

DAFTAR PUSTAKA

- Adawia, P. R., Azizah, A., Endriastuty, Y., & Sugandhi, S. (2020). PENGARUH KUALITAS PELAYANAN DAN FASILITAS TERHADAP KEPUASAN KONSUMEN KERETA API COMMUTER LINE (STUDI KASUS COMMUTER LINE ARAH CIKARANG KE JAKARTA KOTA). *Sebatik*, 24(1), 87–95. <https://doi.org/10.46984/sebatik.v24i1.869>
- Agung Wicaksono, D. (2022). Faktor-Faktor Yang Mempengaruhi Loyalitas Pelanggan (Suatu Kajian Teoritis). *Jurnal Ilmiah Multidisiplin*, 1(3), 504–509.
- Ahmad, B. S., Wirawati, S., & Wipranata, B. I. (2021). Evaluasi Konsep Kawasan Transit Oriented Development (Tod) Stasiun Cisauk, Kecamatan Cisauk, Kabupaten Tangerang, Banten. (Studi Kasus Stasiun Cisauk, Kecamatan Cisauk, Kabupaten Tangerang). *Jurnal Sains, Teknologi, Urban, Perancangan, Arsitektur (Stupa)*, 3(2), 3401. <https://doi.org/10.24912/stupa.v3i2.12913>
- Aiken, L. R. (1985). Three coefficients for analyzing the reliability and validity of ratings, educational and psychological measurement. *Educational and Psychological Measurement*, 45(1), 131–142.
- Ajzen, I. (2005). Attitudes, Personality, and Behavior (2nd Ed). In *Open University Press*.
- Ajzen, I. (2006). *Behavioral Interventions Based on the Theory of Planned Behavior*. 1–5. <https://doi.org/10.1201/9781420062762.axh>
- Ajzen, I. (2020). The theory of planned behavior: Frequently asked questions. *Human Behavior and Emerging Technologies*, 2(4), 314–324. <https://doi.org/10.1002/hbe2.195>
- Alfarizi, M. K., & Silaban, M. W. (2024). LRT Jabodebek Layani 4,5 Juta Orang

- Sepanjang 2023. *Tempo.Co*. <https://bisnis.tempo.co/read/1818871/lrt-jabodebek-layani-45-juta-orang-sepanjang-2023>
- Anggia, T. R., Kawet, L., & Ogi, I. (2015). Analisis Pengaruh Strategi Promosi, Harga, Dan Kepuasan Terhadap Loyalitas Konsumen Surat Kabar Manado Post. *EMBA*, 3(2), 1041–1050.
- Anggraeni, F., Salsabila, D. W., Setianingsih, D., & Sahara, S. (2023). Pengaruh Persepsi Kualitas Stasiun Manggarai Pada Jam Pulang Kerja. *Bisnis, Manajemen Dan Akuntansi*, 1(4), 205–214.
- Aristiani, P. N. ;, & Yenita. (2023). Analisis Pengaruh Kualitas Layanan Terhadap Kepuasan Penumpang Dan Dampak Terhadap Loyalitas Penumpang Pengguna Jasa Transportasi Kereta Api Pelabuhan Merak - Rangkasbitung. *Jurnal Perkeretaapian Indonesia (Indonesian Railway Journal)*, 7(1), 32–38.
- Arroyo, R., Ruiz, T., Mars, L., Rasouli, S., & Timmermans, H. (2020). Influence of values, attitudes towards transport modes and companions on travel behavior. *Transportation Research Part F: Traffic Psychology and Behaviour*, 71, 8–22. <https://doi.org/10.1016/j.trf.2020.04.002>
- Ayu, R. Y., Fauzani, E. R., Rahmawati, A., & Firdaus, M. I. (2020). Behavioral Intention To Travel of Young Tourist By Railway Toward New Normal Era. *Advances in Transportation and Logistics Research*, 3, 403–413.
- Azwar, S. (2022). *Reliabilitas dan Validitas (Edisi 4)*. Pustaka Belajar.
- Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, 51(6), 1173–1182. <https://doi.org/10.3390/su13084349>
- bps.go.id. (2022). Jumlah Penduduk Menurut Kabupaten/Kota di Provinsi DKI Jakarta (Jiwa). *Bps.Go.Id*. <https://jakarta.bps.go.id/indicator/12/1270/1/jumlah-penduduk-menurut-kabupaten-kota-di-provinsi-dki-jakarta-.html>
- bps.go.id. (2023a). Jumlah Kendaraan Bermotor Menurut Jenis Kendaraan (unit) di

