

DAFTAR PUSTAKA

- Abbas, K., Asghar, A., & Waqas, M. (2025). MATLAB-BASED SIMULATION AND STATISTICAL ANALYSIS OF FUEL PRICE IMPACT ON URBAN MOBILITY: A STUDY IN LAHORE. In *CONTEMPORARY JOURNAL OF SOCIAL SCIENCE REVIEW* (Vol. 03, Issue 01).
- Ahmed, H., & Abdullahi, A. (n.d.). *Service Quality and Customer Satisfaction in Commercial Transportation Services in Gombe State, Nigeria* *Global Journal of Research in Business Management Research Article Service Quality and Customer Satisfaction in Commercial Transportation Services in Gombe State, Nigeria*. <https://doi.org/10.5281/zenodo.15333411>
- Badan Pusat Statistik Provinsi DKI Jakarta. (2024). *Jumlah Penduduk Jakarta Tahun 2024*. Badan Pusat Statistik.
- Dachi, L., Dakhi Sepma, & Elazhari. (2024). PENGARUH PELAYANAN PUBLIK TERHADAP KEPUASAN MASYARAKAT DI KANTOR KELURAHAN TUALANG KECAMATAN PERBAUNGAN KABUPATEN SERDANG BEDAGAI. *Journal Genta Mulia*, 15(1), 32–331.
- Dani Aswara. (2025, February 7). *Penumpang Transjakarta Capai 371,4 Juta di 2024, Rata-rata 1 Juta per Hari*. Tempo.
- Fahmy Idris, & S.Salju. (2023). Pengaruh Budaya Kerja, Kualitas Pelayanan, Sarana dan Prasarana terhadap Kepuasan Masyarakat. *Kelola: Journal of Islamic Education Management*, 8(1), 71–78. <https://doi.org/10.37541/sosiosains.v7i2.633>
- Ferdian, & Susanti. (2022). Faktor-Faktor yang Mempengaruhi Frekuensi Penggunaan Transportasi Publik. *Jurnal Transportasi Perkotaan*, 10(1), 45–54.
- Firdaus, I., Viri Insy, R., Pembangunan Universitas Alwashliyah, E., Sumatera Utara, M., FITK Universitas Islam Negeri Sunan Kalijaga, P., & Author, C. (2023). *Pengaruh Sarana dan Prasarana Serta Pelayanan Publik Terhadap Kepuasan Masyarakat* (Vol. 4, Issue 3).
- Firdausi, M., Firman, D., & Putra, Y. (2021). ANALISIS PEMILIHAN MODA TRANSPORTASI UMUM ANTARA BUS DAN KERETA API TRAYEK KOTA SURABAYA-KOTA YOGYAKARTA. In *Jurnal Rekayasa Teknik Sipil Universitas Madura* (Vol. 6, Issue 2).
- Ghozali, I. , & L. H. . (2015). *Partial Least Squares: Konsep, Teknik, dan Aplikasi SmartPLS 3. 0 untuk Penelitian Empiris*. Badan Penerbit UNDIP.
- Kompas.com. (2023). *Halte Transjakarta Blok M Belum Ramah Disabilitas*. Kompas.Com.
- \lfj, P. J. \ae·rj \, & Bandung. (2023). *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D*. www.cvalfabeta.com
- M Khusaini. (2012). *Ekonomi Infrastruktur: Konsep dan Aplikasi*. UMM Press.
- Ngurah, G., Arta, S., Nyoman, I., & Widnyana, S. (2022). *ANALISIS ANGKUTAN UMUM DI KABUPATEN GLANYAR (STUDI KASUS: TRAYEK TERMINAL BATUBULAN-UBUD)*. 14(01), 94–106. <http://www.ojs.unr.ac.id/index.php/>

- Philip Kotler, & Kevin Lane Keller. (2013). *Manajemen Pemasaran* (13th ed., Vol. 1). Erlangga.
- Pierre Rainer. (2024, May 27). *Pertumbuhan Penduduk DKI Jakarta 0,38% di Tahun 2023, Terendah Nasional*. GoodStats.
- Rahadi, D. R. (2023). *Pengantar Partial Least Squares Structural Equation Model (PLS-SEM)*. Lentera Ilmu Madani.
- Saputro, T. W., & Kusuma, A. (2023). Kajian Analisis Aksesibilitas Transportasi Publik di Kawasan Cipete Raya. *Jurnal Ilmiah Universitas Batanghari Jambi*, 23(3), 2810. <https://doi.org/10.33087/jiubj.v23i3.4111>
- Sugiyo. (2023). *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D*. www.cvalfabeta.com
- Susan Hanson, G. G. (2004). *The Geography of Urban Transportation* (3rd ed.). The Guilford Press.
- Tejaswi, V. (2024). *Electric vehicle charging behavior: An analysis of workplace charging heterogeneity to improve charging network planning*. Capstone Project Report. www.linkedin.com/in/tejaswivivek/
- Tempo.com. (2023, November 13). *Terminal Blok M Direvitalisasi, Menuju Kawasan Transit pada 2024*. Tempo.Com.
- TomTom Traffic Index. (2024). *Jakarta Traffic Report 2024*. https://www.tomtom.com/en_gb/Traffic-Index/Jakarta-Traffic.
- Tsoriyo, W. W., & Ndagurwa, P. (2024). Looking beyond household income status: exploring the interplay of income and other drivers of neighbourhood satisfaction in the Gauteng Province of South Africa. *Humanities and Social Sciences Communications*, 11(1). <https://doi.org/10.1057/s41599-024-03943-0>
- Vanessa, B., & Prabantari, K. (2020). ANALISIS HUBUNGAN KUALITAS PELAYANAN TERHADAP TINGKAT KEPUASAN PELANGGAN TRANSPORTASI TRANSJAKARTA. In *Jurnal Transaksi* (Vol. 12, Issue 1).
- Willumsen, O., De Dios Ortúzar, J., & Willumsen, L. G. (n.d.). *Cover design by Sandra Heath RED BOX RULES ARE FOR PROOF STAGE ONLY. DELETE BEFORE FINAL PRINTING. MODELLING TRANSPORT MODELLING TRANSPORT*.
- Zeithaml, V. A., & Berry, L. L. (n.d.). *SERVQUAL A Multiple-item Scale for Measuring Consumer Perceptions of Service Quality*. <https://www.researchgate.net/publication/200827786>