

# Innovator

PLANTATION PLANT CERTIFICATION DEVELOPMENT MODEL AT UPTD BP2MB PLANTATION SERVICE OF LAMPUNG PROVINCE ..... <i>Cahyaning Anggraini, Bambang Sumbogo</i>	<b>1-13</b>
ANALYSIS OF IMPLEMENTATION OF INFORMATION SYSTEM FOR ELECTRICITY SALES REVENUE AT PT PLN (PERSERO) UP3 SINGKAWANG ..... <i>Naufal Graisman, Irsan Raras</i>	<b>14-24</b>
THE INFLUENCE OF SELF-EFFICACY AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE AT THE REGIONAL PERSONAL AGENCY OF LAMPUNG PROVINCE ..... <i>Shanty Sri Rezeki, Saifur Rahman, Tri Lestira Warganegara</i>	<b>25-38</b>
THE INFLUENCE OF WORK ENVIRONMENT AND MOTIVATION ON THE PERFORMANCE OF EMPLOYEES OF THE TANJUNG BINTANG SUB-DISTRICT, SOUTH LAMPUNG REGENCY ..... <i>Heriyanto, Suhaimi, Tina Miniawati Barusman</i>	<b>39-53</b>
THE INFLUENCE OF SERVICE QUALITY ON THE SATISFACTION OF COMMUNITY USERS OF THE KALIANDA BOMB PORT CROSSING SERVICE – SEBESI ISLAND ON THE DISTRICT TRANSPORTATION OFFICE SOUTH LAMPUNG ..... <i>Iskandar Hadamean, Pungky Nanda Raras</i>	<b>54-65</b>

<b>Journal of General Business, Innovator and Entrepreneurship</b>	<b>Pages 1-65</b>	<b>Bandar Lampung, March 30, 2024</b>
--	-----------------------	---------------------------------------

**1<sup>st</sup> Edition, 2024**

## **Editorial Board**

### **Editor In Chief**

Andala Rama Putra Barusman, Universitas Bandar Lampung, Indonesia

### **Reviewer**

Tina Miniawati Barusman, University of Bandar Lampung, Indonesia

Leire San Jose, Universidad del Pais Vasco, Spain

Tankiso Moloji, University of Johannesburg, South Africa

Zahid Mahmood, KingAziz University, Saudi Arabia

Kiymet Tunca Caliyurt, Trakya University, Turkey

Jan Stejskal, University of Pardubice, Czech Republic

Edyta Gheribi, University of Lodz, Poland

Papakonstatinidis Leonidas, The TEI of Kalamata, Greece

### **Executive Editor**

İlcut Elif Kandil Göker, Kırıkkale Üniversitesi

Teodora Viorica Farcas, Universitatea Babeş-Bolyai, Romania

Jana Kliestikova, University of Zilina, Slovak Republic

Mario Ianniello, Udine University, Italy

Jose Luis Retolaza, University of Deusto, Spain

Dalilawati Zainal, University of Malaya, Malaysia

Olena Voronkova, National University of the State Fiscal Service of Ukraine

Published by: Management Study Program Graduate School Universitas Bandar Lampung

Address: JL. Z.A. Pagar Alam No. 89, Bandar Lampung, Indonesia

Tel. +62-721-789-825; Fax. +62-721-770261

Email: [Innovator@ubl.ac.id](mailto:Innovator@ubl.ac.id)

# The Influence of Service Quality on the Satisfaction of Community Users of the Kalianda Bomb Port Crossing Service – Sebesi Island on the District Transportation Office South Lampung