Provinsi DKI Jakarta 2020-2022. *Bps.Go.Id.*
<https://jakarta.bps.go.id/indicator/17/786/1/jumlah-kendaraan-bermotor-menurut-jenis-kendaraan-unit-di-provinsi-dki-jakarta.html>

bps.go.id. (2023b). Jumlah penumpang kereta api pada September 2023 naik 0,62 persen. *Bps.Go.Id.*
<https://www.bps.go.id/id/pressrelease/2023/11/01/2044/jumlah-penumpang-kereta-api-pada-september-2023-naik-0-62-persen.html>

Budiyono, B., & Sutianingsih, S. (2019). Peran Kepuasan Pelanggan Dalam Memoderasi Pengaruh Perceived Value Terhadap Loyalitas Pelanggan. *EKUITAS (Jurnal Ekonomi Dan Keuangan)*, 5(4), 445–469.
<https://doi.org/10.24034/j25485024.y2021.v5.i4.5104>

Chen, C. F., & Chao, W. H. (2011). Habitual or reasoned? Using the theory of planned behavior, technology acceptance model, and habit to examine switching intentions toward public transit. *Transportation Research Part F: Traffic Psychology and Behaviour*, 14(2), 128–137.
<https://doi.org/10.1016/j.trf.2010.11.006>

Christian, M. (2020). Faktor Tampilan dan Penyesuaian Aplikasi pada Kualitas Layanan dalam Menganalisis Loyalitas Pengguna Transportasi Daring. *JIEMS (Journal of Industrial Engineering and Management Systems)*, 13(2).
<https://doi.org/10.30813/jiems.v13i2.2279>

Chusna, A., & Riptiono, S. (2021). Pengaruh Consumer Ethnocentrism Tendency, Persepsi Nilai dan Atribut Produk Terhadap Niat Beli dengan Sikap Konsumen sebagai Variabel Intervening. *Jurnal Ilmiah Mahasiswa Manajemen, Bisnis Dan Akuntansi (JIMMBA)*, 3(1), 57–77.
<https://doi.org/10.32639/jimmba.v3i1.779>

de Oña, J., Estévez, E., & de Oña, R. (2021). Public transport users versus private vehicle users: Differences about quality of service, satisfaction and attitudes toward public transport in Madrid (Spain). *Travel Behaviour and Society*, 23(October 2020), 76–85. <https://doi.org/10.1016/j.tbs.2020.11.003>

Evaryanti, K., Sugiharti, E., & Putro, S. E. (2022). The Effect of Service Quality

and Perceived Value on Customer Satisfaction: The Mediation Role of Perceived Performance. *International Journal of Business and Management Review*, 7(3), 1292–1296.

Faiza, N., & Rachman, R. (2023). *PERCEIVED VALUE SEBAGAI MEDIASI PENGARUH E-SERVICESCPE TERHADAP LOYALITAS PELANGGAN*. 21(2), 458–472.

Fakhrudin, A., & Roellyanti, M. V. (2022). Loyalitas konsumen: implikasi dari nilai pelanggan, kualitas pelayanan, kedekatan emosional. *INOVASI: Jurnal Ekonomi, Keuangan Dan Manajemen*, 18(3), 501–512. <https://doi.org/10.29264/jinv.v18i3.10636>

Firmansyah, D., & Prihandono, D. (2018). Pengaruh Kualitas Pelayanan dan Perceived Value terhadap Loyalitas Pelanggan dengan Kepuasan. *Management Analysis Journal*, 7(1), 120–128.

Griffin, J. (2005). *Coustomer Loyalty: Menumbuhkan & Mempertahankan Kesetiaan Pelanggan*. Erlangga.

Hamasy, A. I. Al. (2024). Saatnya Transportasi Umum Lebih Cepat Dibanding Kendaraan Pribadi. *Kompas.Id*. https://www.kompas.id/baca/metro/2024/03/10/saatnya-transportasi-umum-lebih-cepat-dibanding-kendaraan-pribadi?status=sukses_login%3Fstatus_login%3Dlogin&status_login=login

Hari, A. H. (2015). Peran Nilai-Nilai Personal (Personal Values) Terhadap Sikap Konsumen. *Magistra*, 27(92), 35–44.

