

DAFTAR PUSTAKA

- Abdul Jumali, M., Yusriadi Sekolah Tinggi, Y., Nengsih, N., Azis Sekolah Tinggi Ilmu Ekonomi AMKOP Makassar, M., Enita Rosmika, T., & Yusriadi, Y. (n.d.). *The Influence of Infrastructure and Supervision Facilities on Employee Performance and Public Service Quality (Case Study of Bantaeng District)*. <https://www.researchgate.net/publication/354921274>
- Adkins, D. C., Haggerty, K. C., & Haggerty, T. M. (2014). The influence of community demographics on new public library facilities. *Proceedings of the ASIST Annual Meeting*, 51(1). <https://doi.org/10.1002/meet.2014.14505101050>
- Aras, M., Persada, I. N., & Nabella, S. D. (2023). THE INFLUENCE OF SERVICE QUALITY, TRUST, AND FACILITIES ON THE DECISION TO CHOOSE SP HOTEL BATAM. In *Management, Economics and Social Sciences. IJAMESC, PT. ZillZell Media Prima* (Vol. 1, Issue 4).
- Arisaputra, M. I., & Hukum, P. (2013). *PENERAPAN PRINSIP-PRINSIP GOOD GOVERNANCE DALAM PENYELENGGARAAN REFORMA AGRARIA DI INDONESIA* (Vol. 28). Mei-Agustus.
- Arista, R. (2019). *KUALITAS PELAYANAN PERPUSTAKAAN DAERAH KABUPATEN SUBANG* (Vol. 6). Bulan Desember Tahun.
- Carolinda, M. H., & Mea, D. (2021). *The Influence of Completeness of Facilities, Quality of Service and Competence of Medical Personnel on Patient Satisfaction at the Koeloda Community Health Center, Golewa District, Ngada Regency Rafael Ocatvianus Byre.*
- Chalekian, P. (2013). *Proceedings of the 20th Conference on Pattern Languages of Programs*. The Hillside Group.
- Crosby, P. B., Skinner, S. J., John M. Lorenzi, Lorenzi, P., & Crosby, P. B. (1997). *Management : quality and competitiveness* (Edition 2). Irwin .

- Hopland, A. O., Kvamsdal, S. F., & Sandal, L. K. (2019). AN ANALYSIS OF MAINTENANCE SCHEDULES FOR PUBLIC FACILITIES. *Operations Research and Decisions*, 29(1), 17–35. <https://doi.org/10.5277/ord190102>
- Husaini Usman, P. S. A. (2008). *Metodologi Penelitian Sosial*. Bumi Aksara.
- Husni Thamrin. (2013). *Hukum Pelayanan di Indonesia*. Aswaja Pressindo.
- Issakh, H. I. Z. W. (2015). *Pengantar Manajemen* (Edisi 2). Penerbit In Media, 2015.
- Jiang, H., Zhang, W., & Wei, S. (2017). Accessibility of Public Service Facilities in Beijing under the Influence of Public Transport. *Prog. Geogr. Sci*, 36, 1239–1249.
- Kakoko, D. C., Ketting, E., Kamazima, S. R., & Ruben, R. (2012). Provision of Family Planning Services in Tanzania: A Comparative Analysis of Public and Private Facilities. In *Family Planning Service Provision in Tanzania African Journal of Reproductive Health* (Vol. 16, Issue 4).
- Komo Gakunga, D., Mwikali Kithungu, R., & Rose Mwikali, K. (2016). The Influence of Availability of Computer Facilities in Public and Private Secondary Schools on Students' Choice of Computer Studies as a Learning Subject in Machakos Sub-County The Influence of Availability of Computer Facilities in Public and Private Secondary Schools on Students' Choice of Computer Studies as a Learning Subject in Machakos Sub-County, Kenya. In *Article in The Journal of Scientific and Engineering Research* (Vol. 4). www.ijser.in
- Kotler, P., & Keller, K. L. (2009). *Marketing Management*. Pearson Prentice Hall. <https://books.google.co.id/books?id=QiTOHgAACAAJ>
- Lee, C.-C., You, S.-M., & Huang, L.-Y. (2013). *African Journal of Business Management The influence of public facilities and environmental quality on residential satisfaction in Taiwan: Differences in neighborhood environment*. 7(12), 915–925. <https://doi.org/10.5897/AJBM11.947>