Iskandar Hadamaen<sup>1</sup>  
Pungky Nanda Raras<sup>2</sup>

<sup>1,2</sup> Universitas Bandar Lampung, Indonesia

---

## ABSTRACT

---

*The purpose of this study was to examine the influence of service quality on the community satisfaction of users of the Kalianda – Sebesi Island BOM crossing service at the South Lampung Regency Transportation Office. The data analysis used is using linear regression with the SPSS Version 26.00 programme. The results of the research support the hypothesis, that there is a positive and significant influence between service quality on the satisfaction of community users of the Kalianda-Sebesi Island BOM crossing service at the South Lampung Regency Transportation Office, with an influence of 42.5.0% while the rest is described by other factors. The implication based on the results of the study is that efforts have been made on the application system used for the registration of prospective passengers by improving the existing system and providing a call center to provide information on the crossing service schedule earlier and efforts have been made to minimize complaints of passengers on board by always encouraging ship passengers to provide the necessities before entering the ship or minimizing the wishes of passengers when already on board due to limited crew.*

**Keywords:** *Service Quality, Community Satisfaction*

---

## INTRODUCTION

BOM Kalianda crossing port is a crossing port managed by the Regional Government of South Lampung Regency which is engaged in port services that provide port facilities and infrastructure in order to support the smooth flow of ships, especially crossings to the nearest island, free passenger transportation to the community located at BOM Pier, Kalianda District, South Lampung Regency.

The main purpose of the operation of the Kalianda BOM crossing pier is to implement and support government programs in the fields of economy, Development as well as tourism through port services, by organizing port service businesses and other businesses that support the quality of port services, such as wharves and other facilities for loading and unloading fishermen's products, vehicle transportation, and other services (Zurkiyah and Asfiati, 2021).

One of the services in the port sector carried out at the Kalianda BOM crossing pier is a pier specially prepared to serve crossing transport activities for people who will cross from Kalianda BOM Pier to Sebesi Island and vice versa, loading and unloading goods, vehicle transportation, receiving or delivering goods and other supporting activities by providing ships that are operated free of charge for the entire community every Thursday at 12.00 WIB and 14.00 WIB.(CH, 2020).

The South Lampung Regency Transportation Office as the provider of crossings at the Kalianda BOM Pier needs to continue to improve service operational performance because in its essence the purpose of providing services to the community is to provide satisfaction to the community (Marissa *et al.*, 2019).

During 2019-2021, while operating crossing vessels at the Kalianda BOM Pier, there were also complaints submitted by the public through the Transportation Agency's online media, the service user suggestion/complaint box. The existence of these complaints indicates that there are still weaknesses in the services provided by the Transportation Agency in crossing services at the Kalianda BOM Pier to the community. The following is a table of customer complaint follow-up data for the 2019-2021 period:

Table 1. Results of the Customer Complaint Follow-up Data 2019- 2021

Year	Number of Complaint	Follow-up	Description
2019	2	1	1 not finished
2020	5	3	2 not finished
2021	7	3	4 not finished

Source: Processed Data, 2022

The complaints received are varied, from the facilities to the dock being inadequate, the place for waiting for the ship to dock for prospective passengers being less comfortable, the waiting time for the ship being longer, and some officers being less hospitable. The existence of complaints indicates a lack of satisfaction experienced by service users, even though service user satisfaction is very important in the progress of an organization. By knowing service user satisfaction, the quality of public services provided by such an authority can be known because service quality is strongly related to service user satisfaction.

Based on these matters, increasing service user satisfaction with the Kalianda BOM Pier - Sebesi Island crossing service by the South Lampung Regency Transportation Agency from several sides, both facilities and facilities, human resources and operations are needed to make public confidence maintained and have an impact on the greater benefits of the presence of crossing facilities at the Kalianda BOM Pier.

Based on the explanation above, this study was conducted to determine the effect of service quality on public satisfaction with crossing services at the Kalianda- Sebesi Island BOM Pier at the South Lampung Regency Transportation Office.

