

## DAFTAR PUSTAKA

- Ahearne, M., C. B. Bhattacharya and T. Gruen (2005) 'Antecedents and Consequences of Customer–Company Identification: Expanding the Role of Relationship Marketing', *Journal of Applied Psychology*, 90 (3), pp. 574–85.
- Ahuvia, A. C. (1993), *I Love It! Towards a Unifying Theory of Love Across Diverse Love Objects*, Ph.D. Dissertation, Northwestern University, Evanston, IL.
- Albert, S. and D. A. Whetten (1985) 'Organizational Identity', in L. L. Cummings (ed.) *Research Organizational Behavior* (Connecticut: JAI Press).
- Albert, N. and Merunka, D. (2013), "The role of brand love in consumer-brand relationships", *Journal of Consumer Marketing*, Vol. 30 No. 3, pp. 258-266.
- Altman, I., & Low, S. M. (Eds.). (1992). *Place attachment*. New York: Plenum
- Astana, I. G. M. O., Katrina, N. P. W. (2021), "Pengaruh Kelengkapan Produk, Lokasi Pelayanan dan Tata Letak Terhadap Keputusan Pembelian Pada Toko Jaya Raya Cabang Pamaran Singaraja", *Jurnal Artha Satya Dharma*, Vol. 14 No.10, pp. 94.
- Baker, J., Parasuraman, A., Grewal, D. and Voss, G.B. (2002), "The influence of multiple store environment cues on perceived merchandise value and patronage intentions", *Journal of Marketing*, Vol. 66 No. 2, pp. 120-141.
- Balmer, J. M. T. and E. R. Gray (2003) 'Corporate Brands: What Are They? What of Them?', *European Journal of Marketing*, 37 (7/8), pp. 972–97.
- Batra, R., Ahuvia, A. and Bagozzi, R.P. (2012), "Brand love", *Journal of Marketing*, Vol. 76 No. 2, pp. 1-16.
- Best, A., Stokols, D., Green, L. W., Leischow, S., Holmes, B., Buchholz, Kaye, B. (2003), *An Integrative Framework for Community Partnering to Translate Theory into Effective Health Promotion Strategy*. National Library of Medicine, 18(2):168-76.
- Bhattacharya C, Rao H and Glynn M (1995) Under-standing the bond of identification: an investigation of its correlates among art museum members. *Journal of Marketing* 59: 46–57.
- Bhattacharya C and Sen S (2003) Consumer-company identification: a framework for understanding consumers' relationships with companies, *Journal of Marketing* 67(2): 76–88.
- Carroll B and Ahuvia A (2006) Some antecedents and outcomes of brand love. *Marketing Letters* 17:79–89.

- Centeno, D. and Wang, J.J. (2017), “Celebrities as human brands: an inquiry on stakeholder-actor co- creation of brand identities”, *Journal of Business Research*, Vol. 74, pp. 133-138.
- Cheng, J.C., Luo, S.J., Yen, C.H. and Yang, Y.F. (2016), “Brand attachment and customer citizenship behaviors”, *The Service Industries Journal*, Vol. 36 Nos 7-8, pp. 263-277.
- Desiyanti, Ni Luh. Sudja, I Nengah, Martini, Luh Kadek Budi. 2018. Effect of Service Quality on Customer Satisfaction, Customer Delight and Customer Loyalty. *International Journal of Contemporary Research and Review*.
- Fariz, Hadi. Nunik, Kusnilawati. 2012. “Analisis Pengaruh Ekuitas Merek (*Brand Equity*) Terhadap Loyalitas Konsumen Pada Produk Motor Kawasaki”. *Jurnal Mahasiswa Q-MEN*, Vol. 1, No. halaman 1-14.
- Fournier S (1998) Consumers and their brands: devel-oping relationship theory in consumer research. *Journal of Consumer Research* 24: 343–373.
- Freddy Rangkuti. 2012. *Studi Kelayakan Bisnis & Investasi*. Gramedia Pustaka Utama. Jakarta.
- Fried, M. (1963) Grieving for a lost home: the psychological costs of relocation. In L. Duhl (ed.), *The urban condition: people and policy in the metropolis*, Basic Books, New York, NY.
- Gay, L. R., Mills, G. E., Airasian, P. W. 2006. *Educational Research: Competencies for Analysis and Applications*. Pearson Merrill Prentice Hall
- Gioia, D. A., M. Schultz and K. G. Corley (2000) ‘Organizational Identity, Image and Adaptive Instability’, *Academy of Management Review*, 25 (1), pp. 63–81.
- Halliday, S. V., Kuenzel, S., (2008). *Brand Identification: A Theory-based Construct for Conceptualizing Links between Corporate Branding, Identity and Communications*. Macmillan Publishers Limited.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations management: sustainability and supply chain management*, 12/e. Harlow: Pearson Education.
- Helm, S.V., Renk, U. and Mishra, A. (2016), “Exploring the impact of employees’ self-concept, brand identification and brand pride on brand citizenship behaviors”, *European Journal of Marketing*, Vol. 50 Nos 1/2, pp. 58-77.
- Herjanto, E. (2008). *Manajemen operasi edisi ketiga*. Jakarta: PT. Grasindo

