

DAFTAR PUSTAKA

- [1] Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12-40.
- [2] Reichheld, F. F. (2003). The one number you need to grow. *Harvard Business Review*, 81(12), 46-54.
- [3] Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th ed.). Pearson Education.
- [4] Rhamdani, N. I. (2021). *Net Promoter Score sebagai Tolok Ukur Ketercapaian Customer Loyalty pada Peserta JKN-KIS Segmen Pekerja Penerima Upah Badan Usaha di BPJS Kesehatan Kantor Cabang Tondano*. *Jurnal Administrasi Kesehatan*, 12(1), 30-42.
- [5] Jannah, A. R. (2020). *Pengukuran Loyalitas Pelanggan dengan Net Promoter Score untuk Meningkatkan Layanan Website Sumeks (Studi Kasus: PT. Citra Bumi Seumatera)*. *Jurnal Teknologi dan Informasi*, 8(3), 67-78.
- [6] Sofiyannurriyanti, Amanda, Y. T., Saputra, A., Marlinda, Pamungkas, I., & Kusuma, I. (2021). *Kualitas Pelayanan terhadap Kepuasan Pelanggan Menggunakan Metode Customer Satisfaction Index dan Importance Performance Analysis pada PT. PLN (Persero) Area Meulaboh*.
- [7] Sampurno, H. R. (2020). *Penerapan Customer Satisfaction Index (CSI) dan Importance Performance Analysis (IPA) pada Kualitas Pelayanan Gojek (Studi Pelanggan di Kota Bandung)*.
- [8] Notoatmodjo, S. (2012). *Kesehatan Masyarakat: Ilmu dan Seni*. Jakarta: Rineka Cipta.
- [9] Kementerian Kesehatan Republik Indonesia. (2020). *Sistem Kesehatan Nasional (SKN) 2020*. Jakarta: Kementerian Kesehatan RI.
- [10] Oliver, R. L. (1999). *Whence Consumer Loyalty?* *Journal of Marketing*, 63(Special Issue), 33-44.
- [11] Reichheld, F. F. (2006). *The Ultimate Question: Driving Good Profits and True Growth*. Harvard Business School Press.

- [12] Tjiptono, Fandy. (2014). *Pemasaran Jasa: Prinsip, Penerapan, dan Penelitian*. Yogyakarta: Andi Offset.
- [13] Hidayat, T. (2018). *Membangun Website Interaktif dengan HTML, CSS, dan JavaScript*. Jakarta: Elex Media Komputindo.
- [14] Pressman, R. S., & Maxim, B. R. (2019). *Software Engineering: A Practitioner's Approach* (9th ed.). New York: McGraw-Hill Education.
- [15] Welling, L., & Thomson, L. (2017). *PHP and MySQL Web Development* (5th ed.). Boston: Addison-Wesley Professional.
- [16] Duckett, J. (2011). *HTML and CSS: Design and Build Websites*. Indianapolis: Wiley Publishing.
- [17] Freeman, E., & Robson, E. (2014). *Head First HTML and CSS* (2nd ed.). Sebastopol, CA: O'Reilly Media.
- [18] Spurlock, J. (2013). *Bootstrap: Responsive Web Development*. Sebastopol, CA: O'Reilly Media.
- [19] Jakob, M., Otto, M., & Thornton, C. (2018). *Bootstrap 4 Quick Start: Responsive Web Development for Beginners*. Boston: Packt Publishing.
- [20] Hasan, M. (2020). *Belajar Cepat Framework Laravel untuk Pemula*. Jakarta: Elex Media Komputindo.
- [21] Sundararajan, V. (2020). *Mastering Complex SQL Queries*. Medium
- [22] Connolly, T., & Begg, C. (2015). *Database Systems: A Practical Approach to Design, Implementation, and Management* (6th ed.). Pearson Education.
- [23] Rai, S. (2021). *Ultimate Laravel for Modern Web Development: Build Robust and Scalable Applications using TDD, BDD, and SOLID Principles*. BPB Publications.
- [24] Otwell, T. (2011). *Laravel Documentation*. Retrieved from <https://laravel.com/docs/>
- [25] Prakoso, A. (2020). *Panduan Lengkap XAMPP untuk Pengembangan Web*. Jakarta: Penerbit Teknologi Informasi.
- [26] Riyanto, A. (2020). *Panduan Lengkap XAMPP untuk Pemula*. Jakarta: Elex Media Komputindo.

- [27] Johnson, B. (2019). *Visual Studio Code: End-to-End Editing and Debugging Tools for Web Developers*. Wiley.
- [28] Havaluddin, “Memahami Penggunaan UML (Unified Modelling Language),” *Memahami Pengguna. UML (Unified Model. Lang.*, vol. 6, no. 1, pp. 1– 15, 2011,[Online].
Available:<https://informatikamulawarman.files.wordpress.com/2011/10/01-jurnal-informatika-mulawarman-feb-2011.pdf>
- [29] S. Use, D. U. Case, and U. Case, “Daftar simbol simbol usecase diagram,” *Daft. Simbol use case Diagr.*, 2016.

