

DAFTAR PUSTAKA

- Ariyanto. (2019). *ANALISIS PENGARUH MS-QUAL TERHADAP KUALITAS LAYANAN (SERVICE) PRODUK FISIK DAN PRODUK VIRTUAL PADA E-COMMERCE BUKALAPAK DI DAERAH YOGYAKARTA*.
- Chen, S. Y., Lo, H. Y., & Hung, S. K. (2021). What is the impact of the COVID-19 pandemic on residency training: a systematic review and analysis. *BMC Medical Education*, 21(1). <https://doi.org/10.1186/s12909-021-03041-8>
- Digital 2025: Indonesia — DataReportal – Global Digital Insights. (n.d.). Retrieved July 29, 2025, from <https://datareportal.com/reports/digital-2025-indonesia>
- Hana Budiarani, V., Maulidan, R., Putra Setianto, D., & Widayanti, I. (2021). THE KANO MODEL: HOW THE PANDEMIC INFLUENCES CUSTOMER SATISFACTION WITH DIGITAL WALLET SERVICES IN INDONESIA. In *online) Journal of Indonesian Economy and Business* (Vol. 36, Issue 1). <http://journal.ugm.ac.id/jieb>
- Harpe, S. E. (2015). How to analyze Likert and other rating scale data. In *Currents in Pharmacy Teaching and Learning* (Vol. 7, Issue 6, pp. 836–850). Elsevier Inc. <https://doi.org/10.1016/j.cptl.2015.08.001>
- Hassan, H. E. (2024). The role of mobile shopping service quality in enhancing customers M-satisfaction, M-loyalty, and E-word of mouth. *Future Business Journal*, 10(1). <https://doi.org/10.1186/s43093-024-00396-4>
- Huang, E. Y., Lin, S. W., & Fan, Y. C. (2015). M-S-QUAL: Mobile service quality measurement. *Electronic Commerce Research and Applications*, 14(2), 126–142. <https://doi.org/10.1016/j.elerap.2015.01.003>
- Mahadika, D. A., Aristyagama, Y. H., & Budiyanto, C. W. (2023). Evaluation of Website Based Information System To Monitor Student Learning Progress In Schools Using ISO/IEC 9126 Standards And GTMetrix. *IJIE (Indonesian Journal of Informatics Education)*, 7(1), 42. <https://doi.org/10.20961/ijie.v7i1.68000>
- Mufidah, A., Muslimat, R. A., Masyithoh, N. U., Ageng, B., & Pekalongan, K. (2021). Analisis Validitas dan Reliabilitas Instrumen Pengukuran Mengenai Bentuk-Bentuk Geometri. *Jurnal Kualita Pendidikan*, 2(3), 2774–2156.
- Pratama Hafidz, G., Achyar, A., & Amin, N. (2024). Pengaruh Mobile Service Quality Dan Kepercayaan Pelanggan Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan Aplikasi M-Commerce Shopee. *Jurnal Ilmiah Wahana Pendidikan*, 10(9), 194–216. <https://doi.org/10.5281/zenodo.11177381>
- Profil Perusahaan. (n.d.). Retrieved July 29, 2025, from <https://rs-jih.co.id/rsjih/profil-perusahaan>
- Putri. (2020). *Menentukan Populasi dan Sampel*. <https://doi.org/10.13140/RG.2.2.28776.01285>
- Quadratullah, Q., Malik, I. A., Razak, A. A., & Derioh, G. (2023). An Exploratory Study on Service Quality Infrastructure in Malaysian Hotels. *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 10(1), 101–118. <https://doi.org/10.24252/minds.v10i1.33219>
- Rahmayuni, I. (2016). *Pemanfaatan Metode Kano Untuk Menilai Tingkat Kepuasan Pengguna Terhadap Fungsionalitas Sistem Informasi Kepegawaian (Studi Kasus : AKNP Pelalawan)*. 1(2).
- Ratag, K. F., Dotulong, L. O. H., & Lumintang, G. G. (1293). PENGARUH KEPEMIMPINAN TRANSFORMASIONAL DAN KUALITAS KEHIDUPAN KERJA TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PADA

- ANGGOTA KEPOLISIAN DI SATUAN RESERSE KRIMINAL POLRESTA SAMARINDA THE EFFECT OF TRANSFORMATIONAL LEADERSHIP AND QUALITY OF WORK LIFE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) IN POLICE MEMBERS IN THE SAMARINDA POLICE CRIMINAL INVESTIGATION UNIT. In *Jurnal EMBA* (Vol. 11, Issue 3).
- Rayhan Arief Widitya, Mohamad Rafi, & Adinda Faniyah Yusha. (2024). Evaluasi Kualitas Layanan dalam E-Commerce: Studi Kasus pada Platform Shopee. *Journal of Management and Creative Business*, 2(4), 290–297. <https://doi.org/10.30640/jmcbus.v2i4.3307>
- Setiawan, H., & Novita, D. (2021). Analisis Kepuasan Pengguna Aplikasi KAI Access Sebagai Media Pemesanan Tiket Kereta Api Menggunakan Metode EUCS User Satisfaction Analysis of the KAI Access Application as a Train Ticket Booking Media Using the EUCS Method. In *JTSI* (Vol. 2, Issue 2).
- Sugiyono. (2016). *METODE PENELITIAN KUANTITATIF*. ALFABETA BANDUNG.
- Sukwadi, R., Muafi, & Sanjaya, H. P. (2018). Incorporating Kansei Engineering into service quality tools to improve the airline services. *International Journal for Quality Research*, 12(2), 297–316. <https://doi.org/10.18421/IJQR12.02-02>
- Sukwadi, R., Suef, M., Widawati, E., & Lucky, N. (n.d.). *STRATEGI PENCIPTAAN NILAI PELANGGAN BERDASARKAN DATA INTERNAL PERUSAHAAN CUSTOMER VALUE CREATION STRATEGY BASED ON COMPANY INTERNAL DATA*.
- Suryawardani, B., Gusnadi, D., Wulandari, A., & Marcelino, D. (2022). Integration Kano Model and E-Servqual to Evaluate Online Travel Agent Services in Bandung 2022. *Jurnal Kawistara*, 12(3), 313. <https://doi.org/10.22146/kawistara.73937>
- Tryas Fariansyah, R., Aspiranti, T., Mustika Rani Prodi Manajemen, A., Ekonomi dan Bisnis, F., & Islam Bandung, U. (2022). *Bandung Conference Series: Business and Management Analisis Kualitas Pelayanan Rumah Sakit dengan Menggunakan Model Kano*. <https://doi.org/10.29313/bcsbm.v2i2.3532>
- Velikova, N., & Mathe-Souleik, K. (2017). Application of Kano model to identification of wine festival satisfaction drivers. *International Journal of Contemporary Hospitality Management*, 29, 0. <https://doi.org/10.1108/IJCHM-03-2016-0177>
- Zeithaml, V. A., & Berry, L. L. (1988). *SERVQUAL: A multiple-Item Scale for measuring consumer perceptions of service quality*. <https://www.researchgate.net/publication/225083802>