Hidayati, I. (2023). Beyond traffic jams : public perceptions of Jabodetabek Commuter Line (KRL) System for sustainable urban development Beyond traffic jams : public perceptions of Jabodetabek Commuter Line (KRL) System for sustainable urban development. *Citation and DOI*. <https://doi.org/10.1088/1755-1315/1263/1/012027>

Hidayati, N., Hidayat, M., Marthaleina, R., Agusinta, L., & Ricardianto, P. (2022). Loyalitas dan Kepuasan Penumpang pada Mass Rapid Transit. *Jurnal*

Manajemen Transportasi & Logistik (JMTRANSLOG), 8(3), 235.
<https://doi.org/10.54324/j.mtl.v8i3.646>

Hrelja, R., Olsson, L., Pettersson, F. &, & Rye, T. (2020). Transit Oriented Development: A Literature Review. In *Transit Oriented Development*.
<https://doi.org/10.4324/9781315550008>

Indraswari, D. L. (2023). *Kemacetan di Jakarta yang Kian Sulit Dihindari*. 23 Maret. <https://www.kompas.id/baca/riset/2023/03/23/kemacetan-di-jakarta-yang-kian-sulit-dihindari>

Irjayanti, D. A., Sari, D. W., & Rosida, I. (2021). Perilaku Pemilihan Moda Transportasi Pekerja Komuter: Studi Kasus Jabodetabek Mode Choice Behavior of Commuters' Worker: A Case Study of Jabodetabek. *Jurnal Ekonomi Dan Pembangunan Indonesia*, 21(2), 125–147.
<https://bajangjournal.com/index.php/JEMBA/article/download/4741/3516>

Isabela, M. A. C. (2022). *Hukum Mempekerjakan Anak di Bawah Umur*.
<https://nasional.kompas.com/read/2022/03/20/04000051/hukum-mempekerjakan-anak-di-bawah-umur>

jakartamrt.co.id. (2023). Sepanjang 2023, Lebih Dari 33 Juta Orang Gunakan MRT Jakarta. *Jakartamrt.Co.Id*. [https://jakartamrt.co.id/id/info-terkini/sepanjang-2023-lebih-dari-33-juta-orang-gunakan-mrt-jakarta#:~:text=Sepanjang 2023%2C tercatat 33.496.540,menggunakan MRT Jakarta setiap hari](https://jakartamrt.co.id/id/info-terkini/sepanjang-2023-lebih-dari-33-juta-orang-gunakan-mrt-jakarta#:~:text=Sepanjang%2023%2C%20tercatat%2033.496.540,menggunakan%20MRT%20Jakarta%20setiap%20hari).

Juan, L., & Yan, L. (2009). Dimensions and influencing factors of customer loyalty in the intermittent service industry. *Frontiers of Business Research in China*, 3(1), 63–78. <https://doi.org/10.1007/s11782-009-0004-4>

Keller, Kevin, L., & Kotler, P. (2016). Marketing Management. In *Pearson Education* (15th ed.).

Keren, K., & Sulistiono, S. (2019). Pengaruh Motivasi, Budaya, dan Sikap Konsumen Terhadap Keputusan Pembelian Produk Indomie. *Jurnal Ilmiah Manajemen Kesatuan*, 7(3), 319–324.
<https://doi.org/10.37641/jimkes.v7i3.284>

- Kotler, P., & Keller, K. L. (2012). Marketing Management. In *Journal of Clinical Orthodontics* (14th ed.).
- Lepojević, V., & Đukić, S. (2018). Factors Affecting Customer Loyalty in the Business Market - an Empirical Study in the Republic of Serbia. *Facta Universitatis, Series: Economics and Organization*, 15, 245. <https://doi.org/10.22190/fueo18032451>
- Losada-Rojas, L. L., Gkartzonikasa, C., Pyrialakou, V. D., & Gkritza, K. (2019). Exploring intercity passengers' attitudes and loyalty to intercity passenger rail: Evidence from an on-board survey. *Transport Policy*, 73(November 2018), 71–83. <https://doi.org/10.1016/j.tranpol.2018.10.011>
- Machali, I. (2021). Metode Penelitian Kuantitatif: Panduan Praktis Merencanakan, Melaksanakan dan Analisis dalam Penelitian Kuantitatif. In *Laboratorium Penelitian dan Pengembangan FARMAKA TROPIS Fakultas Farmasi Universitas Muallawarman, Samarinda, Kalimantan Timur*.
- Meldayani, T., Wahyudi, & Usman, O. (2019). *THE INFLUENCE OF QUALITY OF SERVICES, PRICES, LOCATIONS, LOYALTY, PRODUCT DESIGN ON THE SATISFACTION TRANSPORTATION CUSTOMER OF OJEK ONLINE*.
- Meryawan, I. W., Suryawan, T. G. A. W. K., & Handayani, M. M. (2022). Perceived Value pada Customer Loyalty Peran Mediasi Customer Engagement. *Jurnal Pendidikan Ekonomi Undiksha*, 14(2), 339–349. <https://doi.org/10.23887/jjpe.v14i2.52119>
- Monica, A. M., Sukanta, S., & Winarno, W. (2021). Analisis Faktor-Faktor Yang Memengaruhi Keputusan Penggunaan Jasa KRL Commuter Line Bekasi Selama Pandemi COVID-19. *Jurnal Teknik Industri*, 11(1), 17–22. <https://doi.org/10.25105/jti.v11i1.9661>
- Muis, A., & Novita, D. (2020). Kualitas Layanan Kereta Commuter Indonesia: Perspektif Penumpang di Stasiun Cikarang. *Jurnal Administrasi Dan Kebijakan Publik*, 10(July), 1–33. <https://doi.org/10.33558/akp.v10i2.2212>
- Mungkasa, O. (2023). *Mewujudkan Transit Oriented Development (TOD) di*

