.
- Fida.B.A., Ahmed.U., Al-Balushi.Y.,Singh.D (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 2158-2440
- Firmansyah, F., Sugiat, M. A., & Yunita, I. (n.d.). The Impact Of Service Quality, Customer Satisfaction, And Trust On Customer Loyalty Among Brilink Agents In North Sumatra. In *International Journal of Science*. <http://ijstm.inarah.co.id>
- Fishbein, M, & Ajzen, I. (1975). *Belief, Attitude, Intention, and Behavior: An Introduction to Theory and Research*, Reading, MA: Addison-Wesley
- Gajewska.T., Zimon.D., Kaczor.G., Madzik.P (2020).The impact of the level of customer satisfaction on the quality of e-commerce services. *International Journal of Productivity and Performance Management*. 69(4). 1741-0401.

- Gül, İ., Helvacıoğlu, E. T., & Saraçlı, S. (2023). Service quality, outpatient satisfaction and loyalty in community pharmacies in Turkey: A structural equation modeling approach. *Exploratory Research in Clinical and Social Pharmacy*, 12. <https://doi.org/10.1016/j.rcsop.2023.100361>
- Guo, L., Gong, L., Xu, Z., Wang, W., & Chen, M. H. (2024). The role of service robots in enhancing customer satisfaction in embarrassing contexts. *Journal of Hospitality and Tourism Management*, 59, 116–126. <https://doi.org/10.1016/j.jhtm.2024.04.008>
- Haming, M., Murdifi, I., Zulfikar Syaiful, A., & Putra, A. H. P. K. (2019). The application of SERVQUAL distribution in measuring customer satisfaction of retails company. *Journal of Distribution Science*, 17(2), 25–31. <https://doi.org/10.15722/jds.17.02.201902.25>
- Haron, R., Subar, N. A. (2020). Service quality of Islamic banks: satisfaction, loyalty and the mediating role of trust. *Service quality of Islamic banks*. 28(1). 2411-3395.
- Halpern, N., & Mwesummo, D. (2021). Airport service quality and passenger satisfaction: The impact of service failure on the likelihood of promoting an airport online. *Research in Transportation Business and Management*, 41. <https://doi.org/10.1016/j.rtbm.2021.100667>
- Hidayah, R. T., Yolinda, S., Nugraha, D. N. S. (2019). The Effects of the Quality of Service and Social Media on the Interests of Argo Parahyangan Train Passengers on Bandung-Jakarta. *International Journal of Innovation, Creativity and Change*. 6(5). 2201-1323. <https://web.pln.co.id/tentang-kami/profil-perusahaan> (diakses tanggal 11 November 2024).
- <https://web.pln.co.id/tentang-kami/struktur-organisasi> (diakses tanggal 11 November 2024).
- Indrasari Meithiana., 2019, Pemasaran & Kepuasan Pelanggan. Cetakan Pertama. Surabaya: Unitomo Press
- Indrawati (2018). Metode Penelitian Kualitatif Manajemen dan Bisnis Konvergensi Teknologi Informasi dan Komunikasi. Edited by Rachmi. Bandung: Refika.
- Indrawati (2015). Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi, Bandung : Aditama.
- Iskamto, D., Hidayah, R. T., Saputra, M. R. A. (2024). Influence Of Halal Product, Green Marketing, And Information Adoption To Service Quality On Customer Loyalty And Customer Satisfaction At Starbucks Coffee Bandung, Indonesia. *Seybold Report*. 18(11). 1533-9211.
- Jain, N. K., Gajjar, H., & Shah, B. J. (2021). Electronic logistics service quality and repurchase intention in e-tailing: Catalytic role of shopping satisfaction, payment options, gender and returning experience. *Journal of Retailing and Consumer Services*, 59. <https://doi.org/10.1016/j.jretconser.2020.102360>
- Joudeh, J. M. M., Khraiwish, A., & Al-Gasawneh, J. (2021). CUSTOMERS' PERCEPTION OF SERVICE QUALITY IN SYRIAN RESTAURANTS OPERATING IN JORDAN: THE MEDIATING EFFECT OF CUSTOMER SATISFACTION. In Article in Academy of Strategic Management Journal. <https://www.researchgate.net/publication/353573379>
- KEMENTERIAN ENERGI DAN SUMBER DAYA MINERAL REPUBLIK INDONESIA. (n.d.). www.djk.esdm.go.id
- Kotler, P., & Keller, K. L. (2012). *Marketing Management* 14E. New Jersey: Pearson.
