

DAFTAR PUSTAKA

- Aithal, P. S., & Aithal, S. (2025). Student-centered approach in higher education to transform learning in India – A new ISL model. *Zenodo*. <https://doi.org/10.5281/zenodo.15349007>
- Alawag, A. M., Alqahtani, F. K., Alaloul, W. S., Liew, M. S., Baarimah, A. O., Al-Mekhlafi, A.-B. A., & Sherif, M. A. (2024). Developing framework for implementing Total Quality Management (TQM) in sustainable industrialized building system (IBS) in construction projects. *Sustainability*, 16(23), 10399. <https://doi.org/10.3390/su162310399>
- Aldabbas, H., Pinnington, A., Lahrech, A., & Blaique, L. (2025). Extrinsic rewards for employee creativity? The role of perceived organisational support, work engagement and intrinsic motivation. *International Journal of Innovation Science*, 17(2), 237–260. <https://doi.org/10.1108/IJIS-08-2022-0165>
- Al-Filali, I. Y., Abdulaal, R. M. S., Alawi, S. M., & Makki, A. A. (2024). Modification of strategic planning tools for planning financial sustainability in higher education institutions. *Journal of Engineering Research*, 12(1), 192–203. <https://doi.org/10.1016/j.jer.2023.11.015>
- Alshamy, A. S., Aranha, R., Assefa, E. A., & Baldanza, M. (2025). Editorial review board. *ISEP*. <https://isep.info/wp-content/uploads/2025/03/vol.-32-no.-1.pdf>
- Ampofo, J., Bentum-Micah, G., Xusheng, Q., Sun, B., & Mensah Asumang, R. (2025). Exploring the role of teacher empathy in student mental health outcomes: A comparative SEM approach to understanding the complexities of emotional support in educational settings. *Frontiers in Psychology*, 16, 1503258. <https://doi.org/10.3389/fpsyg.2025.1503258>
- Ardiana, A. (2021). *Pendekatan kuantitatif dalam penelitian sosial*. Pustaka Akademika.
- Arikunto, S. (2010). *Prosedur penelitian: Suatu pendekatan praktik* (Edisi revisi). Rineka Cipta.
- Asamoah, M. K., Ansong, J. D., Mackin, E., & Agyekum, B. (2025). The influence of quality assurance on achieving development education ethical goals. *In Review*. <https://doi.org/10.21203/rs.3.rs-5932885/v1>
- Azmi, A. N. (2025). Practicing model of relationship between caring leadership and attitude towards teaching profession. In *Leadership and policy management in education*. IGI Global. <https://doi.org/10.4018/979-8-3693-9215-7.ch009>
- Badan Pusat Statistik. (2023). *Statistik pendidikan 2023*. <https://www.bps.go.id/id/publication/2023/11/24/54557f7c1bd32f187f3cdab5/statistik-pendidikan-2023.html>

