

## DAFTAR PUSTAKA

- Apriliya, S. F., Fitriyah, L., & Ismail, I. (2024). Peran rekrutmen dan seleksi berbasis kompetensi: Dalam pendekatan masa depan. *Jurnal Media Akademik*, 2(11), 1-10.
- Arabelen, A., & Kaya, M. E. (2021). Assessment of logistics service quality dimensions: A qualitative approach. *Journal of Shipping and Trade*, 6(1), 1-23. <https://doi.org/10.1186/s41072-021-00095-1>
- Armstrong, M. (2021). *Armstrong's handbook of human resource management practice* (15th ed.). Kogan Page.
- Broadway HR. (2023). The importance of competency matrix in talent management. *Berita/Artikel Web*. <https://www.broadwayhr.com>
- Campion, M. A., Palmer, D. K., & Campion, J. E. (1997). A review of structure in the selection interview. *Personnel Psychology*, 50(3), 655-702.
- Chopra, S. (2021). *Supply chain management: Strategy, planning, and operation* (7th ed.). Pearson.
- Christopher, M. (2021). *Logistics & supply chain management* (5th ed.). Financial Times Publishing.
- Dessler, G. (2020). *Human resource management* (16th ed.). Pearson.
- Evarist, C., dkk. (2024). Rethinking the recruitment and selection practices of indigenous building contractors in Dar es Salaam, Tanzania: Criteria and methods. *International Journal of Construction Management*, 24(2), 115-125. <https://doi.org/10.1080/15623599.2024.2307138>
- Food and Agriculture Organization (FAO). (2021). *The state of food and agriculture 2021: Moving forward on food loss and waste reduction*. FAO.

- Gatewood, R. D., Feild, H. S., & Barrick, M. (2016). Human resource selection (8th ed.). Cengage Learning.
- Handoko, T. H. (2014). Manajemen personalia dan sumber daya manusia (Ed. 2.). BPFE Yogyakarta.
- Hardani, dkk. (2020). Metode penelitian kualitatif & kuantitatif. Pustaka Ilmu.
- Hashmicro. (2025). Mengenal competency matrix dan panduan lengkap penyusunannya. Berita/Artikel Web. <https://www.hashmicro.com>
- Hasibuan, M. S. P. (2017). Manajemen sumber daya manusia. Bumi Aksara.
- Heizer, J., & Render, B. (2014). Operations management: Sustainability and supply chain management (11th ed.). Pearson.
- Husain, F., dkk. (2023). Analisis kualitas pelayanan logistik terhadap kepuasan pelanggan. Jurnal Teknik Industri UIN SUSKA Riau, 8(1), 45-54.
- Hutapea, P., & Nurianna, T. (2008). Kompetensi plus: Teori, desain, kasus dan penerapan untuk HR dan organisasi yang dinamis. Gramedia Pustaka Utama.
- International Labour Organization (ILO). (2021). Skills development and competence-based training standards. ILO Publication.
- Kementerian Koordinator Bidang Perekonomian. (2022). Laporan pengembangan dan standarisasi kompetensi SDM logistik nasional. Kemenko Perekonomian RI.
- Kementerian Perhubungan. (2024). Statistik biaya logistik nasional dan evaluasi transportasi makro. Kementerian Perhubungan RI.

