

## DATAR PUSTAKA

- Djuanda I.** (2020). "Implementasi Evaluasi Program Pendidikan Karakter Model Cipp (Context, Input, Process Dan Output)." *Jurnal Kajian Ilmu dan Budaya Islam*. 3(1), 37-53. DOI: <https://doi.org/10.36670/alaman.v3i1.39>
- Frieyadie, F., & Alramuri, D.** (2017). "Implementasi Metode Fuzzy Servqual Untuk Menilai Pelayanan Customer Service Terhadap Kepuasan Pelanggan di PT. TELKOM." *Journal of Computing and Information Tecnology*. 14(2), 111-116. <https://doi.org/10.33480/techno.v14i2.193>
- Jónás, T., Tóth, Z. E., & Árva, G.** (2018). "Applying a fuzzy questionnaire in a peer review process." *Journal Total Quality Management & Business Excellence*. 29(10), 1228–1245 <https://doi.org/10.1080/14783363.2018.1487616>
- Kargari, M.** (2018). "Ranking of Performance Assessment Measures at Tehran Hotel by Combining DEMATEL, ANP, and SERVQUAL Models under Fuzzy Condition." *Mathematical Problems in Engineering*, 2018. 1-11. <https://doi.org/10.1155/2018/570192>
- Mustafa, D., Farida, U., & Yusriadi, Y.** (2020). The effectiveness of public services through E-government in Makassar City. *International Journal of Scientific and Technology Research*, 9(1), 1176–1178. DOI:10.1080/01900692
- Prentkovskis, O., Erceg, Ž., Stević, Ž., Tanackov, I., Vasiljević, M. and Gavranović, M.** (2018). A New Methodology for Improving *Service Quality* Measurement: Delphi-FUCOM-SERVQUAL Model. *Symmetry*, 10(12), 757. <https://doi.org/10.3390/sym10120757>
- Sutinah, E., & Simamora, O. R.** (2018). Metode Fuzzy Servqual Dalam Mengukur Kepuasan Pasien Terhadap Kualitas Layanan BPJS Kesehatan. *Jurnal Informatika*, 5(1), 90–101. <https://doi.org/10.31311/ji.v5i1.2944>
- Septiani, Y., Aribbe, E., & Diansyah, R.** (2020). "ANALISIS KUALITAS LAYANAN SISTEM INFORMASI AKADEMIK UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN METODE SEVQUAL (Studi Kasus : Mahasiswa Universitas Abdurrab Pekanbaru)". *Jurnal Teknologi Dan Open Source*, 3(1), 131–143. <https://doi.org/10.36378/jtos.v3i1.560>
- Tjiptono.** (2000). "Analissi Kepuasan Pelanggan (SERVQUAL Model dan Important Performance Analysis Model. *Jurnal Media Ekonomi*, 7(1), 1–20. <http://id.portalgaruda.org/?ref=browse&mod=viewarticle&article=9606>
- Widyarto, W. O., Djamal, N., & Adhim, F.** (2018). Analisis Kualitas Pelayanan Publik dengan Metode Fuzzy-Service Quality (F-Servqual) dan Index Potential Gain Customer Value (IPGCV). *Jurnal Sistem Dan Manajemen Industri*, 2(2), 101. <https://doi.org/10.30656/jsmi.v2i2.769>

**Xu, W., Yu, Y. and Zhang, Q.** (2018). An Evaluation Method of Comprehensive Product Quality for Customer Satisfaction Based on Intuitionistic Fuzzy Number. *Discrete Dynamics in Nature and Society*, 2018, 1-12. <https://doi.org/10.1155/2018/5385627>