

DAFTAR PUSTAKA

- Abdullah, D. N. M. A., & Rozario, F. (2009). Measuring the service quality of public transport: A study of bus services in Kota Kinabalu, Malaysia. *International Journal of Marketing Studies*, 1(1), 14–24.
- Alfandi, Widoyo. (2001). *Epistemologi Geografi*. . Gadjah Mada University Press. .
- Aritonang, L. (2005). Pengaruh Kepuasan dan Kepercayaan Terhadap Loyalitas Pelanggan. *Jurnal Manajemen dan Kewirausahaan*, 7(1), 45–56.
- Badan Pusat Statistik Kota Padang. (2023). Padang dalam angka 2023. Badan Pusat Statistik.
- Bahar, T. K. (2023). Aplikasi indikator seamless mobility terhadap perencanaan sistem transportasi BRT: Studi kasus Kota Surabaya (Tesis, Institut Teknologi Bandung). Digilib ITB.
- Bahri, S., & Fahry Zamzam. (2014). *Model Penelitian Kuantitatif Berbasis SEM-AMOS*. . Deepubllish (Group. Penerbitan CV. Budi Utama).
- CFI Group. (2024). About CFI Group – Company Information.
- Chang, H.-L., & Yeh, C.-C. (2005). Factors affecting the safety performance of bus companies: The experience of Taiwan bus deregulation. *Safety Science*, 43(5–6), 323–344.
- Darena, F., Motycka, A., & Malo, R. (2008, September 24–26). Customer satisfaction index calculation service. In Proceedings of the International Conference ICL 2008.Villach, Austria.
- Eboli, L., & Mazzulla, G. (2007). Service quality attributes affecting customer satisfaction for bus transit. *Journal of Public Transportation*, 10(3), 21–34.
- edman, L., Friman, M., Gärling, T., & Hartig, T. (2013). Quality attributes of public transport that attract car users: A research review. *Transport Policy*, 25, 119–127.
- Fornell, C. (1992). A National Customer Satisfaction Barometer: The Swedish Experience. *Journal of Marketing*, 56(1), 6–21.

- Febriana, R., Samuel, T., Rompis, Y. R., & Timboeleng, J. A. (2019). ANALISIS PENGARUH KENAIKAN TARIF PARKIR TERHADAP PENGGUNAAN KENDARAAN PRIBADI DI KOTA MANADO. *Jurnal Sipil Statik*, 7(7), 797–810.
- Fornell, C., Johnson, M. D., Anderson, E. W., Cha, J., & Bryant, B. E. (1996). The American Customer Satisfaction Index: Nature, Purpose, and Findings. *Journal of Marketing*, 60, 18–7.
- George R. Terry. (2005). *Principles of Management*. Alexander Hamilton Institute.
- Grönroos, C. (2007). Service management and marketing: Customer management in service competition (3rd ed.). John Wiley & Sons.
- Hassan, R., Salek, S., Hasan, M. K., Lam, M. C., & Hussain, W. M. H. W. (2018). Mobile user perception factors for express bus safety journey management system: A survey analysis. *International Journal on Advanced Science, Engineering and Information Technology*, 8(4-2), 1803–1809.
- Hidayanto, B. , & Nugroho, P. (2024). Evaluasi sistem penjadwalan dan pemilihan kendaraan pada layanan transportasi wisata. *Jurnal Manajemen Transportasi Dan Mobilitas*, 10(2), 67–68.
- Hidayat, R. , Suryani, T., & Rachman, A. (2024). Analisis jadwal dan frekuensi keberangkatan angkutan wisata berbasis permintaan penumpang. *Jurnal Teknik Transportasi*, 12.
- Investopedia. (2023). American Customer Satisfaction Index (ACSI): Overview.
- Khairunnisa, H., Anggraini, R., & Isya, M. (2019). ANALISIS PERSEPSI MASYARAKAT TENTANG PELAYANAN BUS TRANSKOETARADJA DAN LABI-LABI DI KOTA BANDA ACEH (STUDI KASUS : KORIDOR I PUSAT KOTA – DARUSSALAM). *Jurnal Arsip Rekayasa Sipil Dan Perencanaan*, 2(2), 158–163.
- Kotler, P., & Keller, K. L. (2016). Marketing management (15th ed.). Pearson Education.
- Kusnadi, A. (2017). Perencanaan rute transportasi wisata untuk meningkatkan aksesibilitas pariwisata. *Jurnal Transportasi Pariwisata Indonesia*, 5(3), 98–110.
- Lestari, D. (2023). Optimalisasi sistem penjadwalan dalam operasional angkutan wisata. *Jurnal Perencanaan Transportasi*, 7(2), 33–49.