- Klique. (2024). How to create and use a skills matrix for team optimization. Berita/Artikel Web. <https://www.klique.io>
- Koh, L.Y., & Yuen, K.F. (2022). Emerging competencies for logistics professionals in the digital era: A literature review. *Frontiers in Psychology*, 13, 965748. <https://doi.org/10.3389/fpsyg.2022.965748>
- Mardatillah, & Murhayati. (2025). Metodologi penelitian kualitatif bidang sosial. Rajawali Pers.
- Mathis, R. L., & Jackson, J. H. (2019). *Human resource management* (15th ed.). Cengage Learning.
- Mentzer, J. T., Flint, D. J., & Kent, J. L. (1999). Developing a logistics service quality scale. *Journal of Business Logistics*, 20(1), 9-32.
- Muhaimin, dkk. (2026). Rekrutmen, seleksi, dan kompetensi dalam meningkatkan kinerja guru dan tenaga kependidikan: Studi kualitatif di Yayasan Al-Muhajirin Nikomas Gemilang. *J-CEKI: Jurnal Cendekia Ilmiah*, 5(3), 310-322. <https://al-haramjournal.id/index.php/J-CEKI/article/view/15516>
- Najd Ghasembonab, dkk. (2025). Designing and validating a model of specific competencies for managers of Iran's Oil Terminals Company. *Journal of Resource Management and Decision Engineering*, 4(1), 78-92.
- Narbuko, C. (2013). *Metodologi penelitian*. Bumi Aksara.
- Noe, R. A. (2020). *Employee training and development* (8th ed.). McGraw-Hill Education.
- Palan, R. (2007). *Competency management: Teknik mengimplementasikan manajemen SDM berbasis kompetensi untuk meningkatkan daya saing organisasi*. PPM.

- 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.
- Patton, M. Q. (2015). *Qualitative research & evaluation methods* (4th ed.). Sage Publications.
- Politeknik LP3I Bandung. (2024). Analisis sistem rekrutmen dan seleksi karyawan pada CV Karyamekar Putera Sejahtera. *Jurnal Atrabis*, 10(1), 85-96.
- Pujawan, I N., & Mahendrawathi, E. R. (2020). *Manajemen rantai pasok* (Ed. 3.). Andi Offset.
- Rivai, V., & Sagala, E. J. (2013). *Manajemen sumber daya manusia untuk perusahaan: Dari teori ke praktik*. Rajawali Pers.
- Robertson, I. T., & Smith, M. (2001). Personnel selection. *Journal of Occupational and Organizational Psychology*, 74(4), 441-472.
- Salim, H. (2022). *Manajemen transportasi dan armada logistik korporasi*. Sinar Grafika.
- Schmidt, F. L., & Hunter, J. E. (1998). The validity and utility of selection methods in personnel psychology: Practical and theoretical implications of 85 years of research findings. *Psychological Bulletin*, 124(2), 262-274.
- Septiadi, M. A., & Ramdani, Z. (2024). Competency-based Human Resources (HR) development in the digital era. *Journal of Current Social and Political Issues*, 2(2), 142-151. <https://doi.org/10.15575/jcspi.v2i2.827>
- Siagian, S. P. (2009). *Manajemen sumber daya manusia*. Bumi Aksara

- Simatupang, R. (2022). *Aspek legalitas dan risiko hukum operasional pengemudi angkutan barang*. Lex Books.
- Sugiyono (2021). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta, hlm. 213–240 (2021)
- Sutrisno, E. (2009). *Manajemen sumber daya manusia*. Kencana Prenada Media Group.
- Tim Peneliti UPN Veteran Jawa Timur. (2021). *Pelatihan dan pengembangan Sumber Daya Manusia (SDM) berbasis kompetensi*. *Forum Ekonomi: Jurnal Ekonomi, Manajemen dan Akuntansi*, 23(4), 620-631.
- Tjiptono, F. (2023). *Pemasaran jasa: Prinsip, penerapan, dan penelitian*. Andi Offset.
- Wahidmurni. (2017). *Metodologi penelitian kualitatif untuk ilmu-ilmu sosial dan humaniora*. UIN Maliki Press.
- Wahyuadianto. (2020). *Cascading tugas fungsi dan penyusunan kamus kompetensi teknis*. *Jurnal Wacana Kinerja*, 23(1), 12-29.
- Wahyunawati, S. (2026). *Perencanaan pengembangan sumber daya manusia dengan menggunakan metode penyusunan matriks kompetensi pada bagian pemeliharaan*. *IMTechno: Journal of Industrial Management and Technology*, 7(1), 34-45.  
<https://jurnal.bsi.ac.id/index.php/imtechno/article/view/11125>
- Wardani, D. K., dkk. (2020). *Pengaruh kualitas layanan logistik terhadap loyalitas konsumen*. *Jurnal Ilmiah Teknik Industri*, 19(2), 112-121.

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2022). *Services marketing: Integrating customer focus across the firm* (8th ed.). McGraw-Hill.