## LITERATURE REVIEW

### a. Service Quality

According to Kumar and Gautam (2021), Service quality can be defined, namely: how far is the difference between reality and the expectations of service recipients for the services they receive or obtain. Meanwhile, according to Barusman (2019), that service quality is defined as the delivery of services that will exceed the level of importance served. The definition places emphasis on the excess of the recipient's level of interest as the core of service quality. Meanwhile, according to Kasiri *et al.*, (2017) Service quality refers to the anticipated level of excellence and the ability to maintain and regulate that level in order to meet the desired objectives. The assessment element of service quality encompasses consumer perceptions of five distinct dimensions of service performance. Pakurar *et al.*, (2019) It has been shown that there exist five aspects of ServQual, which serve as a means of assessing the quality of service provided. These dimensions are commonly employed in the measurement of service quality:

- a) Tangibles, Physical evidence refers to an organization's capacity to provide tangible proof of its presence and operations to other entities. The physical facilities and infrastructure, as well as the environmental conditions, serve as observable indicators of the services rendered by the

- service provider.
- b) Reliability, Reliability is the ability of the organisations to provide services as promised accurately and reliably.
  - c) Responsiveness, also known as service responsiveness, refers to the inclination to offer prompt and accurate assistance to service recipients, accompanied by clear and concise information dissemination.
  - d) Assurance, or assurance and certainty, namely the knowledge, politeness, and ability of employees to cultivate trust in service recipients to the organisations.
  - e) Emphaty, namely providing sincere and individualised or personal attention given to service recipients by trying to understand the wishes of those served.

#### **b. Public Service**

Public service is a service provided to the general public who are citizens or legally resident in the country concerned (Osborne *et al.*, 2013). According to Djellal *et al.*, (2013) Public service can be defined as the provision of services to meet the demands of the general public, who possess a vested interest in the organization, in compliance with established regulations and procedures.

A comprehensive comprehension of public services According to the Indonesian Republic Law Number 25 of 2009 on Public Services, public services refer to a range of activities aimed at meeting the service requirements of citizens and residents in compliance with legal provisions. These services encompass the provision of goods, services, or administrative assistance by entities responsible for delivering public services (Hakim, 2015). While the decision of the Minister of Administrative Reform number 63 of 2003 states that public services are all forms of services carried out by Government Agencies at the center, regions in the form of goods or services, both in the context of efforts to satisfy the needs of the community and in the context of implementing the provisions of laws and regulations (Hasana, 2019).

According to Hasana (2019), Based on Decree of the Minister of Administrative Reform No. 63 of 2003 concerning general guidelines for the implementation of public services, service standards include at least:

- a) Service Procedures. Standardised service procedures for service providers and recipients including complaints.
- b) Completion Time. Settlement time determined from the time of submission of the application until the settlement including complaints.
- c) Service Fees. Service fees including details that are determined in the process of providing services.
- d) Service Product. Service results that will be received in accordance with predetermined provisions.
- e) Facilities and Infrastructure. Provision of adequate service facilities and infrastructure by public service providers.
- f) Competence of Public Service Providers. The competence of service providers must be determined appropriately based on the required knowledge, expertise, skills, attitudes and behaviour.

#### **c. Community Satisfaction**

Satisfaction is the level of feeling of service recipients after comparing what he received and his expectations (Oppong *et al.*, 2021). A service recipient, if satisfied with the value provided by the product or service, is likely to come back to the person who has provided the service for a long time. as cited in Chaliluddin *et al.*, (2021) Satisfaction refers to an individual's subjective assessment of their emotional state resulting from a comparison between their perceived performance or outcomes and their initial expectations.

In relation to some of the factors that influence satisfaction, Victory *et al.*, (2022) said that the dissatisfaction of service recipients is caused by internal and external factors. Internal factors that are relatively controllable by the organisation, such as rude employees, not being on time, service procedure errors. In contrast, external factors are beyond the control of the organisation, such as environmental conditions, disruptions to public infrastructure, criminal activity, and customers' personal problems.

Community satisfaction with the public or the organization is of paramount importance because it relates to public confidence. The better the quality of the service provided, the higher the public's confidence (high trust) (Phan *et al.*, 2021).