- Bappenas. (2020). *Rencana pembangunan jangka menengah nasional (RPJMN) 2020–2024*. https://ditkumlasi.bappenas.go.id/download/file/narasi_rpjmn_2020-2024.pdf
- Bellhäuser, H., Siegfried, C., & Röpke, R. (2025). Editorial: Digital collaborative learning in general, higher, and business education. *Frontiers in Psychology*, 16, 1572277. <https://doi.org/10.3389/fpsyg.2025.1572277>
- Bucea-Manea-Țoniș, R., Martins, O. M. D., Bucea-Manea-Țoniș, R., Gheorghită, C., Kuleto, V., Ilić, M. P., & Simion, V.-E. (2021). Blockchain technology enhances sustainable higher education. *Sustainability*, 13(22), 12347. <https://doi.org/10.3390/su132212347>
- Bwachele, V. W., Chong, Y.-L., & Krishnapillai, G. (2023). Perceived service quality and student satisfaction in higher learning institutions in Tanzania. *Humanities and Social Sciences Communications*, 10(1), 444. <https://doi.org/10.1057/s41599-023-01913-6>
- Calandri, E., & Mastrokourou, S. (2025). Teacher emotional competence for inclusive education: A systematic review. *Behavioral Sciences*, 15(3), 359.
- Changwen, L., Vongchavalitkul, B., & Navavongsathian, A. (2025). The influence of service quality, perceived value, satisfaction, and trust towards loyalty in universities. *Rajapark Journal*, 19(62), Article 62.
- Chano, J., Mohamad, B., Prabjandee, D., Singporn, R., & Tuaypar, M. (2025). Lessons learned in transition: A bibliometric analysis of educational management in school transfer to provincial administrative organizations during decentralization. *Frontiers in Education*, 10, 1435928. <https://doi.org/10.3389/feduc.2025.1435928>
- Chigbu, B. I., & Makapela, S. L. (2025). Data-driven leadership in higher education: Advancing sustainable development goals and inclusive transformation. *Sustainability*, 17(7), 3116. <https://doi.org/10.3390/su17073116>
- Coaley, K. (2014). *An introduction to psychological assessment and psychometrics* (2nd ed.). Sage Publications.
- Deming, W. E. (1986). *Out of the crisis*. MIT Press.
- Departemen Pendidikan Nasional. (2004). *Undang-Undang No. 20 Tahun 2003*. https://jdih.kemdikbud.go.id/sjdih/siperpu/dokumen/salinan/uu_tahun_2003_nomor020.pdf
- Dobson, B., Ward, S., Corden, S., & Tinnion, D. (2025). Comparative analysis of national student survey responses: Exploring the perspectives and feedback of undergraduate sport students. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 36, 100550.

<https://doi.org/10.1016/j.jhlste.2025.100550>

- Fadholi, M., Zulaikha, S., & Karilia, R. (2025). Formulating marketing strategies in education: Enhancing competitiveness and customer satisfaction. In D. R. Hidayat, I. L. Utomo, F. C. Wibowo, D. K. Robby, L. A. Sanjaya, R. Hananto, & I. T. Herawati (Eds.), *Proceedings of the 2nd International Conference on Environmental Learning Educational Technologies (ICELET 2024)* (Vol. 908, pp. 191–207). Atlantis Press SARL. https://doi.org/10.2991/978-2-38476-374-0_17
- Fatma, A., & Bhatt, V. (2024). Engagement to echo: How positive and negative dimensions of customer engagement shape word-of-mouth in tourism. *Tourism Review International*, 28(4), 257–274. <https://doi.org/10.3727/194344224x17241867870989>
- Fletcher, T., Ormerod, N., & Dashper, K. (2025). “It’s not just parties, it’s so much more”: Student perceptions of the credibility of UK events management degrees. *International Journal of Event and Festival Management*, 26(2), 145–161. <https://doi.org/10.1108/IJEFM-06-2021-0046>
- Ghozali, I. (2016). *Aplikasi analisis multivariate dengan program IBM SPSS 23*. Badan Penerbit Universitas Diponegoro.
- Ghozi, S., Kusumawati, A., Yulianto, E., & Utami, H. N. (2025). Pursuing student satisfaction in polytechnics: The roles of perceived service quality, perceived employability and perceived value. *Quality Assurance in Education*. <https://doi.org/10.1108/QAE-09-2024-0174>
- Goetsch, D. L., & Davis, S. B. (2020). *Quality management for organizational excellence: Introduction to total quality* (8th ed.). Pearson
- Guo, T., Li, T., & Qi, Z. (2025). The impact of school service quality on student learning satisfaction: A comparative study of public and private high schools in China. *European Journal of Education*, 60(1), e70013. <https://doi.org/10.1111/ejed.70013>
- Handika, T. D., & Yudhistira, A. (2025). Analisis kepuasan siswa terhadap fasilitas sekolah di SMP Negeri 1 Gedung Surian menggunakan metode CSI dan IPA. *Jurnal Pendidikan dan Teknologi Indonesia*, 5(2). <https://doi.org/10.52436/1.jpti.661>
- Hastuti, T. T., Pujiyanto, E., & Damayanti, R. W. (2024). Development of INTQUAL and SERVQUAL attributes to support financial sustainability of non-bank financial institutions.
- Hibberts, M., Johnson, R. B., & Hudson, K. (2012). Common survey sampling techniques. In L. Gideon (Ed.), *Handbook of survey methodology for the social sciences* (pp. 53–74). Springer. https://doi.org/10.1007/978-1-4614-3876-2_5
- Hidayat, S., Cholily, Y. M., Khozin, K., & Ikhwan, A. (2024). Concept of independent character based on pathfinder (cross case study). *Al-Hayat*:

