

DAFTAR PUSTAKA

- Akhir, P., Diajukan, I., Salah, S., Syarat, S., & Gelar, M. (n.d.). Penerapan Metode Pelatihan Off The Job Training tentang Kualitas Pelayanan di Nasi Kapau Evi.
- Al-Hussainy R, Fouly H, Abou Hashish E (2022). Gap Analysis: Quality and Women's Satisfaction Regarding Postnatal Care. *Open Nurs J*; 16: e187443462204280.
- Caesaron, D., Makapedua, J., & Lukodono, R. P. (2021). Evaluation of Online-Based Ride-Hailing Services Using Service Quality (Servqual) Method, Refined Kano Model, Importance Performance Analysis (IPA), and Quality Function Deployment (QFD): A Case Study of Grab Bike Indonesia.ComTech: Computer, Mathematics and Engineering Applications, 12(2), 75-88.
- Basfirinci, C., Mitra, A. (2015). A cross cultural investigation of airlines service quality through integration of Servqual and the Kano model. *Journal of Air Transport Management*, Volume 42, 2015.
- Brastoro. (2020). ASPEK BISNIS USAHA LAUNDRY SEPATU DI JAKARTA. *Jurnal Manajemen*, 9(2). <https://doi.org/10.46806/jm.v9i2.667>
- Hill, N. and Alexander, J. (2017), Handbook of Customer Satisfaction and Loyalty Measurement, 3rd ed., Routledge, London.
- Hoffman, K Douglas & Bateson, John E.G. (1997). Essential of Service Marketing, Florida : The Dryden Press.
- Huang, J., Mao, L. X., Liu, H. C., & Song, M. shun. (2022). Quality function deployment improvement: A bibliometric analysis and literature review. *Quality and Quantity*, 56(3), 1347–1366. <https://doi.org/10.1007/s11135-021-01179-7>
- Immanuel, G., & Setiawan, R. (2020). IMPLEMENTASI METODE IMPORTANCE PERFORMANCE ANALYSIS UNTUK PENGUKURAN KUALITAS SISTEM INFORMASI AKADEMIK. *Kurawal - Jurnal*

Teknologi, Informasi Dan Industri, 3(2), 181 - 190.
<https://doi.org/https://doi.org/10.33479/kurawal.v3i2.350>

James, N., Kumar, A. K. P., & Nathan, R. J. (2025). Logistic Service Improvement Parameters for Postal Service Providers Using Analytical Hierarchy Process and Quality Function Deployment. *Economies*, 13(5), 120.
<https://doi.org/10.3390/economies13050120>

Kaligis, J. N., & Rawung, S. S. (2022). Pengaruh Kualitas Pelayanan dan Promosi terhadap Keputusan dalam Menggunakan Jasa Laundry Tas dan Sepatu, Studi Pada Bless Laundry Manado. *Jurnal Mirai Management*, 7(2), 283-290.

Kotler, Philip., & Keller, K. Lane. (2016). *Marketing management*. Pearson Education Ltd.

Macnamara, J. (2020). Corporate listening: unlocking insights from VOC, VOE and VOS for mutual benefits. *Corporate Communications*, 25(3), 377–393.

Megawati, Y. (2006). Kualitas Pelayanan Terkait Dengan Kepuasan Konsumen Dalam Industri Jasa. *Business & Management Journal Bunda Mulia*.

Mukhid, A. (2021). *Metodologi penelitian pendekatan kuantitatif*. Jakad Media Publishing.

Motawi, W. (2015). How Shoes are Made: A behind the scenes look at a real shoe factory. CreateSpace Independent Publishing Platform.

Nayar, N., Sharma, T., Bansal, S., & Saxena, S. (2013). Implementation of "xp-qfd" in a small scale project. *International Journal of Computer Applications*, 82(10), 20-23. <https://doi.org/10.5120/14152-2328>

Parasuraman, A., Zeithaml, V. and Berry, L. (1988), “SERVQUAL: a multiple-item scale for measuring consumer perceptions of service quality”, *Journal of Retailing*, Vol. 64 No. 1, pp. 12-40.

- Prananda, Y., Lucitasari, D. R., & Khannan, M. S. A. (2019). Penerapan metode service quality (servqual) untuk peningkatan kualitas pelayanan pelanggan. *Opsi*, 12(1), 1-11.
- Sugiyono. (2013). Metode Penelitian Kuantitatif Kualitatif, Dan R&D.
- Sembiring, M., Meliala, A., Harahap, M. (2022). *TALENTA Conference Series: Energy & Engineering Analisis Permasalahan Menggunakan Cause and Effect Diagram, Fault Tree Analysis dan Afinity Diagram Proses Produksi Stasiun Persiapan Tulangan pada PT. XYZ.*
- Semmelhack, E. (2015). *Out of the Box: The Rise of Sneaker Culture*. Rizzoli International Publications, Inc: Toronto
- Setiyawati, Y. D., Isnanto, R. R., & Martono, K. T. (2016). Pembuatan Aplikasi Antar-Jemput Laundry Berbasis Web Service pada Platform Android. *Jurnal Teknologi dan Sistem Komputer*, 4(1), 150-158. <https://doi.org/10.14710/jtsiskom.4.1.2016.150-158>
- Siraj, D., & Fikriah, F. (2020). ANALISIS PENGARUH LUAS LAHAN PARKIR TERHADAP PENDAPATAN PEMILIK USAHA KAFE DAN RESTORAN DI KOTA BANDA ACEH. *Jurnal Ilmiah Mahasiswa Ekonomi Pembangunan*, 5(4), 222-233.
- Shen, X.X., Tan, K.C, Xie, M., (2000). An Integrated Approach To Innovate Product Development Using Kano's model and QFD. *Eur. J. Innov. Manag.* 3 (2), 91-99.
- Shin, A. R., & Ree, S. B. (2007). A study on the development of total customer satisfaction coefficient based on kano model. *IE interfaces*, 20(4), 479-487.
- Stefano, N. M., Filho, N. C., Baricello, R., Sohn, A. P. (2015). A Fuzzy SERVQUAL Based Method for Evaluated of Service Quality in the Hotel Industry. *Procedia CIRP*, 433-438.
- Tan, K. C., & Pawitra, T. A. (2001). Integrating SERVQUAL and Kano's model into QFD for service excellence development. *Managing Service Quality: An International Journal*, 11(6), 418-430.

- Wijaya, I. G. N. S., & Suwastika, I. W. K. (2017). Analisis Kepuasan Pengguna E-Learning Menggunakan Metode Kano. *Jurnal Sistem dan Informatika (JSI)*, 12(1), 128-138.
- Wirtz, Jochen., & Lovelock, C. H. . (2016). *Services marketing: people, technology, strategy*. World Scientific.
- Wolak, R., Kalafatis, S., & Harris, P. (1998). An investigation into four characteristics of services. *Journal of Empirical Generalisations in Marketing Science*, 3(2).
- Yola, M., & Budianto, D. (2013). Analisis kepuasan konsumen terhadap kualitas pelayanan dan harga produk pada supermarket dengan menggunakan metode Importance Performance Analysis (IPA). *Jurnal Optimasi Sistem Industri*, 12(1), 301-309.
- Xu, Q., Jiao, R. J., Yang, X., Helander, M., Khalid, H. M., & Oppenrud, A. (2009). An analytical Kano model for customer need analysis. *Design studies*, 30(1), 87-110.