#### d. Framework

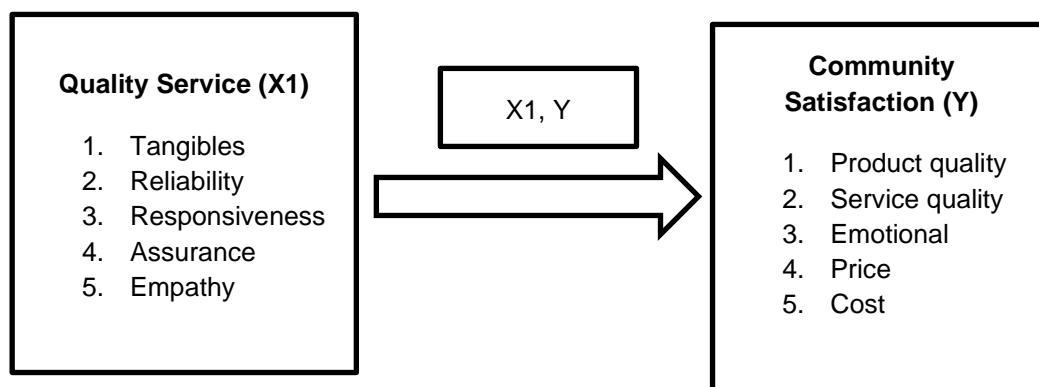


Figure 1. Framework

## METHODOLOGY

This research uses a descriptive analysis method with a quantitative approach. This method is used to summarize and present data comprehensively so that it is possible to understand the basic characteristics of the data collected (Hancocok and Mueller, 2020). Quantitative here focuses on collecting quantitative data analysis or data in the form of numbers and statistics that prioritize measurement, hypothesis testing and statistical analysis to strengthen the phenomenon under study.

#### a. Data Sources

##### a) Primary Data

Primary data is data collected and processed by researchers directly from respondents (Ganesha and Aithal, 2022). In this study, primary data was obtained by giving a questionnaire to respondents, namely the community of users of the Kalianda- Sebesi Island BOM crossing service.

##### b) Secondary Data

Secondary data is data obtained from other parties who have processed or published primary data (Ganesha and Aithal, 2022). such as obtained from monthly, quarterly, termly activity reports and reports related to the Kalianda-Sebesi Island BOM crossing boat service at the South Lampung Regency Transportation Office.

#### b. Data Collection Technique

- a) Library Researches, the collection of data or analysis of information from a variety of trusted sources to gain an in-depth understanding of a particular research topic.
- b) Documentation, Data collection process by recording all steps of the data collection process cleanly and in detail.

- c) Questionnaire, the method is carried out by distributing questionnaires to respondents with various aspects that allow researchers to obtain information from respondents efficiently and effectively.

### c. Research Population and Sample

The population of this study are people who have used the Kalianda Bom Pier - Sebesi Island crossing service. The following is the number of passengers who have used sea transportation shipping services since the operation of the Kalianda Bom Pier - Sebesi Island crossing line as follows.

Table 2. Number of users of Kalianda Bom Pier crossing services - Sebesi Island 2019 – 2021

Year	Number Of Users Of Crossing Services
2019	752
2020	231
2021	548

Source: Processed Data, 2022

Sampling can be a conclusion from the population so that the sample used for research can truly represent the population. The technique used in determining this sample uses non-probability to be precise using purposive sampling. While determining the sample size using the Lameshow formula, this is because the population is unknown, so the minimum sample size in this study is 96 respondents.

### d. Descriptive Analysis Technique

In this study, the variables used are a dependent variable, namely service quality (X), then the dependent variable satisfaction (Y).

### e. Multiple Linear Regression

The simple multiple linear regression formula is as follows:

$$Y = a + bX + et.$$

Description :

Y = dependent variable

a = Intercept (Constant price)

b = Regression coefficient

X = Independent variable

et = Error Term

### f. Correlation Coefficient

This technique is used to find relationships and prove the hypothesis of the relationship between two variables when both variables are in the form of intervals or ratios, and the data sources of the two or more variables are the same. Knowledge of the correlation coefficient between each variable X and Y can be used to determine the coefficient of determination to determine the amount of influence each independent variable has on the dependent variable. The correlation coefficient value must have limits of  $-1 < r < 1$ . When r approaches -1 or 1, it can be said that there is a close relationship between the independent variable and the dependent variable. If r approaches 0, it can be said that the relationship between the independent variable and the dependent variable is very low or even nonexistent.

