

## DAFTAR PUSTAKA

- Adiguna, Y., Wijaya, R. N., Kurniawan, L. J., & Budiman, T. (2020). Analysis of Trust Level, Customer Value and Service Quality towards Customer Satisfaction Online Transportation (GO-JEK) in The New Normal Pandemic COVID 19. *Advances In Transportation and Logistic Research*, 46–53. Jakarta: Institut Transportasi dan Logistik Trisakti, Jakarta - Indonesia. Retrieved from <http://proceedings.itltrisakti.ac.id/index.php/altr>
- Andrianto, F. (2020). Foto: Mikrotrans Jak Lingko Kembali Beroperasi Terapkan Protokol Kesehatan. *Kumparan.Com*. Retrieved from <https://kumparan.com/kumparannews/foto-mikrotrans-jak-lingko-kembali-beroperasi-terapkan-protokol-kesehatan-1tjTN6fcYoN/full>
- Ariska, V., Qomariah, N., & Wijayanti, B. (2020). The Impact Of Service Quality, Price, Products, and Trust on "Kober Mie Setan " Consumer Satisfaction. *INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH*, 9(04), 1782–1785.
- Armstrong, G., Adam, S., Denize, S., Volkov, M., & Kotler, P. (2018). *Principles of Marketing (Australian 7th Edition 2017)* (7th ed.). Pearson Education.
- Armstrong, Gary, Kotler, P., Trifts, V., Buchwitz, L. A., & Gaudet, D. (2017). *Marketing : an Introduction* (6 Canadian). Toronto: Pearson Canada.
- Bismo, A., Sarjono, H., & Ferian, A. (2018). The Effect of Service Quality and Customer Satisfaction on Customer Loyalty : A Study of Grabcar Services in Jakarta. *Pertanika Journal Social Sciences & Humanities*, 26, 33–48.
- Cheng, X., Cao, Y., Huang, K., & Wang, Y. (2018). Modeling the Satisfaction of Bus Traffic Transfer Service Quality at a High-Speed Railway Station. *Journal of Advanced Transportation*, 2018(7051789), 1–12. <https://doi.org/doi.org/10.1155/2018/7051789>
- Data Penumpang Transjakarta Tahun 2020*. (2020). Jakarta. Retrieved from <https://data.jakarta.go.id/dataset/data-penumpang-transjakarta-2020>
- Ferdinand, A. (2014). *Metode Penelitian Manajemen* (5th ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Firmansyah, A. (2018). *Perilaku Konsumen (Sikap dan Pemasaran)*. Sleman: Deepublish.
- Ghozali, I. (2014). *Structural Equation Modeling Metode Alternatif dengan Partial Least Square (PLS)* (4th ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Kasmir. (2017). *Customer Service Excellent*. Jakarta: Raja Grafindo Persada.
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing, Global Edition* (17th ed.). Harlow: Pearson Education.

- Kotler, P., & Keller, K. L. (2016). *Marketing management, Global Edition* (15. ed). Harlow: Pearson Education.
- Lova, C. (2020). Ini Protokol bagi Penumpang Bus Transjakarta selama Masa PSBB Transisi. *Kompas.Com*. Retrieved from <https://megapolitan.kompas.com/read/2020/06/06/14455951/ini-protokol-bagi-penumpang-bus-transjakarta-selama-masa-psbb-transisi?page=all>
- Malau, H. (2017). *Manajemen Pemasaran*. Bandung: Alfabeta.
- Manap. (2016). *Revolusi Manajemen Pemasaran*. Jakarta: Mitra Wacana Media.
- Marison, W. (2020, September 4). Transjakarta Punya Mikrotrans Model Baru Rute Tanah Abang-Kota, Diuji Coba 6 Bulan. *Kompas.Com*. Retrieved from <https://megapolitan.kompas.com/read/2020/09/04/15094071/transjakarta-punya-mikrotrans-model-baru-rute-tanah-abang-kota-diuji-coba>
- Mat, A., Bahry, N. S., Kori, N. L., Munir, Z. A., & Daud, N. M. (2019). The Influence of Service Quality and Passenger Satisfaction towards Electric Train Services (ETS): A PLS-SEM Approach. *Foundations of Management*, 11(1), 57–64. <https://doi.org/10.2478/fman-2019-0005>
- Nguyen, X. P. (2019). The Bus Transportation Issue and People Satisfaction with Public Transport In Ho Chi Minh City. *Journal of Mechanical Engineering Research & Developments (JMERD) DOI*, 42(1), 10–16. <https://doi.org/10.26480/jmerd.01.2019.10.16>
- Noor, J. (2014). *Analisis Data Penelitian Ekonomi dan Manajemen*. Jakarta: PT. Grasindo.
- Oentoro, D. (2012). *Manajemen pemasaran modern*. Yogyakarta: LaksBang PRESSindo.
- Ovidani, Z., & Hidajat, W. (2020). Pengaruh Kualitas Pelayanan, Harga Dan Kepercayaan terhadap Kepuasan Pelanggan pada Hotel Dafam Semarang. *Jurnal Ilmu Administrasi Bisnis*, 9(2), 167–174.
- Pasharibu, Y., Paramita, E. L., & Febrianto, S. (2018). Price , service quality and trust on online transportation towards customer satisfaction. *Jurnal Ekonomi Dan Bisnis*, 21(2), 240–264.
- Prabantari, B. V. K. (2020). Analisis hubungan Kualitas Pelayanan terhadap tingkat Kepuasan Pelanggan Transportasi Transjakarta. *Jurnal Transaksi Vol.*, 12(1), 25–39.
- Priansa, D. . (2017). *Perilaku Konsumen Dalam Persaingan Bisnis Kontemporer*. Bandung: Alfabeta.
- Putsanra, D. V. (2020, April 13). Arti PSBB yang Dibuat untuk Cegah Penyebaran Corona di Indonesia. *Tirto.Id*. Retrieved from <https://tirto.id/arti-psbb-yang-dibuat-untuk-cegah-penyebaran-corona-di-indonesia-eMXT>

