

DAFTAR PUSTAKA

- Afiffuddin, M., & Widyaningrum, D. (2022). Analisis Kepuasan Pelanggan Menggunakan Metode Servqual dan CSI Pada Ud.Arshaindo. *Sigma Teknika*, 5(2), 275–284. <https://doi.org/10.33373/sigmateknika.v5i2.4594>
- Ariani, D. W. (2021). *Manajemen Kualitas (2nd ed.)*. Universitas Terbuka. <http://eprints.mercubuana-yogya.ac.id/id/eprint/12996/1/2020-ARIANI-MANAJEMEN KUALITAS.pdf>
- Aritonang, L. R. 2005. *Kepuasan Pelanggan*. Jakarta: PT. Gramedia Pustaka Utama.
- Arizal, M. H. (2023). Analisis Kualitas Pelayanan Jasa Angkutan Barang Terhadap Kepuasan Pelanggan di PT. Humala Giat Mandiri Menggunakan Metode Customer Satisfaction Index (CSI) Dan Potential Gain In Customer Value (PGCV). 1–63. https://eprint.ulbi.ac.id/1927/1/Muhammad Hanif Arizal_13119042.pdf
- Aziz, N., Sadiq, P., Wibowo, A., Sunarsono, H., Ansyar, M., Rizki, B., & Hasibuan, P. (2024). *Logistik Dan Rantai Pasokan Get Press Indonesia*.
- Baali, Y., Ade, A., Umari, S., Abi Anwar, A., Nyoman, I., Widiana, W., Sudirjo, F., Herdiansyah, D., Agung, H. B. H., Zenita, W., Fitriyani, A., Zen, A., Dulame, I. M., Widhy, K., Revita, W., & Hati, P. (2023). *Manajemen Kualitas* (D. P. Sari (ed.)). Getpress Indonesia. www.getpress.co.id
- Bandaru, S., Gaur, A., Deb, K., Khare, V., & Chougule, R. (2015). Development, Analysis and Applications of a Quantitative Methodology for Assessing Customer Satisfaction using Evolutionary Optimization. *Applied Soft Computing*, 27: 576–590
- Battumur, G., Gantumur, K., & Kim, W. (2023). Factors Affecting Satisfaction With The Postal Delivery Service. *International Journal of Advanced and Applied Sciences*, 10(1), 111–120. <https://doi.org/10.21833/ijaas.2023.01.015>
- Bordoloi, S., Fitzsimmons, J. A., & Fitzsimmons, M. J. (2023). *Service Management: Operations, Strategy, Information Technology* (Tenth Edit). McGraw Hill LLC.
- Chandra, T., Chandra, S., & Hafni, L. (2020). *Service Quality, Consumer Satisfaction, Dan Consumer Loyalty: Tinjauan Teoritis*. In *Angewandte Chemie International Edition*, 6(11), 951–952.
- Farris, P. W., Bendle, N. T., Pfeifer, P. E., & Reibstein, D. J. (2010). *Marketing Metrics: The Definitive Guide to Measuring Marketing Performance*. Pearson Education.
- 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), 666–684. <https://doi.org/10.1108/IJPPM-01-2019-0018>
- Ghozali, I. (2021). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 26 Edisi 10* (10th ed.).
- Hardani, Andriani, H., Ustiawaty, J., Utami, E. F., Istiqomah, R. R., Fardani, R. A., Sukmana, D. J., & Auliya, N. H. (2020). *Metode Penelitian Kualitatif*. In *Revista Brasileira de Linguística Aplicada* (Vol. 5, Issue 1).
- Jaf'ar, L. (2023). Analisis Kualitas Pelayanan Terhadap Kepuasan Penumpang Di Stasiun Tasikmalaya Menggunakan Metode Service Quality, Customer Satisfaction Index Dan Importance Performance Analysis. *183*(2), 153–164.
- Kurniawan, P., & Kustandi, T. (2025). Pengaruh Ketepatan Waktu Pengiriman dan Kualitas Pelayanan terhadap Kepuasan Pelanggan Shopee Express Harjamukti. *Indonesia Economic Journal*, *1*(2), 1199–1212.
- Nengsi, K. W., Budiman, R., & Djanggu, N. H. (2020). Pengukuran Kepuasan Pelanggan Terhadap Kualitas Pelayanan Pdam Kota Singkawang Menggunakan Metode Service Quality, Customer Satisfaction Index Dan Importance Performance Analysis. *Jurnal TIN Universitas Tanjungpura*, *5*(1), 76–87.
- Nurjayanti, D. D., & Nurhayaty, E. (2024). Analisis Kualitas Pelayanan Dan Kepuasan Pelanggan Dengan Menggunakan Metode IPA dan CSI Pada PT Ekspedisi Pada Jaya Jakarta Barat. *Jurnal Pemasaran Bisnis*, *6*(4), 89–119.
- Pagiu, C., & Pundissing, R. (2022). *Comparisional Analysis Of Customer Satisfaction Towards JNE And J & T Package Delivery Services , Makale City , Tana Toraja Regency*. *1*(2).
- Prasetio, 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>
- Purba, B., Hasibuan, A., Kurniawati, O. H. S. E., Sudarso, A., Sandy, Widarman, D. L. A., Hariningsih, E., Oetomo, S. K. D. S., Cahya, H. N., & Defidelwina. (2022). *Pengantar Manajemen Operasional* (R. Watrianthos & Ja. Simarmata (eds.)). Penerbit Yayasan Kita Menulis.
- Rahman, M. A. (2021). Manajemen Kualitas: Suatu Pengantar. In *Pusaka Almaida* (Vol. 4, Issue 1).
- Rashid, D. A., & Rasheed, D. R. (2024). Logistics Service Quality and Product Satisfaction in E-Commerce. *SAGE Open*, *14*(1), 1–12. <https://doi.org/10.1177/21582440231224250>
- Rifa'i, K. (2023). *Kepuasan Konsumen*. In M. Hamdi (Ed.), *Angewandte Chemie International Edition*, *6*(11), 951–952. (Vol. 3, Issue 1). UIN KHAS Press. <https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>