### g. Determining Coefficient

To determine the magnitude of the influence of the independent variables on the dependent variable together, the simultaneous coefficient of determination analysis is used with the calculation as follows:

$$KD = r^2 \times 100\%$$

### e. Hypothesis Testing

Test t (partial testing)

The t test results of this calculation are then compared with the ttable using an error rate of 0.05. The criteria used as a basis for comparison are as follows:

- Ho is accepted if the ttable value < tcount
- Ho is rejected if the value of tcount > ttable

## RESULT AND DISCUSSION

### a. Descriptive Analysis

#### a) Respondents' Statements on the Service Quality (X1)

To get a clearer picture of the score on each statement is as follows:

Table 3. Percentage of Research Results Based on Service Quality Statements

No	Statement	Score Achievements	Score Maximum	%	Criteria
1	The location and the service fleet provided are already sufficient to satisfy the expectations of the community	368	480	76,67%	Agree
2	Service equipment, cleanliness and comfort are well provided	358	480	74,58%	Agree
3	The number service officers is well available	381	480	79,38%	Agree
4	The officers ability to operate and control the cruise is good	371	480	77,29%	Agree
5	Service timeliness is optimal	342	480	71,25%	Agree
6	Available service standards and safety service procedures are well met	375	480	78,13%	Agree
7	Officers respond quickly to passenger complaints	376	480	78,33%	Agree
8	Service officers in providing services are optimal with a patient attitude	384	480	80,00%	Agree
9	Teamwork of officers during the service has been well demonstrated	352	480	73,33%	Agree



10	Assurance about the skills and know ledge of officers in providing services is optimal	381	480	79,38%	Agree
11	Assurance that officers will be polite and friendly to all service recipients has been done well	388	480	80,83	Agree
12	Assurance that officers will behave in a non-discriminatory manner has been done well	385	480	80,21%	Agree
13	Officers are able to provide individualized attention	373	480	77,71%	Agree
14	Responsiveness and familiarity in communication with both officers and passengerers has been done well	383	480	79,79%	Agree
15	Able to provide solutions and understand the wishes of service recipients well	396	480	82,50%	Agree
<b>Total</b>		<b>5,613</b>	<b>7,200</b>	<b>77,96%</b>	<b>Agree</b>

Source: Processed Data, 2022

The table above shows that the average respondent's answer to all statements about service quality is 5,613 or 77.96% with the criteria "agree".

b) Respondent's Statement on Community Satisfaction (Y)

Table 4. Percentage of Research Result Based on Performance Steatment

No	Statement	Score Achievements	Score Maximum	%	Criteria
1	The condition of the available fleet is sufficients to provide a senseof comfort and safety	386	480	80,42%	Agree
2	Timely service schedule	398	480	82,92%	Agree
3	Service standards in crossings are good	393	480	81,88%	Agree
4	The behaviour of the crew and the captain towards the passengers way good	404	480	84,17%	Agree
5	The responsive service of the crew and captain to passengers was good	342	480	71,25%	Agree

6	The service staff's patient a attitude is well demonstrated	379	480	78,96%	Agree
7	Crew members chech and ensure passengers are in good condition before sailing	406	480	84,58%	Agree
8	The crew members were able to create intimate communication with the passengers	382	480	79,58%	Agree
9	The crew members were able to give the best attention to the passengers	359	480	74,79%	Agree
10	The service provided by the crew is worth the price spent	378	480	78,75%	Agree
11	Passengers derive benefits proportionate to their expenditure	380	480	79,17%	Agree
12	Lower prices and even free services during the cruise	346	480	72,08%	Agree
13	Affordable costs	395	480	82,29%	Agree
14	Costs is proportional to the satisfaction gained	385	480	80,21%	Agree
15	All fees are included in the service	412	480	85,83%	Agree
<b>Total</b>		<b>5,745</b>	<b>7,200</b>	<b>79,79%</b>	<b>Agree</b>

Source: Processed Data, 2022

The table above shows that the average respondent's answer to all statements about Community Satisfaction is 5,745 or 79,79% with the criteria "agree".

