

DAFTAR PUSTAKA

- Asian Development Bank. (2012). *Infrastructure for Supporting Inclusive Growth and Poverty Reduction in Asia* (1st ed., Vol. 1).
- BPS Maluku Utara. (2023). *Proyeksi Penduduk Menurut Kabupaten/Kota (Jiwa), 2021-2022*. Badan Pusat Statistik. <https://malut.bps.go.id/id/statistics-table/2/NTUjMg==/proyeksi-penduduk-menurut-kabupaten-kota.html>
- BPS Maluku Utara. (2024). *Luas Daerah Menurut Kabupaten/Kota di Provinsi Maluku Utara (km), 2021-2022*. Badan Pusat Statistik Maluku Utara.
- Chen, C.-K., Reyes, L., Dahlgaard, J., & Dahlgaard-Park, S. M. (2022). From quality control to TQM, service quality and service sciences: a 30-year review of TQM literature. *International Journal of Quality and Service Sciences*, 14(2), 217–237. <https://doi.org/10.1108/IJQSS-09-2021-0128>
- DetikNews. (2022, August 15). *Teras BRI Kapal Dorong Peningkatan Ekonomi Kerakyatan di Kepulauan*. Detikcom. <https://news.detik.com/adv-nhl-detikcom/d-6234887/teras-bri-kapal-dorong-peningkatan-ekonomi-kerakyatan-di-kepulauan#:~:text=Diketahui%2C%20berdasarkan%20data%20per%2031,nasabah%20tabungan%20dari%20keenam%20pulau>.
- Geoffrey, B. K., & Kemboi, A. (2014). MANAGERIAL COMPETENCIES AS AN ANTECEDENT TO CUSTOMER SATISFACTION IN SMALL AND MEDIUM SIZED ENTERPRISES (SMES) IN ELDORET MUNICIPALITY. *Int. J. of Adv. Res*, 2(6), 979–992.
- Gharakhani, D., Rahmati, H., Farrokhi, M. R., & Farahmandian, A. (2013). otal Quality Management and Organizational Performance. *American Journal of Industrial Engineering*, 1(3), 46–50.
- Ghifari, R. A., & Ahyudanari, E. (2021). Analisis Transportasi Seaplane terhadap Konektivitas Antar Pulau di Kabupaten Halmahera Selatan. *Jurnal Teknik ITS*, 10(2). <https://doi.org/10.12962/j23373539.v10i2.69458>
- Ilahi, R., Tanjung, A. R., & Basri, Y. M. (2020). ANALISIS STRATEGI PT BANK BRI TBK DALAM MENGHADAPI FINANCIAL TECHNOLOGI. *Jurnal Akuntansi*, 9(1), 90–102.
- IMO. (1974). *International Convention for the Safety of Life at Sea (SOLAS), 1974*. International Maritime Organization.
- Jansen, M., van Tulder, R., & Afrianto, R. (2018). Exploring the conditions for inclusive port development: the case of Indonesia. *Maritime Policy &*

- Management*, 45(7), 924–943.
<https://doi.org/10.1080/03088839.2018.1472824>
- Jonkisz, A., Karniej, P., & Krasowska, D. (2021). SERVQUAL Method as an “Old New” Tool for Improving the Quality of Medical Services: A Literature Review. *International Journal of Environmental Research and Public Health*, 18(20), 10758. <https://doi.org/10.3390/ijerph182010758>
- Jum'a, L., & Mansour, M. (2023). Cruising to Success: Unveiling the Financial Harmony of Container Shipping Firms through Total Quality Management and Service Excellence. *Logistics*, 7(4), 76. <https://doi.org/10.3390/logistics7040076>
- Lamdjad, I., & AlFalahi, B. O. S. (2024). Total Quality Management (TQM) for the development of future smart and integrated cities and sustainable development. *Journal of Infrastructure, Policy and Development*, 8(12), 8456. <https://doi.org/10.24294/jipd.v8i12.8456>
- Li, H., & Sun, Z. (2023). Mechanism Analysis and Effect Test of Traffic Construction Promoting Economic Growth. *J. Chongqing Jiaotong Univ. (Social Sci. Ed.)*, 23(1), 42–51.
- Limas, C., Setyaningsih, O., Putriani, O., & Fauzi, I. (2022). Konsep Smart Port di Ibu Kota Negara (IKN) Indonesia. *Jurnal Penelitian Transportasi Laut*, 23(2), 77–94. <https://doi.org/10.25104/transla.v23i2.1847>
- Munim, Z. H., & Schramm, H.-J. (2018). The impacts of port infrastructure and logistics performance on economic growth: the mediating role of seaborne trade. *Journal of Shipping and Trade*, 3(1), 1. <https://doi.org/10.1186/s41072-018-0027-0>
- Nautwima, P. J., & Romeo Asa, A. (2022). The Impact of Quality Service on Customer Satisfaction in the Banking Sector amidst Covid-19 Pandemic: A Literature Review for the State of Current Knowledge. *THE INTERNATIONAL JOURNAL OF MANAGEMENT SCIENCE AND BUSINESS ADMINISTRATION*, 8(3), 31–38. <https://doi.org/10.18775/ijmsba.1849-5664-5419.2014.83.1004>
- Notteboom, T. E., Pallis, A. A., De Langen, P. W., & Papachristou, A. (2013). Advances in port studies: the contribution of 40 years Maritime Policy & Management. *Maritime Policy & Management*, 40(7), 636–653. <https://doi.org/10.1080/03088839.2013.851455>
- Nusantara, S. D., Muhammad, F., Maryono, & Halim, M. A. R. (2023). Tantangan pengelolaan wilayah pesisir di Kabupaten Halmahera Selatan. *Jurnal Pengabdian Perikanan Indonesia*, 3(2), 216–225.