Indonesia. *Rangkuman Pembelajaran Kota Mancanegara*. April, 1–29.
<https://www.researchgate.net/publication/369825420>

Murray, S. J., Walton, D., & Thomas, J. A. (2010). Attitudes towards public transport in New Zealand. *Transportation*, 37(6), 915–929.
<https://doi.org/10.1007/s11116-010-9303-z>

Napitupulu, D. C., Joewono, T. B., & Belgiawan, P. F. (2023). The Influence of Attitudes, Subjective Norms, and Perceived Behavioral Control of Commuter Intentions to Use Public Transportation in Greater Bandung, Indonesia. *The Asian Journal of Technology Management*, 16(1), 13–31.
<http://dx.doi.org/10.12695/ajtm.2023.16.1.2>

Nazwirman, & Hulmansyah. (2017). Karakteristik Penumpang Pengguna KRL Commuter Line Jabodetabek. *Journal of Economics and Business Aseanomics (JEBA)*, 2(1), 26–35. <http://www.krl.co.id/BERITA-TERKINI/evaluasi->

Nguyen-Phuoc, D. Q., Su, D. N., Tran, P. T. K., Le, D. T. T., & Johnson, L. W. (2020). Factors influencing customer's loyalty towards ride-hailing taxi services – A case study of Vietnam. *Transportation Research Part A: Policy and Practice*, 134(March 2019), 96–112.
<https://doi.org/10.1016/j.tra.2020.02.008>

Nurhaliza, S. (2024). DKI optimis penumpang TransJakarta 2024 capai 340 juta penumpang. *Antaraneews.Com*.
<https://www.antaraneews.com/berita/3916362/dki-optimis-penumpang-transjakarta-2024-capai-340-juta-penumpang>

Oliver, R. L. (2010). *Satisfaction: A Behavioral Perspective on the Consumer* (Second, pp. 1–542).

Ponte, E. B., Carvajal-Trujillo, E., & Escobar-Rodríguez, T. (2015). Influence of trust and perceived value on the intention to purchase travel online: Integrating the effects of assurance on trust antecedents. *Tourism Management*, 47, 286–302. <https://doi.org/10.1016/j.tourman.2014.10.009>

Priyanto, K. S., Ricardianto, P., Gunawan, A., Ikawati, I., Raharjo, E. P., Cahyono,

- S. A. T., Tursilarini, T. Y., Hidayatulloh, A. N., Purnama, A., & Endri, E. (2023). Passenger perception of commuter line service quality in Indonesia. *International Journal of Data and Network Science*, 7(4), 1729–1738. <https://doi.org/10.5267/j.ijdns.2023.7.018>
- Purnomo, Sutadji, E., Utomo, W., Purnawirawan, O., Frich, R., AS, S., M, R. F., Carina, A., & R, N. G. (2022). *Analisis Data MULTIVARIAT* (1st ed.). Omega Pustaka.
- Putri, H. E., Isrokatun, I., Majid, N. W. A., & Ridwan, T. (2019). Spatial sense instrument for prospective elementary school student. *Journal of Physics: Conference Series*, 1318(1). <https://doi.org/10.1088/1742-6596/1318/1/012142>
- Rachmadina, R., & Maullana, I. (2024). Berdesak-desakan Setiap Berangkat dan Pulang Kerja, Penumpang KRL: Kondisinya Semakin Sumpek. *Kompas.Com*. <https://megapolitan.kompas.com/read/2024/01/29/13180291/berdesak-desakan-setiap-berangkat-dan-pulang-kerja-penumpang-krl>
- Rafi'i, A., & Prayogi, L. (2019). Pendekatan Konsep TOD pada Penataan Massa di Kawasan Dukuh Atas. *Jurnal Arsitektur PURWARUPA*, 3(2), 163–168.
- Ramdhani, J. (n.d.). *Penumpang Wanita Laporkan Kasus Pelecehan di KRL, Pelaku Langsung Ditangkap*. 2024. <https://news.detik.com/berita/d-7312098/penumpang-wanita-lapor-kasus-pelecehan-di-krl-pelaku-langsung-ditangkap>
- Risdianto, & Herman. (2023). *Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen Dan Dampaknya Pada Loyalitas Konsumen Dalam Menggunakan Jasa Transportasi Kereta Api (Studi Kasus Stasiun Indihiang)*. 2(3), 1653–1658. <http://melatijournal.com/index.php/Metta>
- Sahara, S., & Nugroho, B. N. A. (2023). Efektivitas Penggunaan Kereta Listrik (KRL) Commuter Line Janodetabek Untuk Mengurangi Kemacetan di DKI Jakarta. *Jurnal Ekonomi A45*, 10(No.2), 415–426.
- Salim, M. P. (2023). *Angkatan Kerja adalah Kelompok Usia Produktif, Ketahui*