Journal of Islamic Education, 8(2), 804.
<https://doi.org/10.35723/ajie.v8i2.658>

- Hidayati, N., Sindangsari, L. P., & Mustika, N. (2025). Optimizing HyFlex learning: Pedagogical, technological, and policy perspectives. *Sinergi International Journal of Education*, 3(1), 13–25.
<https://doi.org/10.61194/education.v3i1.700>
- Ikeotuonye, M. N., Amoke, C. T., Kinikanwo, N. I., & Nwosu, U. V. (2025). Total quality management practices and customer satisfaction: A study of Nigerian breweries. *International Journal of Public Administration and Development Studies*, 2(1), Article 1.
- Ikram, M., Kenayathulla, H. B., & Saleem, S. M. U. (2025). Unlocking the potential of technology usage in fostering education quality and students' satisfaction: A case of Pakistani higher education. *Kybernetes*, 54(3), 1938–1965. <https://doi.org/10.1108/K-03-2023-0452>
- Illiyyina, I., Fitriana, A. R. D., Rosa, N. S., Izzah, A. H. N., & Puteh, F. (2025). Increasing interest to pursue tertiary education among school leavers in Indonesia: A strategic analysis. *Journal of Islamic Education (JIE)*, 10(1), 191–218. <https://doi.org/10.52615/jie.v10i1.561>
- Indrayathi, P. A., & Kolozsvári, D. L. R. (2025). Exploring health service quality perceptions among international students: An exploratory sequential mixed methods study.
- Ismailova, R., Chynybaev, M., Orunbaev, S., Omurov, N., Kalygulova, S., Zhumadilov, A., Isaeva, G., & Sirmbard, S. (2025). A comparative analysis of service quality and student perceptions in Kyrgyzstan's higher education institutions. *Cogent Education*, 12(1), 2502202. <https://doi.org/10.1080/2331186X.2025.2502202>
- Jadrić, I., Koludrović, M., & Reić Ercegovac, I. (2025). Students' psychological needs and satisfaction with their academic studies: The mediating role of the perceived quality of higher education institutions. *Social Sciences*, 14(4), 237. <https://doi.org/10.3390/socsci14040237>
- Jahir, A., Wahid, A. M., & Sufranto, T. T. (2025). Optimizing higher education performance through data integration using the Zachman framework: A case study on LAM Infokom accreditation criteria. *Jurnal Nasional Teknologi dan Sistem Informasi*, 10(3), 201–215. <https://doi.org/10.25077/teknosi.v10i3.2024.201-215>
- Juharyanto, J., Huda, M., Zubaidah, E., & Wahidah, F. (2024). Escalating the spirituality values integration into school curriculum and holistic implementation: Strong leadership supports. *Al-Tanzim: Jurnal Manajemen Pendidikan Islam*, 8(4), 1070–1082. <https://doi.org/10.33650/al-tanzim.v8i4.8497>
- Juškevičienė, A., Jevsikova, T., Stupurienė, G., & Vinikienė, L. (2024). STEM teachers' motivation and engagement in teacher professional

development and career advancement: A case study of Lithuania. *Education Sciences*, 14(7), 780. <https://doi.org/10.3390/educsci14070780>