### b. Simple Linear Regression

Table 5. Simple Linear Analysis  
Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	18,771	5,010		3,747	,000
Service Quality (X)	,702	,084	,652	8,332	,000

a. Dependent Varuable : Community Satisfaction (Y)

Source: Processed Data, 2022

According to the table above, the regression equation made on the satisfaction of community users of the BOM kalianda-island sebesi dock crossing service is  $Y = 18.771 + 0.702X$ . This regression equation can be explained as follows:

- a) The constant is positive which shows a positive influence on the independent variable, if the independent variable is 1 unit point, then community satisfaction is 18.771 points.
- b) That every one unit increase in the service quality variable, the community satisfaction variable will increase by 0.702 points, assuming other variables do not change.

#### c. Correlation Coefficient and Coefficient of Determination

Table 6. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,652 <sup>a</sup>	,425	,419	,419

a. Predicators: (Constant), Service Quality  
Source: Processed Data, 2022

Based on the table above, the correlation value is 0.652. This value is in the coefficient interval 0.60-0.799, where the level of relationship between the variables is in the 'strong' category.

The coefficient of determination (KD) = (R<sup>2</sup>) = 0.652<sup>2</sup> = 0.425 X 100% = 42.5%. From this correlation value, it can be concluded that the service quality variable has an influence of 42.5% on the satisfaction of the community users of the Kalianda-Sebesi BOM ferry service, while the rest is explained by other factors not discussed in this study.

#### d. Hypothesis Test

To find out whether there is a significant influence between service quality on the satisfaction of community users of Kalianda-Pau Sebesi BOM ferry services, a hypothesis test is carried out which is explained in Table. Coefficients where the results of statistical tests using the t test show a tcount value of 8.332 with a significance level of 0.001. If the tcount value is compared with the ttable with n = 96 real level of 0.05, a critical price of 1.984 is obtained. The conclusion Ho is rejected and Ha is accepted or service quality is proven to have a significant effect on the satisfaction of community users of Kalianda-Pau Sebesi BOM ferry services.

#### e. Discussion

In relation to the research that has been carried out to see how the impact of the quality of service on the satisfaction of the community of users of BOM Kalianda-Island Sebesi crossing service, the conclusion is obtained from the results of the calculation quantitatively that quality of the service has a significant influence on the public satisfaction user of the BOM kalianda-Island Sebesi Crossing Service that the given test of the hypothesis through the test t on the variable of quality service showed a t-count value of 8,332 with a level of significance of 0,001. If the thitung value is compared to the t-table with a number of n = 96 real sides of 0,05, the critical value is 1,984, so the value of t -count > t-table. The conclusion on the hypothesis that Ho was rejected and Ha received or the quality of service proved to have a significant influence on public satisfaction. The magnitude of the determination coefficient between quality of service and public satisfaction is = 42.5%.

In this case it proves that one of the ways to provide satisfaction to the community of service users is by providing the best possible service. With good service, it creates community satisfaction. Once the user is satisfied with the service received, the public will compare the service provided. When the public has really been satisfied, the people will return to the service provider to use its service and the society will also tell many people that the service given by the provider is good and will be willing to recommend to others to use his service. It is in line with Sakti *et al.*, ( 2021) view that quality of service drives towards

increased consumer satisfaction, service quality has a positive relationship with consumer satisfying, high service quality produces high customer satisfaction anyway. Therefore, an organization must think well about the importance of customer service through quality of service. Barusman (2019), Because it is now becoming increasingly aware that services are an important aspect of the Government of the District in providing services to the community.