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing* 17th Edition. United Kingdom: Pearson.

- Kotler, P. dan K. L. K. (2021). *Manajemen Pemasaran* (16th ed.). PT. Indeks.
- 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>
- Limna, P., & Kraiwanit, T. (n.d.). Service Quality and Its Effect on Customer Satisfaction and Customer Loyalty: A Qualitative Study of Muang Thai Insurance Company in Krabi, Thailand. In *Journal for Strategy and Enterprise Competitiveness I* (Vol. 1, Issue 2). <https://www.researchgate.net/publication/362628452>
- Mangkona, S., Amir, A., & As'ad, A. (2021). Understanding Sharia Values on Islamic Bank Community in Makassar. *JURNAL MANAJEMEN BISNIS*, 8(2), 397–409. <https://doi.org/10.33096/jmb.v8i2.927>
- Mansouri, H., Sadeghi Boroujerdi, S., & Md Husin, M. (2022). The influence of sellers' ethical behaviour on customer's loyalty, satisfaction and trust. *Spanish Journal of Marketing - ESIC*, 26(2), 267–283. <https://doi.org/10.1108/SJME-09-2021-0176>
- Meesala, A., Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*. 40. 0969-6989.
- Muzahid Akbar, M., & Parvez, N. (n.d.). IMPACT OF SERVICE QUALITY, TRUST, AND CUSTOMER SATISFACTION ON CUSTOMERS LOYALTY.
- Nigatu, A. G., Belete, A. A., & Habtie, G. M. (2023). Effects of automated teller machine service quality on customer satisfaction: Evidence from commercial bank of Ethiopia. *Heliyon*, 9(8). <https://doi.org/10.1016/j.heliyon.2023.e19132>
- Nitisemito, A. S. "Manajemen personalia dan manajemen sumber daya manusia (; G. Indonesia, Ed.)." (2020).
- Omar, S., Mohsen, K., Tsimonis, G., Oozeerally, A., Hsu, J. (2021). M-commerce: The nexus between mobile shopping service quality and loyalty. *Journal of Retailing and Consumer Services*. 60. 0969-6989.
- Ong, A. K. S., Agcaoili, T. I. F., Juan, D. E. R., Motilla, P. M. R., Salas, K. A. A., & German, J. D. (2023). Utilizing a machine learning ensemble to evaluate the service quality and passenger satisfaction among public transportations. *Journal of Public Transportation*, 25. <https://doi.org/10.1016/j.jpubtr.2023.100076>
- 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>
- Ozkan, P., Suer, S., Keser, I. K., Kocakoc, D. (2019). The effect of service quality and customer satisfaction on customer loyalty. *International Journal of Bank Marketing*. 38(2). 0265-2323.
- Prasad, S., Garg, A., & Prasad, S. (2019). Purchase decision of generation Y in an online environment. *Marketing Intelligence & Planning*.
- Puspitasari, I., Rusydi, F., Nuzulita, N., Hsiao, C. (2023). Investigating the role of utilitarian and hedonic goals in characterizing customer loyalty in E-marketplaces. *Heliyon*. 9. 2405-8440.

- Rachmawati, I. (2020). Service quality role on customer's loyalty of Indonesia internet service provider during Covid-19. *Jurnal Manajemen Dan Pemasaran Jasa*, 13(2), 167–180. <https://doi.org/10.25105/jmpj.v13i2.7116>
- Rangga, A., & Nalendra, A. (n.d.). PENGARUH KUALITAS PELAYANAN HARGA KEPUASAN PELANGGAN TERHADAP LOYALITAS PELANGGAN (STUDI KASUS PELANGGAN IM3 MADIUN).
- Sedjati, R. S. (2018). *Manajemen Pemasaran* (1st ed.). Deepublish.
- Setiono, B. A., & Hidayat, S. (2022). Influence of Service Quality with the Dimensions of Reliability, Responsiveness, Assurance, Empathy and Tangibles on Customer Satisfaction. *International Journal of Economics, Business and Management Research*, 06(09), 330–341. <https://doi.org/10.51505/ijebmr.2022.6924>
- Suhail, P., & Srinivasulu, Y. (2021). Perception of service quality, satisfaction, and behavioral intentions in Ayurveda healthcare. *Journal of Ayurveda and Integrative Medicine*, 12(1), 93–101. <https://doi.org/10.1016/j.jaim.2020.10.011>
- Suh, Y.I. and Pedersen, P. (2010), "Participants' service quality perceptions of fantasy sports websites: the relationship between service quality, customer satisfaction, attitude, and actual usage", *Sport Marketing Quarterly*.