Kaden, U. (2020). COVID-19 school closure-related changes to the professional life of a K–12 teacher. *Education Sciences*, 10(6), 165. <https://doi.org/10.3390/educsci10060165>

Kaleli, Z., Konteos, G., Avlogiaris, G., & Kilintzis, P. (2025). Total quality management as competitive advantage for the internal strategy and policy of Greek special education school units. *Journal of the Knowledge Economy*, 16(1), 739–758. <https://doi.org/10.1007/s13132-024-01987-w>

Kaplan, R. S., & Norton, D. P. (2001). Transforming the *Balanced Scorecard* from performance measurement to strategic management: Part I. *Accounting Horizons*, 15(1), 87–104. <https://doi.org/10.2308/acch.2001.15.1.87>

Katelo, I., Kokina, I., & Rašceviskis, V. (2025). Assessment of the sustainability of public service quality: A case of Latvia. *Entrepreneurship and Sustainability Issues*, 12(3), 248–257. <https://doi.org/10.9770/c7824282627>

Kaur, N., & Chowdhury, T. A. (2022). Dynamics and causal factors of team satisfaction in an open and distance learning collaborative writing class. *Malaysian Journal of Learning and Instruction*, 19(2), Article 2. <https://doi.org/10.32890/mjli2022.19.2.5>

Kayyali, M. (2025). *The evolution of quality assurance in higher education: Models, systems, and frameworks*. In M. Kayyali (Ed.), *Navigating quality assurance and accreditation in global higher education* (pp. 1–26). IGI Global. <https://doi.org/10.4018/979-8-3693-6915-9.ch001>

Kemdikbud. (2023). *Laporan dampak pendidikan pasca pandemi COVID-19*. Kementerian Pendidikan dan Kebudayaan Republik Indonesia.

Kerlinger, F. N. (1966). *Foundations of behavioral research*. Holt, Rinehart and Winston.

Khare, A., & Baber, W. W. (2025). Education as a service (EaaS): Unlocking new possibilities. *Advances in Online Education: A Peer-Reviewed Journal*, 3(3), 288. <https://doi.org/10.69554/gfjl2684>

Komara, E., Nuraeni, I. I., Tio, L., & Marlina, R. (2024). Comparative study of quality assurance standards between the Indonesian National Accreditation Board and Malaysian Qualifications Agency in higher education. *Journal of Psychology and Sustainable Education*, 2(1), 7–

19. <https://doi.org/10.62886/jpse.v2i1.12>

- Kotler, P., & Keller, K. L. (2015). *Marketing management* (15th ed.). Pearson.
- Kovari, A. (2025). A systematic review of AI-powered collaborative learning in higher education: Trends and outcomes from the last decade. *Social Sciences & Humanities Open*, 11, 101335. <https://doi.org/10.1016/j.ssaho.2025.101335>
- Leem, B. H. (2025). Exploring the impact of educational services quality on student satisfaction. *International Journal of Services and Operations Management*, 50(2), 267–286. <https://doi.org/10.1504/IJSOM.2025.144483>
- Leem, Y. (2025). The role of educational service quality on student loyalty in Islamic schools. *Journal of Educational Management*, 12(1), 45–59.
- Long, S. R. (2025). Investigating the role of school leaders' feedback in Texas noncertified teachers' professional growth and self-efficacy [Doctoral dissertation, Abilene Christian University]. ProQuest Dissertations. <https://digitalcommons.acu.edu/cgi/viewcontent.cgi?article=1895&context=etd>
- Lukman, H. S., Setiani, A., & Muhassanah, N. (2020). Structural equation modelling of teaching quality on students' satisfaction. *Journal of Physics: Conference Series*, 1657(1), 012083. <https://doi.org/10.1088/1742-6596/1657/1/012083>
- Macleod, L. (2020). Shaping professional development of educators: The role of school leaders. https://doi.org/10.1007/978-981-15-6667-7_10
- Mahbubi, M., Cholili, A. H., Syi'bul Huda, A. A., & Shuhada, S. (2025). Enhancing educational quality through effective communication in private universities. *Journal of Education and Learning Sciences*, 5(1), 23–38. <https://doi.org/10.56404/jels.v5i1.124>
- Mamonto, M. F., & Amer, M. A. B. (2025). Evaluation of education programmes using the *Balanced Scorecard* method.
- Mardiatmoko, W. (2020). *Pengantar analisis regresi dan korelasi untuk penelitian sosial*. Deepublish.
- Marliana, N. L., Ekowati, S. H., & Handayani, K. R. (2024). Indonesian teaching materials for multicultural character education in Singapore Indonesian School. *Rentas: Jurnal Bahasa, Sastra dan Budaya*, 3(1), 161–188. <https://doi.org/10.32890/rentas2024.3.8>
- Martínez-León, I. M. (2022). Teachers' views of corporate reputation: Influence

