

DAFTAR PUSTAKA

Jurnal

- Abdussamad, J. (2019). Kualitas pelayanan publik di kantor dinas kependudukan dan catatan sipil Kabupaten Gorontalo. *Publik: Jurnal Manajemen Sumber Daya Manusia, Administrasi Dan Pelayanan Publik*, 6(2), 73-82.
- Apriliyani, D., & Mardiansjah, F. H. (2020). POTENSI PENGEMBANGAN KAWASAN TRANSIT ORIENTED DEVELOPMENT (TOD) PADA LINTASAN BRT TRANS JATENG KORIDOR UNGARAN-BAWEN. *Desa-Kota*, 2(2), 217. <https://doi.org/10.20961/desa-kota.v2i2.40015.217-231>
- Al Humairi, K., Nurcahyanto, H., & Marom, A. (2021). ANALISIS KUALITAS PELAYANAN DAN KINERJA PENGEMUDI DENGAN KEPUASAN PENGGUNA MIKROTRANS JAK LINGKO DI DAERAH KHUSUS IBUKOTA (DKI) JAKARTA. *Journal of Public Policy and Management Review*, 10(2), 117-132.
- Aljukhadar, M., Belisle, J. F., Dantas, D. C., Sénécal, S., & Titah, R. (2022). Measuring the service quality of governmental sites: Development and validation of the e-Government service quality (EGSQUAL) scale. *Electronic Commerce Research and Applications*, 55, 101182.
- Azali, I., Gunanto, E. Y. A., & SBM, N. (2018). Preferensi Konsumen Terhadap Transportasi Publik (Studi Kasus Bus Rapid Transit (BRT) Kota Semarang). *Media Ekonomi Dan Manajemen*, 33(1). <https://doi.org/10.24856/mem.v33i1.617>
- Chintia Puja Dewi, Endang, L. (2018). INOVASI PELAYANAN TRANSPORTASI PUBLIK BRT (BUS RAPID TRANSIT) TRANS SEMARANG OLEH DINAS PERHUBUNGAN KOTA SEMARANG. *Journal of Public Policy and Management Review*, 7(2), 336–352.
- Christanto, Ignatius Harris. 2016. TINGKAT KEPUASAN MASYARAKAT TERHADAP PELAYANAN PUBLIK BUS RAPID TRANSIT (BRT) TRANS SEMARANG JURUSAN MANGKANG PENGGARON. Skripsi. Universitas Negeri Semarang, Semarang.
- Dong, X., Lin, Y., Shen, D., Li, Z., Zhu, F., Hu, B., ... Xiong, G. (2017). A Parallel Transportation Management and Control System for Bus Rapid Transit Using the ACP Approach. *IEEE Transactions on Intelligent Transportation Systems*, 18(9), 2569–2574. <https://doi.org/10.1109/TITS.2016.2645783>

- Hi.Ibrahim, Abd Halil; Supriatna, T. (2019). Epistemologi Pemerintahan Paradigma Manajemen, Birokrasi, dan Kebijakan Publik. In *Gramasurya*. Maluku Utara: UMMU Press.
- Karasan, A., Erdogan, M., & Cinar, M. (2022). Healthcare service quality evaluation: an integrated decision-making methodology and a case study. *Socio-Economic Planning Sciences*, 82, 101234.
- Khabibi, M. K., Maesaroh, & Widowati, N. (2022). ANALISIS KUALITAS PELAYANAN PADA SAMSAT MAL PELAYANAN PUBLIK KABUPATEN KEBUMEN. *Journal of Public Policy and Management Review*, 11(3), 411-425.
- Loilatu, M., Rahmawati, D., & Efendi, D. (2020). Manajemen Transportasi Cerdas BRT Jakarta. *TRANSFORMASI: Jurnal Manajemen Pemerintahan*, 12(1), 93-105. <https://doi.org/10.33701/jtp.v12i1.894>
- Nadinta, D. S., Surjandari, I., & Laoh, E. (2019). A clustering-based approach for reorganizing bus route on bus rapid transit system. In *2019 16th International Conference on Service Systems and Service Management, ICSSSM 2019*. Institute of Electrical and Electronics Engineers Inc. <https://doi.org/10.1109/ICSSSM.2019.8887689>
- Nazir, M. (2009). *Metode Penelitian* (R. Sikumbang, ed.). Bogor: Ghalia Indonesia.
- Neuenfeldt Júnior, A. L., Siluk, J. C. M., & Paris, S. R. D. (2016). The scientific research context of urban transports for Bus Rapid Transit systems applications. *Journal of Transport Literature*, 10(4), 15–19. <https://doi.org/10.1590/2238-1031.jtl.v10n4a3>
- Oviedo, D., Scholl, L., Innao, M., & Pedraza, L. (2019). Do Bus Rapid Transit Systems improve accessibility to job opportunities for the poor? The case of Lima, Peru. *Sustainability (Switzerland)*, 11(10). <https://doi.org/10.3390/su11102795>
- Peraturan Wali Kota Semarang Nomor 3 Tahun 2017 tentang Standar Pelayanan Minimum (SPM) Bantuan Layanan Unit Pelaksana Teknis Daerah Trans Semarang (BLU-UPTD Trans Semarang).
- Prayogi, L. (2017). The Influence of Bus Rapid Transit System on Urban Development : An Inquiry to Boston and Seoul BRT Systems ' Performance Indicators. *International Journal of Built Environment and Scientific Research*, 01(01), 1–8.
- Prayogi, L. (2018). Bus Rapid Transit system's influence on urban development: An inquiry to Boston and Seoul BRT systems' technical characteristics.