- Owusu-Kyei, M., Kong, Y., Owusu Akomeah, M., & Owusu Afriyie, S. (2023). Assessing the Influence of Total Quality Management on Customer Satisfaction in the Telecom Industry: A TQM–SERVQUAL Perspective. *Businesses*, 3(2), 251–271. <https://doi.org/10.3390/businesses3020017>
- Pantouvakis, A., Chlomoudis, C., & Dimas, A. (2008). Testing the SERVQUAL scale in the passenger port industry: a confirmatory study. *Maritime Policy & Management*, 35(5), 449–467. <https://doi.org/10.1080/03088830802352095>
- Parasuraman, A. P., Zeithami, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple- Item Scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
- Pemkab Halmahera Selatan. (2023). *Demografi Halmahera Selatan*. Simoregam. https://simoregam.malutprov.go.id/SimoreGam/public/regency_detail/3#:~:text=Luas%20wilayah%20Kabupaten%20Halmahera%20Selatan%20adalah%208.779%2C32%20km%C2%B2.
- Qadri, U. A. (2015). Measuring Service Quality Expectation and Perception Using SERVQUAL: A Gap Analysis. *Business and Economics Journal*, 06(03). <https://doi.org/10.4172/2151-6219.1000162>
- Rajasekar, R., & Bhuvanewari, K. D. (2018). Total Quality Management in Transportation. *Int. J Sup. Chain. Mgt*, 7(2), 194–196.
- Sari, Y. K. (2017). PENGARUH KUALITAS PELAYANAN, RELATIONSHIP MARKETING DAN CORPORATE SOCIAL RESPOSIBILITY TERHADAP LOYALITAS DAN KEPUASAN NASABAH BANK. *Jurnal Bisnis & Manajemen*, 17(2), 1–14.
- Seitanidi, M. M., & Crane, A. (2014). *Social Partnerships and Responsible Business. A Research Handbook* (1st ed., Vol. 1).
- Sergiy, B., Inna, L., Alla, B., Alexander, L., & Khusainova, M. (2024). Creating Urban Transportation Networks Grounded In the Principles of the Smart Port-City Paradigm. *Procedia Computer Science*, 231, 323–328. <https://doi.org/10.1016/j.procs.2023.12.211>
- Shan, J., Yu, M., & Lee, C.-Y. (2014). An empirical investigation of the seaport's economic impact: Evidence from major ports in China. *Transportation Research Part E: Logistics and Transportation Review*, 69, 41–53. <https://doi.org/10.1016/j.tre.2014.05.010>
- Shi, J., Bai, T., Zhao, Z., & Tan, H. (2024). Driving Economic Growth through Transportation Infrastructure: An In-Depth Spatial Econometric Analysis. *Sustainability*, 16(10), 4283. <https://doi.org/10.3390/su16104283>

- Suhu, B. La, Ibrahim, A. H., Jafar, A., & Wance, M. (2023). Kinerja Pegawai dalam Pelayanan Logistik Pasca Bencana Pada Kantor BPPD Kabupaten Halmahera Selatan. *Journal of Government Science Studies*, 2(2), 110–123.
- Sulemen, S., & Wance, marno. (2020). The Role of the Ombusman as a Control and Public Service as a in South Halmahera Regency, North Maluku Province. *Jurnal Aristo (Social, Politic, Humaniora)*, 8(2), 343–368.
- Thai, V. V. (2008). Service quality in maritime transport: conceptual model and empirical evidence. *Asia Pacific Journal of Marketing and Logistics*, 20(4), 493–518. <https://doi.org/10.1108/13555850810909777>
- Umar, S. H., & Shandy, S. (2024). Sosialisasi Dan Edukasi Keselamatan Transportasi Laut Kecamatan Pulau Makian. *Jurnal Pengabdian Khairun*, 3(2), 43–50.
- UNCLOS, United Nations Division for Ocean Affairs and the Law of the Sea (1982).
- UNOPS. (2023). *Guidelines for developing inclusive transport infrastructure* (1st ed., Vol. 1).
- Van Tulder, R., & Pfisterer, S. (2014). Creating Partnering Space: Exploring the Right Fit for Sustainable Development Partnerships. In Seitanidi & Crane (Eds.), *Social Partnerships and Responsible Business. A Research Handbook* (1st ed., Vol. 1, pp. 105–125).
- Verico, K., & Qibthiyah, R. M. (2023). Indonesia's Infrastructure and Inclusive Economic Growth. In *Infrastructure for Inclusive Economic Development Vol.1: Lessons Learnt from Indonesia*. (1st ed., Vol. 1, pp. 1–23).
- Wilkinson, A., Godfrey, G., & Marchington, M. (1996). TQM and Employee Involvement in Context. *Management Research News*, 19(4/5), 66–67. <https://doi.org/10.1108/eb028466>
- Wu, S., & Yang, Z. (2024). Impact of port integration on port service quality in the context of shipping alliance. *Transport Economics and Management*, 2, 331–347. <https://doi.org/10.1016/j.team.2024.09.009>
- Zan, X., & Ou, G. (2023). Transport Infrastructure, Internet and Urban Economic Growth Potential. *J. Highw. Transp. Res. Dev.*, 40(1), 261–270.

