

## DAFTAR PUSTAKA

- Adilah, K., Sibuea, S. R., & Arfah, M. (2024). Analisis Kepuasan Pelanggan dengan Metode Importance Performance Analysis (IPA) di UMKM Jajani Aja. *Jurnal Industri, Manajemen dan Rekayasa Sistem Industri*, 70-78. Retrieved from <https://doi.org/10.56211/factory.v2i2.412>
- Agustianti, R., Pandriadi, Nussifera, L., Wahyudi, Angelianawati, L., Meliana, I., . . . Hardika, I. R. (2022). *Metode Penelitian Kuantitatif & Kualitatif*. (N. M. Ni Putu Gatriyani, Ed.) Bandung: CV. Tohar Media.
- Arends, R. I. (2012). *Leraning To Teach* (Ninth Edition ed.). (B. Mejia, Ed.) New York: McGraw-Hill.
- Arghisa, D., Afriani, S., & Rahman, A. (2021). Analisi Kualitas Pelayanan Terhadap Kepuasan Nasabah Menggunakan Metode Importance Performance Analysis. *Jurnal Ekonomi Manajemen Akuntansi dan Keuangan*, 427-434.
- Aulia, D., Martias, & Sugiarto, T. (2020). Kontribusi Pengguna Internet Sebagai Sumber Belajar Dengan Hasil Belajar Mahasiswa Jurusan Teknik Otomotif FT-UNP. *MSI Transaction on Education*, 1, 2-5.
- B. Moro, L. I., T. Ombrog, B., Sagadraca, T. T., & B. Tabbu, V. (2021). The Use of Importance-Performance Analysis in Evaluating Student. *Journal Of University Of Makati*, 2-7.
- Bismala, L., & Manurung, Y. H. (2021). Student Satisfaction in E-Learning Along The Covid-19 Pandemic With Importance Performance Analysis. *Interantional Journal of Evaluation and Research in Education*, 753-759.
- Fernando, Y., Apriyani, C., Pasha, D., & Alamsyah, D. (2022). Analisis Kualitas Website Menggunakan Metode Webqual dan Importance Performance Analysis Pada Website Pondok Pesantren Al-Hidayah Pringsewu. *RESOLUSI: Rekayasa Teknik Informatika dan Informasi*, 251-256.

- Guan, W. (2021, 5 1). English Program Service Quality and Student Satisfaction at a Southern Chinese University: An Empirical Study Utilizing an Importance Performance Analysis. *Journal of Studies in Education*, 11, 32-61. doi:10.5296/jse.v11i2.18445
- Immanuel, G. A., & Setiawan, R. (2020, 10). Implementasi Metode Importance Performance Analysis Untuk Pengukuran Kualitas Sistem Informasi Akademik. *Kurawal Jurnal Teknologi, Informasi dan Industri*. Retrieved from <https://jurnal.machung.ac.id/index.php/kurawal>
- Isthafana, M. R. (2019). *Analisis Kualitas Website Kanwil Kementerian Agama Provinsi Jawa Timur Menggunakan Metode Webqual 4.0 Modifikasi*. Surabaya.
- Martilla, J. A., & James, J. C. (2017, 12 21). Importance Performance Analysis. *American Marketing Association*, 41, 1-4. Dipetik 12 21, 2010, dari <http://www.jstor.org/stable/1250495>
- Musyarofah, B., Setiawan, T. H., & Isnurani. (2021). Analisis Tingkat Kepuasan Konsumen Terhadap Pelayanan Dengan Metode Importance Performance Analysis. *Jurnal Ilmiah Pendidikan Matematika dan Statistika*.
- Oey, W. J., Zaman, B., & Bahri, S. (2023). Analisis Kepuasan Pengguna Aplikasi Kamiada Menggunakan Metode Importance Performance Analysis. *Journal of Technology Research in Information System and Information Technology*, 24-34.
- Oliver, R. L. (1986). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, 460-469.
- Pamungkas, D. H., & Subhan. (2023). Quality Analysis of E-Learning Website (Elena) Using WebQual 4.0 Method and Importance Performance Analysis (IPA). *Journal of Advance in Information Systems and Technology*, 168-179.

- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 41-50.
- Pratama, A. S., & Verina, W. (2023). Mengukur Kualitas Pelayanan Terhadap Pasien Menggunakan Metode Importance Performance Analysis. *Jurnal Info Digit*, 528-541.
- Rahmaini, S. N. (2018). *Analisis Kualitas Website Akademik Menggunakan Metode WebQual 4.0 dan Importance Performance Analysis (IPA)*. Jakarta: Universitas Islam Negeri.
- Ramadhanti, E., & Marlena, N. (2021). Analisis Strategi Kualitas Layanan Menggunakan Metode Importance Performance Anlysis (IPA). *Jurnal Forum Ekonomi*, 431-441.
- Sukardi, Wildan, & Fahrurrozi, M. (2022). Evaluation of Educational Service Quality of Vocational High school (VHS) Based on Importance Performance Analysis (IPA) Quadrant. *Eurasian Journal of Educational Research*, 27-47.
- Wicayani, M. D. (2019). *Evaluasi Kualitas Sistem Informasi Pelayanan Dinas Kependudukan dan Pencatatan Sipil Kabupaten Jember Menggunakan Metode Webqual 4.0 dan Importance Performance Analysis*. Jember.
- Wilson, A., Zeithaml, V., Bitner, M. J., & Gremler, D. D. (2016). *Service Marketing Integrating Customer Focus Across The Firm*. McGraw-Hill Education.
- Yoon, S., Kim, S., & Jung, Y. (2019). Needs Analysis of Digital Citizenship Education for University Students in South Korea: Using Importance Performance Analysis. *Educational Technology International*, 22, 1-24.
- Yulianti, E., & Umbara, T. (2020). Analisis Kepuasan Pelanggan Terhadap Kualitas Pelayanan Dengan Metode Importance Performance Analysis. *Jurnal Teknoif Teknik Informatika Institut Teknologi Padang*, 78-86.