- Lijan Poltak Sinambela. (2006). *Reformasi Pelayanan Publik*. Bumi Aksara.
- Limantara, A. D., Krisnawati, L. D., Winardi, S., & Mudjanarko, S. W. (2017). *Solusi Pengawasan Kebijakan Mengatasi Kemacetan Jalan Kota Berbasis Internet Cerdas*.
- Liu, H. (2023). *International Journal of Education and Humanities The Influence of Public Service Facilities on Tourists' Attractiveness in Tourist Destinations from The Perspective of Emotional Cohesion*. 7(2), 202.
- Mackenbach, J. D., Randal, E., Zhao, P., & Howden-Chapman, P. (2016). The influence of urban land-use and public transport facilities on active commuting in Wellington, New Zealand: Active transport forecasting using the WILUTE model. *Sustainability (Switzerland)*, 8(3). <https://doi.org/10.3390/su8030242>
- Malayu S. P. Hasibuan. (2017). *Manajemen Sumber Daya Manusia*. Bumi Aksara.
- Pelayanan Dan Fasilitas Kesehatan Dengan Kepuasan, H., Arifki Zainaro, M., Kusumaningsih, D., Akademi Keperawatan Malahayati Bandar Lampung, D., Program Studi Ilmu Keperawatan Malahayati Bandar Lampung, D., & Puskesmas Karya Tani Kabupaten Lampung Timur, P. (2019). PASIEN PADA PELAYANAN MANAJEMEN TERPADU BALITA SAKIT (MTBS) DI PUSKESMAS KARYA TANI KABUPATEN LAMPUNG TIMUR ABSTRACT : CORRELATION BETWEEN SERVICES AND HEALTH FACILITIES WITH PATIENT SATISFACTION ON INTEGRATED MANAGEMENT OF CHILDHOOD ILLNES (IMCI) SERVICE AT KARYA TANI'S PUBLIC HEALTH CENTER DISTRICT. In *MANUJU: MALAHAYATI NURSING JOURNAL* (Vol. 1).
- Pelayanan Dan Fasilitas Terhadap Kepuasan Pelanggan Pada, K., & Purba, T. (2020). *THE EFFECT OF SERVICE AND QUALITY FACILITIES OF CUSTOMER SATISFACTION ON MAZDA WORKSHOP IN BATAM CITY*. 8(1).

- Pengabdian dan Penelitian Kepada Masyarakat, J., Salsabila, S., & Cipta Apsari, N. (2021). *AKSESIBILITAS FASILITAS PELAYANAN PUBLIK DI BEBERAPA WILAYAH DAN IMPLEMENTASI UNDANG-UNDANG DALAM MEMENUHI HAK PENYANDANG DISABILITAS* (Vol. 2, Issue 2).
- Persetujuan Bersama, D. (n.d.). *DEWAN PERWAKILAN RAKYAT REPUBLIK INDONESIA dan PRESIDEN REPUBLIK INDONESIA*.
- Ratminto, A. S. W. (2005). *Manajemen Pelayanan* (Edisi 1). Pustaka Pelajar.
- Ristiani, I. Y., & Publik«, P. (2020). *Coopetition: Jurnal Ilmiah Manajemen Manajemen Pelayanan Publik Pada Mall Pelayanan Publik di Kabupaten Sumedang Provinsi Jawa Barat.*
- Siregar, S., Juliati Nst, Y. S., & Harahap, R. H. (2021). Analysis of the Influence of Service Quality, Facilities and Value Rates on Patient Interest through Inpatient Satisfaction at Islam Malahayati Hospital. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(2), 2497–2508. <https://doi.org/10.33258/birci.v4i2.1954>
- UU Nomor 23 Tahun 2014, Pub. L. No. No. 23.
- UU Nomor 32 Tahun 2004. (n.d.).
- UU Nomor 33 Tahun 2004. (n.d.).
- Yang, H.-W., & Hsieh, H.-C. (2020). The Influence of Public Facilities on the Transaction Price of Multi-Family Residential in Xitun District. *Asian Journal of Economics, Business and Accounting*, 17(3), 1–11.
- 기 택최, 주 형이, & Lee, K.-T. (2011). 공동주택 내 커뮤니티 활성화를 위한 주민공동시설 설치기준과 주민 만족도와의 관계 분석 *An Analysis of Relation between Supply Criteria of Public Facilities and Residents' Satisfaction for the Community Revitalization in the Apartments* (Vol. 11, Issue 6).

의과대학순천향대학교,

응급의학과부천병원,

사회복지학과강원대학교, 김혜선이정원 •, 김호중•, Lee, J. W.,

Kim, H. S., & Kim, H. J. (2009). 다중이용장소에서 실시된

일반인의 기본인명구조술 이해도와 시행 결과에 대한 분석

Analysis of the Layperson Ability to perform Basic Life Support in Public Facilities (Vol. 20, Issue 1).