## CONCLUSION and SUGGESTION

### a. Conclusion

The conclusions from this research are:

- a) The results of this study support the research hypothesis that there is a positive and significant influence between service quality on the satisfaction of community users of Kalianda - Sebesi Island BOM crossing services at the South Lampung Regency Transportation Office, with an influence of 42.5.0% while the remaining is explained by other factors. This positive and significant effect means that the better the quality of service provided will have an impact on increasing the satisfaction of service recipients.
- b) From the results of the regression analysis, the equation  $Y = 18.771 + 0.702 X$  is obtained, which means that every one unit increase in the service quality variable, community satisfaction will increase by 0.702 points.

### b. Suggestion

- a) In the service quality variable, the statement that has the lowest value of the other statements is statement number 5, namely "Service timeliness is optimal". This is in accordance with the current conditions in the operation of the ship "Banawa Nusantara 73" related to the timeliness of services that are still not optimal, where based on the SOP that for registration of prospective passengers it takes 10 minutes, but in reality the application provided is not well connected so it takes a long time to register. Furthermore, the service schedule starts at 12.00 WIB and 14.00 WIB but in reality it is often not on time due to technical problems on the ship or the length of the registration process for prospective passengers. For this condition, efforts have been made on the application system used for registration of prospective passengers by improving the existing system and providing a call centre to provide information on crossing service schedules earlier every Thursday to ensure service schedules.
- b) On the public satisfaction variable, the statement that has the lowest score based on the achievement score is statement number 5, namely "The responsive service of the crew and captain of the ship to passengers is quite good." This is in accordance with the current conditions in the crossing service at the Kalianda-Sebesi Island BOM Pier which is still not optimal seen from the attitude and service to passengers from both the captain and the crew. Based on the number of crew members of the ship "Banawa Nusantara 73" consisting of 1 captain, 1 technician as well as 2 crew members, this is certainly not able to provide optimal service to passengers.

- c) For this condition, efforts have been made to minimize complaints from passengers on board by always appealing to ship passengers to provide necessities before entering the ship or minimizing the whises of passengers when already on board due to limited crew.

## REFERENCES

- Barusman, Andala Rama Putra. (2019). The Effect of Security , Service Quality , Operations and Information Management , Reliability & Trustworthiness on E-Loyalty moderated by Customer Satisfaction on the Online Shopping Website. *International Journal of Supply Chain Management*, 8(6), 586–594.
- CH, Nasril. (2020). Kinerja Pelayanan Kapal Dan Kegiatan Bongkar Muat Barang Di Pelabuhan Laut Panjang Provinsi Lampung. *Jurnal Penelitian Transportasi Laut*, 17(4), 155–163. <https://doi.org/10.25104/transla.v17i4.1402>
- Chaliluddin, M A., Pratiwi, A., Rizwan, T and Kandi, O. (2021). Analysis Of Management Performance Index And User Satisfaction Index In Kutaraja Fishing Port, Banda Aceh, Indonesia. *IOP Conference Series: Earth and Environmental Science*, 674(1), 1–8. <https://doi.org/10.1088/1755-1315/674/1/012043>
- Djellal, Farida., Gallouj, Faiz and Miles, Ian. (2013). Two Decades Of Research On Innovation In Services: Which Place For Public Services?. *Structural Change and Economic Dynamics*, 27, 98–117. <https://doi.org/10.1016/j.strueco.2013.06.005>
- Ganesha, H.R and Aithal, P S. (2022). How to Choose an Appropriate Research Data Collection Method and Method Choice Among Various Research Data Collection Methods and Method Choices During Ph.D. Program in India?. *International Journal of Management, Technology, and Social Sciences*, 7, 455–489. <https://doi.org/10.47992/ijmts.2581.6012.0233>
- Hakim, Adhar. (2015). Fungsi Dan Peran Ombudsman Republik Indonesia Perwakilan Nusa Tenggara Barat Dalam Mendorong Kepatuhan Pemerintah Daerah Terhadap Undang- Publik Compliance Toward The Act No . 25 Of 2009 Concerning. *Jurnal IUS Kajian Hukum Dan Keadilan*, 3(1), 1–18.
- Hancocok, Gregory R and Mueller, Ralph O. (2020). The Reviewer's Guide To Quantitative Methods In The Social Sciences. In *The International Encyclopedia of Media Psychology*. <https://doi.org/10.1002/9781119011071.iemp0018>
- Hasana, Usrotul. (2019). Implementasi Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 Tahun 2003 Tentang Pedoman Umum Penyelenggaraan Pelayanan Publik Di Puskesmas Arjasa Kabupaten. *ACTION*, 15(1), 55–86.
- Kasiri, Leila Agha., Cheng, Kenny Teoh Guan., Sambasivan, Murali and Sidin, Samsinar Md. (2017). Integration Of Standardization And Customization: Impact On Service Quality, Customer Satisfaction, And Loyalty. *Journal of Retailing and Consumer Services*, 35, 91–97. <https://doi.org/10.1016/j.jretconser.2016.11.007>
- Kumar, Pravenn and Gautam, Deepika. (2021). Impact Of Service Quality On Customer Satisfaction And Customer Loyalty: Evidence From Hotel Industry. *Asian Journal of Research in Social Sciences and Humanities*, 11(9), 1–5. <https://doi.org/10.5958/2249-7315.2021.00031.9>
- Marissa, Yossy., Iqbal, Maulid Muhammad and Juliantina, Ika. (2019). Analyze Of Tanjung Api-Api Ferry Port Service Performance South Sumatera, Indonesia. *Journal of Physics: Conference Series*, 1198(8), 1–10. <https://doi.org/10.1088/1742-6596/1198/8/082002>

