

DAFTAR PUSTAKA

- Afifah, N. 2014. *Pengaruh Kemampuan Kerja Pegawai, Etos Kerja Dan Semangat Kerja Terhadap Kualitas Pelayanan Di Kantor Kecamatan Sale Kabupaten Rembang*. Economic Education Analysis Journal, 3(3).
- Amalia, LN., Sulandari,S., Hariani,D. 2021. *The Effect Of Work Discipline And Work Ability On The Quality Of Service In The Department Of Pupulation And Civil Registration Of Tegal District (Case Study: Making E-KTP)*. Journal of Public Policy and Management Review Vol. 10 No. 2
- Anggraini, Rina., Paranoan., Jauchar. 2019. *Pengaruh Kemampuan Kerja Pegawai Terhadap Kepuasan Masyarakat Dalam Pelayanan Publik Di Kantor Kecamatan Longkali Kabupaten Paser*. eJournal Pemerintahan Integratif, 2019, 7 (1): 82-91
- Anwasha Dutta, Harry W. Fischer. 2021. *The local governance of COVID-19: Disease prevention and social security in rural India*. World Development Volume 138
- Aprilia, Oggi. 2015. *Pengaruh Kemampuan Kerja Aparatur terhadap Kualitas Pelayanan di Dinas Kependudukan dan Pencatatan Sipil Kota Singkawang*. Governance, Jurnal S-1 Ilmu Pemerintahan Volume 4 Nomor 3 Edisi September
- Arikunto, Suharsimi. 2006. *Prosedur Penelitian : Suatu Pendekatan Praktek*. PT Rineka Cipta. Jakarta.
- Benjamin, Amanfi. 2012. *Service Quality And Customer Satisfaction In Public Sector Organizations: A Case Study Of The Commission On Human Rights And Administrative Justice*. Journal of Kwame Nkrumah University
- Bergman E., Löyttyniemi E., Myllyntausta S., et al. 2020. *Factors associated with quality of life and work ability among Finnish municipal employees: a crosssectional study*. BMJ Open: 1-9
- Deviana, E., Samosir, SH. 2020. *Pengaruh disiplin kerja dan profesionalisme terhadap kualitas pelayanan pada kantor dinas sosial kabupaten deli serdang*. Jurnal Muhammadiyah Manajemen Bisnis Vol. 1 No. 2: 67-76
- Fonseca, Filipa. 2010. *Service Quality And Customer Satisfaction In Public Transports*. International Journal for Quality Research, Vol. 4, No. 2
- Hameed, Abdul. 2011. *Employee Development and Its Affect on Employee Performance A Conceptual Framework*. International Journal of Business and Social Science Vol. 2 No. 13
- Hasibuan, Malayu S. P. 2007. *Manajemen Sumber Daya Manusia*. Bumi Aksara. Jakarta
- Imran, Rabia. 2012. *How to Boost Employee Performance: Investigating the Influence of Transformational Leadership and Work Environment in a Pakistani Perspective*. Middle-East Journal of Scientific Research 11 (10): 1455-1462
- Isnaini., Hamsani., Andriyansah. 2020. *The Effect Of Work Discipline And Work Motivation Towards The Performances Of LPP RRI Employees*. Jurnal Wawasan Manajemen, Vol. 8 Nomor 1: 45-56
- Jahanshahi, Asghar. 2011. *Study the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty*. International Journal of Humanities and Social Science, Vol. 1, No. 7
- Kartika, Endo Wijaya dan Thomas S. Kaihatu. 2010. *Analisis Pengaruh Motivasi Kerja Terhadap Kepuasan Kerja*. Jurnal Manajemen dan Kewirusahaan, Vol. 12, No. 1
- Kenedy, Fazrial.,Jemmy Rumengan., Yunazar Manjang. 2019. *Determination Of Leadership, Work Discipline And Work Ability With Organizational Commitment As An Intervening*

- Variable On The Performance Of The Personnel Of Satlantas Karimun Regional Police Using Partial Least Square (PLS). Zona Manajemen : Program Studi Magister Sains Manajemen Universitas Batam Volume 9, Issue 3: 21-30*
- Kreitner, Robert & Kinicki, Angelo. 2003. *Perilaku Organisasi*. Alih bahasa Erly Suandy. Buku 1. Jakarta: Salemba Empat
- Kristianto, L.P. 2011. *Psikologi Pemasaran*. CAPS. Yogyakarta
- Mahardika, R. . (2020). *Pengaruh Kemampuan Kerja Pegawai Terhadap Kualitas Pelayanan Di Puskesmas Langensari 2 Kota Banjar*. *Jurnal Kesehatan Mandiri Aktif*, 2(2), 85-90
- Miftah Thoha, 2011. *Perilaku Organisasi Konsep Dasar dan Aplikasinya*. PT Grafindo Persada. Jakarta
- Muazansyah. Iman. 2018. *Pengaruh kemampuan Kerja (Work Ability) Dan Kualitas Kerja (Work Quality) Terhadap Kualitas Pelayanan Publik Didinas Sosial Kabupaten Bangkalan*.
- Munhurrun, Prabha Ramseook. 2010. *Service Quality in The Public Service*. *International Journal of Management and Marketing Research*, Vol. 3, No.
- Nyongesa, David. 2014. *Service Quality and Customer Satisfaction in Public Transport Sector of Kenya: A Survey of Shuttle Travelers in Kitale Terminus*. *International Journal of Academic Research in Business and Social Sciences*. Vol. 4, No. 9
- Phillipson, Jeremy., Matthew Gorton., Roger Turner. 2020. *The COVID-19 Pandemic and Its Implications for Rural Economies*. *Sustainability* Vol. 12 Issue 3973: 1-9
- Rahma, IW. 2017. *Pengaruh Kemampuan Kerja Dan Motivasi Kerja Terhadap Kualitas Pelayanan Pajak Bumi Dan Bangunan Kabupaten Soppeng*. *Jurnal Mirai Management* Volume 2 No. 2 April – Januari: 283-294
- Ramdhani, Muhammad. 2013. *Studi Pelayanan Publik di Kecamatan Sangkulirang Kabupaten Kutai Timur*. *Jurnal Unmul*
- Ramdhani, Vintya. 2015. *Kualitas Pelayanan Administrasi Terpadu Kecamatan di Kantor Gondokusuman Yogyakarta*. *Jurnal Administrasi Perkantoran*
- Sancoko, Bambang. 2010. *Pengaruh Remunerasi terhadap Kualitas Pelayanan Publik*. *Jurnal Ilmu Administrasi dan Organisasi*, Vol. 17, No. 1
- Sastrohadiwiryo, B. Siswanto. 2003. *Menejemen Tenaga Kerja Indonesia, edisi 2*. PT. Bumi Aksara. Jakarta
- Suliyanto. 2011. *Ekonometrika terapan: teori dan aplikasi dengan spss*. Andi Offset. Yogyakarta
- Tjiptono, Fandy. 2012. *Pemasaran Strategik*. Andi Offset. Yogyakarta
- Vijayakanth, MC. 2014. *Customer Satisfaction Through Service Quality in Public Service Compared with Private and Government*. *International Journal of Emerging Research in Management & Technology*, Vol. 3, Issue 5

Peraturan Pemerintah

UU No. 25 Tahun 2009 Tentang Pelayanan Publik

Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 15 Tahun 2014 Tentang Pedoman Standar Pelayanan