- Shen, C., & Yahya, Y. (2021). The impact of service quality and price on passengers' loyalty towards low-cost airlines: The Southeast Asia's perspective. *Journal of Air Transport Management*, 91. <https://doi.org/10.1016/j.jairtraman.2020.101966>
- Shi.Y.,Prentice.C., He.W (2014).Linking service quality, customer satisfaction and loyalty in casinos,does membership matter?. *International Journal of Hospitality Management*. 40. 0278-4319.
- Slack, N. J. & Singh, G. (2019). The Effect of Service Quality On Customer Satisfaction And Loyalty And The Mediating Role of Customer Satisfaction. *The TQM Journal*, 32(3), 543-558.
- Sugiyono (2022). *Metode Penelitian Kuantitatif*. Bandung: Alfabeta.
- Sugiyono (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: CV. Alfabeta.
- Sujarweni, V. Wiratna. (2019) *Metodologi Penelitian Bisnis & Ekonomi*. Yogyakarta: Pustaka Baru Press.
- Syahza, A. (2021). *Metodologi Penelitian (Revisi)*. Pekanbaru: UR Press.
- Tahanisaz.S.,Sholihyar.S (2020). Evaluation of passenger satisfaction with service quality: A consecutive method applied to the airline industry. *Journal of Air Transport Management*. 83. 0969-6997.
- Taher.R.A.,Ariyanti.M.,Hidayah.R.T (2024). The Effect of E-Service Quality, Sales Promotion, and Price on Customer Satisfaction in the City of Bandung (Study on Millennial and Gen Z Shopee Food Users). *Nanotechnology Perceptions*. 20. 1183-1198.
- Tiganis, A., Grigoroudis, E., & Chrysochou, P. (2023). Customer satisfaction in short food supply chains: A multiple criteria decision analysis approach. *Food Quality and Preference*, 104. <https://doi.org/10.1016/j.foodqual.2022.104750>
- Tedjokusumo.C.,Murhadi.W.R (2023). Customer satisfaction as a mediator between service quality and customer loyalty: a case study of Bank Central Asia. *Jurnal Siasat Bisnis*. 27(2). 156-170.
- Tjiptono, Fandy. "Strategi Pemasaran (Edisi Keempat)." Yogyakarta: CV Andi Offset (2015).

- Undang-Undang Republik Indonesia No. 30 Tahun 2009 tentang Undang-Undang Republik Indonesia No. 30 Tahun 2009 tentang Ketenagalistrikan. (2009). Lembaran Negara Republik Indonesia Tahun 2009 Nomor 133. Sekretariat Negara.
- Uzir, M. U. H., al Halbusi, H., Thurasamy, R., Thiam Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63. <https://doi.org/10.1016/j.jretconser.2021.102721>
- Yang, Y., Khan, Z., & Zhang, Y. (2020). The influence of social media marketing on apparel brands' customers' satisfaction: The mediation of perceived value. *Asian Academy of Management Journal*, 25(2), 167–188. <https://doi.org/10.21315/aamj2020.25.2.7>
- Yilmaz, V., Ari, E., & Oğuz, Y. E. (2021). Measuring service quality of the light rail public transportation: A case study on Eskisehir in Turkey. *Case Studies on Transport Policy*, 9(2), 974–982. <https://doi.org/10.1016/j.cstp.2021.05.005>
- Zia, A. (2020). "Discovering The Linear Relationship of Service quality, satisfaction, Attitude and Loyalty for Banks in Albaha, Saudi Arabia: PSU Research Review Vol. 6 No. 2 pp.90 - 104 <https://DOI.10.1108/PRR-07-2020-0023>.
- Zibarzani, M., Abumalloh, R. A., Nilashi, M., Samad, S., Alghamdi, O. A., Nayer, F. K., Ismail, M. Y., Mohd, S., & Mohammed Akib, N. A. (2022). Customer satisfaction with Restaurants Service Quality during COVID-19 outbreak: A two-stage methodology. *Technology in Society*, 70.