- Qur'ani, H. (2020, April 15). Pembatasan Penggunaan Transportasi Umum dan Pribadi Selama PSBB. *Hukumonline.Com*. Retrieved from <https://jurnal.hukumonline.com/berita/baca/lt5e9675d246b26/pembatasan-penggunaan-transportasi-umum-dan-pribadi-selama-psbb?page=all>
- Radityasani, M. (2020, January 12). Perbedaan Jak Lingko dengan Angkot Biasa, dari Ngetem sampai Ongkos. *Otomotif.Kompas.Com*. Retrieved from <https://otomotif.kompas.com/read/2020/01/12/170100315/perbedaan-jak-lingko-dengan-angkot-biasa-dari-ngetem-sampai-ongkos?page=all>
- Ravel, S. (2020). Aturan Jaga Jarak Penumpang di Angkot Mikrotrans. *Kompas.Com*. Retrieved from <https://otomotif.kompas.com/read/2020/07/03/110200215/aturan-jaga-jarak-penumpang-di-angkot-mikrotrans>
- Sangadji, E. M., & Sopiah. (2013). *Perilaku Kosnumen*. Yogyakarta: CV Andi Offset.
- Santoso, Y. I. (2020, September 11). PSBB Jakarta diperketat lagi, bagaimana dampaknya ke ekonomi? *KONTAN.CO.ID*. Retrieved from <https://regional.kontan.co.id/news/psbb-jakarta-diperketat-lagi-bagaimana-dampaknya-ke-ekonomi?page=all>
- Schiffman, L. G., & Wisenblit, J. L. (2015). *Consumer Behavior : Global edition* (11th ed.). Harlow: Pearson Education.
- Siregar, S. (2017). *Metode Penelitian Kuantitatif*. Jakarta: Kencana.
- Solimun, Fernandes, A. A. R., & Nurjanah. (2017). *Model Statistika Multivariat Pemodelan Persamaan Struktural (SEM) Pendekatan WarpPLS* (2nd ed.). Malang: UB Press.
- Subaebasni, S., Risnawaty, H., & Wicaksono, A. R. A. (2019). Effect of Brand Image , the Quality and Price on Customer Satisfaction and Implications for Customer Loyalty PT Strait Liner Express in Jakarta. *International Review of Management and Marketing*, 9(1), 90–97. <https://doi.org/doi.org/10.32479/irmm.7440>
- Sudirman, A., Efendi, E., & Harini, S. (2020). Kontribusi harga dan kepercayaan untuk membentuk kepuasan pengguna transportasi berbasis aplikasi. *Journal of Business and Banking*, 9(2), 323–335.
- Sugiyono. (2014). *Metode Penelitian Manajemen*. Bandung: Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Supriyadi, D., Manggabari, A. S., & Nastiti, H. (2020). Analisis Kepuasan Pengguna Jasa Transportasi Umum Jak Lingko di Jakarta Selatan. *PROSIDING BIEMA Business Management, Economic, and Accounting National Seminar*, 1(1), 1089–1102. Jakarta: Fakultas Ekonomidan Bisnis, Universitas Pembangunan Nasional Veteran Jakarta.

- Supriyatna, I. (2017). OK Otrip Akan Diuji Coba dari 15 Januari-15 April 2018. *Kompas.Com*. Retrieved from <https://megapolitan.kompas.com/read/2017/12/14/09185771/ok-otrip-akan-diuji-coba-dari-15-januari-15-april-2018>
- Tjiptono, F. (2017). *Service Management Mewujudkan Layanan Prima* (3rd ed.). Yogyakarta: CV Andi Offset.
- Tjiptono, F., & Chadra, G. (2017). *Mengupas pemasaran strategik, branding strategy, customer satisfaction, strategi kompetitif hingga e-marketing*. Yogyakarta: Penerbit Andi.
- Tjiptono, F., & Chandra, G. (2016). *Service, Quality, & Satisfaction* (4th ed.). Yogyakarta: CV Andi Offset.
- Unaradjan, D. D. (2019). *Metode Penelitian Kuantitatif*. Jakarta: penerbit Universitas Katolik Indonesia Atma Jaya.
- Wirtz, J., & Lovelock, C. (2018). *Essentials of Service Marketing* (3rd ed.). Harlow: Pearson Education.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2017). *Services Marketing : Integrating costumer focus across the firm* (7th ed.). Dubuque: McGraw-Hill Education.