on behavioral outcomes. *Annals of Public and Environmental Economics*, 13(2), 212–229. <https://doi.org/10.1111/apce.12340>

- Mauludin, I., Supriyanto, A., & Rochmawati, R. (2024). Service quality pembelajaran dan sarana belajar terhadap kepuasan siswa di SMP IT Harapan Umat Ngawi. *Jurnal Pendidikan dan Teknologi Indonesia*, 4(1), 37–43. <https://doi.org/10.52436/1.jpti.374>
- Mekolle, P. M. (2024). Towards good governance in the management of educational institutions in Cameroon: Importance, challenges and opportunities. *American Journal of Leadership and Governance*, 9(4), 23–47. <https://doi.org/10.47672/ajlg.2459>
- Menteşoğulları, E. (2023). Total quality management in education: A strategic approach for continuous improvement and success. *International Journal of Social Sciences*, 7(29), 184–198. <https://doi.org/10.52096/usbd.7.29.10>
- Mtitu, E. A. (2025). Exploring factors for the introduction and implementation of quality assurance systems in selected higher education institutions in Tanzania. *Cogent Education*. <https://doi.org/10.1080/2331186X.2025.2455767>
- Nazir, M. (1999). *Metode penelitian*. Ghalia Indonesia.
- Nkechi, S., & Chinyere, A. (2025). Best strategies for ensuring a good organizational climate in secondary schools in Anambra State.
- Norman, E., Marliani, L., Paramansyah, A., & Aizat, F. (2025). Implementing sharia-based total quality management in Islamic educational institutions: Impact on organizational performance. *Eduprof: Islamic Education Journal*, 6(2), 116–134. <https://doi.org/10.47453/eduprof.v6i2.299>
- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *Journal of Marketing Research*, 17(4), 460–469. <https://doi.org/10.2307/3150499>
- Parasuraman, A., Zeithaml, 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.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1990). *Delivering quality service: Balancing customer perceptions and expectations*. Free Press.
- Pham, N. S., & Van Tam, N. (2025). Evaluating the role of technology in implementing total quality management in high schools. *International Journal of Changes in Education*. <https://doi.org/10.47852/bonviewijce52024288>
- Qingyan, G., Azar, A. S., & Ahmad, A. (2023). The impact of teacher quality management on student performance in the education sector: Literature review. *World Journal of English Language*, 13(3), 156.