- Oppong, Elizabeth., Hinson, Robert Ebo., Adeola, Ogechi., Muritala, Omotayo and Kosiba, Jhon Paul. (2021). The Effect Of Mobile Health Service Quality On User Satisfaction And Continual Usage. *Total Quality Management and Business Excellence*, 32(1–2), 177–198. <https://doi.org/10.1080/14783363.2018.1541734>
- Osborne, Stephen P., Radnor, Zoe and Nasi, Greta. (2013). A New Theory for Public Service Management? Toward a (Public) Service-Dominant Approach. *American Review of Public Administration*, 43(2), 135–158. <https://doi.org/10.1177/0275074012466935>
- Pakurar, Miklos., Haddad, Hossam., Nagy, Janos., Popp, Jozshep and Olah, Judit. (2019). The Service Quality Dimensions That Affect Customer Satisfaction In The Jordanian Banking Sector. *Sustainability (Switzerland)*, 11(4), 1–24. <https://doi.org/10.3390/su11041113>
- Phan, Tien Minh., Thai, Vinh V and Vu, Thao Pung. (2021). Port Service Quality (PSQ) And Customer Satisfaction: An Exploratory Study Of Container Ports In Vietnam. *Maritime Business Review*, 6(1), 72–94. <https://doi.org/10.1108/MABR-01-2020-0003>
- Sakti, Reza Fauzi jaya., Widiyanto, Prima and Susanto, Primadi Candra. (2021). Service Quality and Customer Satisfaction Increasing Loyalty of Passengers Ro-Ro Ferry Bakauheni. *Journal of Economics, Management, Entrepreneurship, and Business (JEMEB)*, 1(1), 79–92. <https://doi.org/10.52909/jemeb.v1i1.21>
- Victory, Jeffery., Rifai, Andri Irfan and Handayani, Susanty. (2022). The Satisfaction Analysis Of Local Public Transportation (Carry) Services At Batam, Indonesia. *Indonesian Journal Of Multidisciplinary Science*, 1(1), 1–12.
- Zurkiyah and Asfiati, Sri. (2021). Analisis Tingkat Pelayanan Dermaga Pelabuhan Penumpang Teluk Nibung Asahan, Tanjung Balai Sumatera Utara. *Semnastek Uisu*, 4(1), 248–252.