Jenis-Jenisnya. <https://www.liputan6.com/hot/read/5432351/angkatan-kerja-adalah-kelompok-usia-produktif-ketahui-jenis-jenisnya?page=2>

Sandi, F. (2023). *Ternyata Ini Biang Kerok Orang “Malas” Naik Angkot-Bus*. <https://www.cnbcindonesia.com/news/20230713162242-4-454046/ternyata-ini-biang-kerok-orang-malas-naik-angkot-bus>

Sari, D., Rahayu, K. S., Martini, I. A. O., & ... (2022). Customer Personality Di Dalam Kepuasan Konsumen: Brand Attitude Memediasi Loyalitas Konsumen Menggunakan Layanan Jasa Antar Di Bali. *Bisma: Jurnal ...*, 8(2), 262–272. <https://ejournal.undiksha.ac.id/index.php/BISMA-JM/article/view/44188>

Shiftan, Y., Barlach, Y., & Shefer, D. (2015). Measuring passenger loyalty to public transport modes. *Journal of Public Transportation*, 18(1), 1–16. <https://doi.org/10.5038/2375-0901.18.1.7>

Sugiyono. (2015). *Metode Penelitian Kuantitatif, Kualitatif Dan R&D* (p. 329).

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. ALFABETA, CV.

Sumaedi, S., Bakti, I. G. M. Y., Astrini, N. J., Rakhmawati, T., Widiyanti, T., & Yarmen, M. (2014). Public transport passengers' behavioural intentions: Paratransit in Jabodetabek-Indonesia. In *Public transport passengers' behavioural intentions: Paratransit in Jabodetabek-Indonesia*. <http://ovidsp.ovid.com/ovidweb.cgi?T=JS&PAGE=reference&D=psyc12&NEWS=N&AN=2014-05413-000>

Sumaedi, S., Bakti, I. G. M. Y., Rakhmawati, T., Astrini, N. J., Widiyanti, T., & Yarmen, M. (2016). Factors influencing public transport passengers' satisfaction: a new model. *Management of Environmental Quality: An International Journal*, 27(5), 585–597. <https://doi.org/10.1108/MEQ-05-2015-0084>

Sweeney, J. C., & Soutar, G. N. (2001). Customer perceived value: The development of a multiple item scale. *Journal of Retailing*, 77, 203–220.

Tan, R., & Budiono, H. (2020). Prediksi Brand Equity Dan Perceived Value

Terhadap Purchase Intention. *Jurnal Manajerial Dan Kewirausahaan*, 2(3), 783. <https://doi.org/10.24912/jmk.v2i3.9592>

Thung, F. (2019). PENGARUH KUALITAS PELAYANAN MITRA GO-JEK TERHADAP LOYALITAS PELANGGAN DENGAN KEPUASAN PELANGGAN SEBAGAI VARIABEL MEDIASI. *Jurnal Bina Manajemen*, 8(1), 74–95. <https://doi.org/10.33061/jeku.v20i1.4366>

tomtom.com. (2023). *TOMTOM TRAFFIC INDEX Ranking 2023*. <https://www.tomtom.com/traffic-index/ranking/>

Triani, R. A., & Yenita, Y. (2023). Investigasi Loyalitas Penumpang Kereta Api Pengguna KAI Acces. *Widya Cipta: Jurnal Sekretari Dan Manajemen*, 7(2), 105–112. <https://doi.org/10.31294/widyacipta.v7i2.15369>