<https://doi.org/10.5430/wjel.v13n3p156>

- Qingyan, L., Fadholi, F., & Salam, A. (2023). Evaluating *student satisfaction* dimensions in integrated Islamic schools. *Journal of Islamic Education Studies*, 8(2), 101–117.
- Riatmaja, D. S. (2025). Implementation of *Balanced Scorecard*-based educational management evaluation model.
- Sadorra, B. E. B. (2025). Student services and the pandemic: Retrospective and prospective. *International Journal of Science and Research Archive*, 14(3), 1421–1425. <https://doi.org/10.30574/ijrsra.2025.14.3.0870>
- Salkind, N. J. (2010). *Encyclopedia of research design*. Sage Publications.
- Sanoto, H., Kusuma, D., Paseleng, M. C., & Triwijayanti, N. (2025). Digitalizing school management: Achieving excellence through technology integration in primary schools in Indonesia. *Al-Ishlah: Jurnal Pendidikan*, 17(1), 478–488. <https://doi.org/10.35445/alishlah.v17i1.6341>
- Schmitt-Cerna, I., Ramirez-Olascuaga, M., Arhuis-Inca, W., Ipanaqué-Zapata, M., Arhuis-Inca, S. R., & Bazalar-Palacios, J. (2025). Corrigendum: Attitudes toward mathematics and virtual teaching of students in the context of COVID-19: Validation and *reliability* of instruments. *Frontiers in Education*, 9, 1543092. <https://doi.org/10.3389/feduc.2024.1543092>
- Scoda, A.-D., & Park, C. M. (2025). Cross-cultural examination of empathy. In C. M. Park, L. Ferrari, A.-D. Scoda, N. K. Ozdemir, G. Marsay, & V. S. H. Solberg (Eds.), *Social and emotional learning as foundation for future readiness* (Vol. 3, pp. 145–161). Springer Nature Switzerland. https://doi.org/10.1007/978-3-031-84591-8_8
- Shalihati, F., Sumarwan, U., Hartoyo, H., & Yuliati, L. N. (2025). Mapping customer relationship management research in higher education: Trends and future directions. *Administrative Sciences*, 15(2), 68. <https://doi.org/10.3390/admsci15020068>
- Sheng, W., Fan, Z., & Weng, S. (2024). Enhancing *student satisfaction* in educational management: A Bayesian analysis of influential factors and improvement strategies. *Journal of the Knowledge Economy*. <https://link.springer.com/article/10.1007/s13132-023-01672-4>
- Silalahi, S., & Fatari, F. (2025). Kebijakan peningkatan kualitas sumber daya guru dan pengajaran siswa: Antara realita dan tuntutan pemenuhan industri kerja. *Jurnal Bina Bangsa Ekonomika*, 18(1), Article 1. <https://doi.org/10.46306/jbbe.v18i1.596>
- Sinsay-Villanueva, L. M. V., Garcia, G. D. V., Lim, V. L., Tanyag, I. H., Berroya, J. D., Orbeta, A. C., & Rivera, J. P. R. (2025). Mapping excellence in teacher education: The role of centers of excellence in teacher quality.