- Seftyia, C., & Cholil, W. (2022). Application of the Customers Satisfaction Index (CSI) and Importance Performance Analysis (IPA) Methods to Measure Reader Satisfaction with the Quality of Website Services Indodaily.co. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 5(3), 24525–24536. <https://doi.org/10.33258/birci.v5i3.6476>
- Sobaih, A. E. E., & AlSaif, A. (2023). Effects of Parcel Delivery Service on Customer Satisfaction in the Saudi Arabian Logistics Industry: Does the National Culture Make a Difference? *Logistics*, 7(4). <https://doi.org/10.3390/logistics7040094>
- Sugiyono. (2023). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (Sutopo (ed.); Vol. 17). Alfabeta.
- Suryanto, A., Salahudin, M., Kuncoro, B. N., & Putri, D. (2024). Analisis Kepuasan Pelanggan Jasa Pengiriman Barang Dengan Metode Servqual Pada PT. Sinergi Adhikarya Semesta. *IMTechno: Journal of Industrial Management and Technology*, 5(1), 45–51. <https://doi.org/10.31294/imtechno.v5i1.2823>
- Husna, S., & Syukri, A. (2014). Penerapan Customer Satisfaction Index (CSI) Dan Analisis Gap Pada Kualitas Pelayanan. *Jurnal Ilmiah Teknik Industri*.
- Tarumingkeng, R. C. (2024). *Manajemen Kualitas Total (TQM)*.
- Wibowo, T. J., & Ardhi, M. N. (2018). *Analisis Tingkat Kepuasan Konsumen Terhadap Kualitas Layanan pada Minimarket SK*. 7(1), 34–49.
- Yakti, G. I. W. (2018). Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan dengan Metode Customer Satisfaction Indeks dan Service Quality. *Skripsi*, 30–35.
- Zagloel, Yuri & Nurcahyo, Rahmat. (2023). *TQM - Manajemen Kualitas Total dalam Perspektif Teknik Industri* 12.01.2023.