- In *IOP Conference Series: Earth and Environmental Science* (Vol. 126). Institute of Physics Publishing. <https://doi.org/10.1088/1755-1315/126/1/012047>
- Romadlon, F. (2020). Non-ridership presumption toward new bus rapid transit purwokerto-purbalingga execution. *Advances in Science, Technology and Engineering Systems*, 5(4), 795–804. <https://doi.org/10.25046/AJ050494>
- Rachmadyaningrum, R., Hariani, D, & Herawati, A. (2022). ANALISIS KUALITAS PELAYANAN JASA TRANSJAKARTA PADA MASA PANDEMI. *Journal of Public Policy and Management Review* (2022) Vol. 11 2):1-12.
- Rahman, Muhammad Arif. 2019. PENINGKATAN KESETIAAN PELANGGAN MELALUI AKSESIBILITAS DAN PELAYANAN PELANGGAN DENGAN KEPUASAN PELANGGAN SEBAGAI MEDIASI (STUDI KASUS PADA BRT Trans Semarang). Skripsi. Universitas Islam Sultan Agung, Semarang.
- Saintika, Y., & Romadlon, F. (2019). Readiness of Operating Bus Rapid Transit (BRT) Purwokerto-Purbalingga towards Smart City Concept. In *Proceeding - 2019 International Conference on ICT for Smart Society: Innovation and Transformation Toward Smart Region, ICISS 2019*. Institute of Electrical and Electronics Engineers Inc. <https://doi.org/10.1109/ICISS48059.2019.8969796>
- Salasa, W., Wakhidho, H., Setiadji, B. H., & Yulipriyono, E. (2016). Evaluasi Sistem Pelayanan Transit Antar Koridor Bus Rapid Transit Trans Semarang. *Jurnal Karya Teknik Sipil*, 4(4), 505–511.
- Setiawan, F. (2022). Kualitas Pelayanan Publik Di Dinas Kependudukan Dan Catatan Sipil Kabupaten Barito Selatan. *Jurnal Ilmu Sosial dan Ilmu Administrasi Negara* Vol, 6(01).
- Sugiyono. (2013). *Metode Penelitian Pendidikan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: PT. Alfabet.
- The Institute for Transportation & Development Policy. (2016). The BRT standard. *The BRT Standard*, 1–76. Retrieved from <https://www.itdp.org/wp-content/uploads/2014/07/BRT2016-REV7.75.pdf>Samad, Abdul (2017) *Kajian Peningkatan Kinerja Bus Rapid Transit (Brt) Di*

Yogyakarta, Surakarta, Dan Semarang. Doctor thesis, Universitas Brawijaya.

Tiwary, B., Nilima, N., Majumdar, P., Singh, M., & Khan, M. A. (2020). Quality of services provided by public funded ambulance program: experience from a northern state in India. *Clinical epidemiology and global health*, 8(3), 962-966.

Wang, C., & Teo, T. S. (2020). Online service quality and perceived value in mobile government success: An empirical study of mobile police in China. *International Journal of Information Management*, 52, 102076.

Yekimov, S., Nianko, V., Pistunov, I. M., Lopatynskyi, Y., & Valentyna, S. (2022). Improving the Quality of Transport Services of Urban Public Transport. *Transportation Research Procedia*, 61, 78-82.

Peraturan

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

PERATURAN PEMERINTAH REPUBLIK INDONESIA NOMOR 74 TAHUN
2014 TENTANG ANGKUTAN JALAN