- Sipahioğlu, M. (2024). Effective leadership strategies for enhancing student success in higher education: Insights for administrators, faculty, and policymakers. In B. M. Agboola & C. S. Thompson (Eds.), *Advances in educational marketing, administration, and leadership* (pp. 169–202). IGI Global. <https://doi.org/10.4018/979-8-3693-9215-7.ch006>
- Siregar, S. (2023). *Statistik parametrik untuk penelitian sosial*. Kencana.
- Subagyo Pangestu, E., & Djarwanto, P. S. (2019). *Metode penelitian kuantitatif*. Andi.
- Sugiyono, P. (2019). *Metode penelitian kuantitatif kualitatif dan R&D*. Alfabeta.
- Tanjung, J. P., Wijaya, B. A., & Ridho, M. (2023). Implementasi algoritma K-Means dalam mengukur tingkat kepuasan siswa terhadap pelayanan pada SMA Swasta Bani Adam AS. *Data Sciences Indonesia (DSI)*, 3(1), 1–11. <https://doi.org/10.47709/dsi.v3i1.2775>
- Tarigan, T. M., & Zahara, F. (2024). Internal quality assurance system in achieving accreditation scores for Islamic religious higher education. *Al-Hayat: Journal of Islamic Education*, 8(2), 677. <https://doi.org/10.35723/ajie.v8i2.638>
- Tika, Moh. P. (2005). *Metodologi penelitian sosial*. Bumi Aksara.
- Tjiptono, F. (2017). *Strategi pemasaran* (Edisi ke-4). Andi.
- UNICEF Indonesia. (2021). *Dampak pandemi COVID-19 terhadap pendidikan anak di Indonesia*. United Nations Children's Fund. <https://www.unicef.org/indonesia/reports>
- Usman, M. (2025). Enhancing information resource sharing in Pakistani academic libraries: A comprehensive review. *Apex Journal of Social Sciences*, 1(1), 16–30.
- Usman, M. L. L., & Gustalika, M. A. (2022). Pengujian validitas dan reliabilitas System Usability Scale (SUS) untuk perangkat smartphone. *Jurnal Ecotipe (Electronic, Control, Telecommunication, Information, and Power Engineering)*, 9(1), 19–24. <https://doi.org/10.33019/jurnalecotipe.v9i1.2805>
- Usman, N., & Murniati, A. R. (2019). Pengantar manajemen pendidikan. An1mage. <https://books.google.com/books?id=2Ui9DwAAQBAJ>
- Usman, N., Abdurrahman, M., Niswanto, Zakaria, U. I., & Yusuf, Y. Q. (2023). Did quality of education exist during the COVID-19 pandemic? A study of integrated total quality management of high schools in Aceh, Indonesia. *Cogent Education*, 10(2), 2282222. <https://doi.org/10.1080/2331186x.2023.2282222>
- Utkirov, A. (2025). Evaluating service quality in higher education institutions: A SERVQUAL-based study with structural equation modeling in Uzbekistan. *SSRN Electronic Journal*.

<https://doi.org/10.2139/ssrn.5084194>

- Venzo, P., Bellgrove, A., & Freitas, C. (2025). Diving into a sea of knowledge: Empowering teachers to enhance ocean literacy in primary schools. *Environmental Education*. <https://doi.org/10.1080/13504622.2024.2357342>
- Wang, L., Chen, P., Wang, X., Wei, S., Lin, J., & Jing, X. (2025). Integrating team-based and peer-teaching strategies for standardized dental residency: A path to active learning and professional growth. *BMC Medical Education*, 25(1), 618. <https://doi.org/10.1186/s12909-025-07023-y>
- Wider, W., Tan, F. P., Tan, Y. P., Lin, J., Fauzi, M. A., Wong, L. S., Tanucan, J. C. M., & Hossain, S. F. A. (2024). *Service quality (SERVQUAL)* model in private higher education institutions: A bibliometric analysis of past, present, and future prospects. *Social Sciences & Humanities Open*, 9, 100805. <https://doi.org/10.1016/j.ssaho.2024.100805>
- Widyasari, E. (2025). The role of information technology in improving school administration management.
- Xuerong, Z., & Kanjanapathy, M. (2024). The relationship between *service quality* and student retention in private higher education institutions in Malaysia. *International Journal of Academic Research in Business and Social Sciences*, 14(1), 1102–1112. <https://doi.org/10.6007/IJARBS/v14-i1/20525>
- Ying, G. (2023). The impact of service supply quality of training organizations for management postgraduate examination on learners' satisfaction and loyalty. *ProQuest*. <https://www.proquest.com/openview/e4cf805909177729cf301bcd77b577d3/1?pq-origsite=gscholar>
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1990). *Delivering quality service: Balancing customer perceptions and expectations*. Simon and Schuster.
- Živković, N., Milošević, I., & Glogovac, M. (2025). *Balanced Scorecard* perspectives as a driver for leadership in HEIs in the era of Industry 5.0: A SEM-ANN approach. *Strategic Management*, 00, 90–90. <https://doi.org/10.5937/straman2500003z>
- Zuriah, N. (2006). *Metodologi penelitian sosial dan pendidikan: Teori dan aplikasi*. Bumi Aksara.