- Li, Z., Li, X., & Jiang, B. (2023). How people perceive the safety of self-driving buses: A quantitative analysis model of perceived safety. *Transportation Research Record*, Advance online publication.
- Made, N., Pratiwi, F., & Suwena, K. R. (2020). *Ekuitas: Jurnal Pendidikan Ekonomi PERSEPSI MASYARAKAT TERHADAP TRANSPORTASI PUBLIK TRANS SARAGITA DI PROVINSI BALI*. 8(1), 80–88.
- Martilla, J. A., & James, J. C. (1977). Importance-Performance Analysis. *Journal of Marketing*, 41(1), 77–79. f
- Nathanail, E. (2008). Measuring the quality of service for passengers on the Hellenic Railways. *Transportation Research Part A: Policy and Practice*, 42(1), 48–66.
- Nordfj  rn, T., Kummeneje, A. M., Zavareh, M. F., Mehdizadeh, M., & Rundmo, T. (2021). Risk Perception in Transport: A Review of the State of the Art. In *International Encyclopedia of Transportation: Volume 1-7* (Vol. 7, pp. 74–80). Elsevier.
- Novianus, C., Semara Lakhsmi, B., Hidayat Ramli Inaku, A., Muhammadiyah Hamka, U., Studi, P. S., & Masyarakat, K. (2023). ANALISIS PERSEPSI KESELAMATAN TRANSPORTASI PUBLIK PADA PEKERJA URBAN DI JAKARTA. *Jurnal Fisioterapi Dan Kesehatan Indonesia*, 03(01), 2807–8020.
- 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.
- Poliakova, A. (2010, December). Application of the Customer Satisfaction Index (CSI) to transport services. *Perner's Contacts*, 5(4)
- PRAYOGO, K. A. (2021). *PERSEPSI MASYARAKAT KOTA MEDAN TENTANG PELAYANAN DAN FASILITAS BUS TRANS METRO DELI*. UNIVERSITAS MUHAMMADIYAH SUMATERA UTARA .
- Priyono. (2016). *Metode Penelitian Kuantitatif*. . Zifatama Publishing.
- Rachman, A. (2019). Perhitungan kebutuhan armada berbasis analisis permintaan pada angkutan wisata. *Jurnal Teknik Transportasi*, 7(2), 21–35.

Ramadhan, A. H. (2018). Identifikasi efektivitas pelayanan rute wisata Bandung Tour On Bus (Bandros) menurut persepsi wisatawan (Tugas Akhir, Institut Teknologi Bandung). Digilib ITB.

Redman, L., Friman, M., Gärling, T., & Hartig, T. (2013). Quality attributes of public transport that attract car users: A research review. *Transport Policy*, 25, 119–127.

Rizky Nugraha, M., Jurusan, A., Kunci, K., & Keselamatan, K. (2016). KAJIAN PERSEPSI SISWA SMA-SMK NEGERI TENTANG KINERJA KESELAMATAN BUS SEKOLAH KOTA MALANG. *Jurnal Mahasiswa Jurusan Teknik Sipil Universitas Brawijaya*, , 1 no. 3.

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th ed.). Wiley & Sons.

Setiawan, B. (2022). Analisis Biaya Operasional Kendaraan (BOK) dan strategi penentuan tarif angkutan wisata. *Jurnal Ekonomi Transportasi*, 11(1), 55–70.

Sugiyono. (2016). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. PT Alfabet.

Supranto, J. (2006). Pengukuran Tingkat Kepuasan Pelanggan untuk Menaikkan Pangsa Pasar. Jakarta: Rineka Cipta.

Suraji, A., Djakfar, L., Wicaksono, A., Marjono, Putranto, L. S., & Susilo, S. H. (2021). ANALYSIS OF INTERCITY BUS PUBLIC TRANSPORT SAFETY PERCEPTION MODELING USING CONJOINT. *Eastern-European Journal of Enterprise Technologies*, 4(3–112), 36–42. <https://doi.org/10.15587/1729-4061.2021.239255>

Suryani, T. (2020). Pemilihan jenis kendaraan berdasarkan karakteristik rute dan jumlah penumpang pada layanan angkutan wisata. *Jurnal Teknik Dan Manajemen Transportasi*, 8(3), 74–89.

Tangkudung, E. S. W. (2014). BUS SEKOLAH: TINJAUAN LAYANAN DAN KESELAMATAN. *FSTPT International Symposium*, Jember University, 22–24.

The American Customer Satisfaction Index (ACSI). (2024). Experts.

Tjiptono, F. (2019). *Strategi Pemasaran* (4th ed.). Yogyakarta: ANDI.

Ubaidillah, N. Z., Haziqah Sa'ad, N., Ismail, F., Nordin, N. A., Nadhira Baharuddin, N., Khairul, M., & Hassan, H. (2022). The Impact of Public Bus Service Quality on the Users'

Satisfaction: Evidence from a Developing Asian City. *Review of Applied Socio-Economic Research*, 23, 83–96.

UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 22 TAHUN 2009
TENTANG LALU LINTAS DAN ANGKUTAN JALAN.

University of Michigan. (2023). U-M and the American Customer Satisfaction Index (ACSI).

Verint. (2024). ACSI Score & Calculation: American Customer Satisfaction Index.

Warpani Suwardjoko. (2002). Pengelolaan Lalu Lintas dan Angkutan Jalan. In *Penerbit ITB*.

Yusuf, O.: Lubis, A., & Napitupulu, J. (n.d.). *PERSEPSI MASYARAKAT TERHADAP KUALITAS BUS TRANS MEIDANG ITB*.


Yola, R., Rahayu, S., & Purba, J. H. (2013). Analisis Tingkat Kepuasan Mahasiswa Terhadap Pelayanan Administrasi Akademik Menggunakan Metode Importance Performance Analysis (IPA) dan Customer Satisfaction Index (CSI). *Jurnal Sistem Informasi*, 2(2), 10–17.