- Harrison-Walker, L.J. (2001), "The measurement of word-of-mouth communication and an investigation of service quality and customer commitment as potential antecedents", *Journal of Service Research*, Vol. 4, No. 1, pp. 60-75.
- Jang, Y.J., Kim, W.G. and Lee, H.Y. (2015), "Coffee shop consumers' emotional attachment and loyalty to green stores: the moderating role of green consciousness", *International Journal of Hospitality Management*, Vol. 44, pp. 146-156.
- Knez, I. (2005). Attachment and Identity as Related to a Place and Its Perceived Climate. *Journal of Environmental Psychology*, 25, 207-218.
- Kotler, K.(2009). *Manajemen Pemasaran 1.Edisi ketiga belas*. Jakarta: Erlangga.
- Kumar, V. and Kaushik, A.K. (2017), "Achieving destination advocacy and destination loyalty through destination brand identification", *Journal of Travel and Tourism Marketing*, Vol. 34 No. 9, pp. 1247-1260.
- Lee, S.A. and Jeong, M. (2014), "Enhancing online brand experiences: an application of congruity theory", *International Journal of Hospitality Management*, Vol. 40, pp. 49-58.
- Mehrabian, A. and Russell, J.A. (1974), *An Approach to Environmental Psychology*, The MIT Press, MA.
- Mohammed, B.; Gabel, M.; Karlsson, L. M., 2013. Nutritive values of the drought tolerant food and fodder crop enset. *Afr. J. Agric. Sci.*, 8 (20): 2326-2333.
- Ortegón-Cortázar, L. and Royo-Vela, M. (2019), "Nature in malls: effects of a natural environment on the cognitive image, emotional response, and behaviors of visitors", *European Research on Management and Business Economics*, Vol. 25 No. 1, pp. 38-47.
- Ottman, Jacquelyn A. 2011. *The New Rules of Green marketing*. England: Greenleaf Publishing, Sheffield.
- Reimann M, Castañ o R, Zaichkowsky J and Bechara A(2012) How we relate to brands: psychological andneuro physiological insights into consumer–brandrelationships. *Journal of Consumer Psychology*22: 128–142.
- Peng, N., Chen, A. and Hung, K.P. (2017), "The effects of teppanyaki restaurant stimuli on diners' emotions and loyalty", *International Journal of Hospitality Management*, Vol. 60, pp. 1-12.
- Purwanto, E. A., Sulistyastuti, D. R. (2007), *Metode Penelitian Kuantitatif Untuk Administrasi Publik dan Masalah-Masalah Sosial*. Yogyakarta: Gaya Media.

- Rejeki, Denik S., Fauzi, A.D.H. dan Yulianto, Edy. 2015. Pengaruh Green marketing Pada Keputusan Pembelian Dan Implikasinya Terhadap Loyalitas Pelanggan. *Jurnal Administrasi Bisnis (JAB)*. 26 (1), 268-287.
- Sarkar, A. (2014), “Brand love in emerging market: a qualitative investigation”, *Qualitative Market Research: An International Journal*, Vol. 17 No. 4, pp. 481-494.
- Sheng, Z.H., Shao, L., Chen, J.J., Bao, W.J., Wang, F.B. and Xia, X.H. (2011), “Catalyst-free synthesis of nitrogen-doped graphene via thermal annealing graphite oxide with melamine and its excellent electrocatalysis”, *ACS Nano*, Vol. 5 No. 6, pp. 4350-4358.
- Slack, N., Jones, A. B., & Johnston, R. (2013). *Operations management*. Harlow: Pearson Education Limited.
- Sulistiorini. (2017). *Prosedur Penelitian Suatu Pendekatan Praktik*. Rineka Cipta.
- Thomson J, MacInnis K and Park W (2005) The ties that bind: measuring the strength of consumers' attachments to brands. *Journal of Consumer Psychology* 15(1):77-90.
- Wang, T., Yeh, R.K.J., Yen, D.C. and Sandoya, M.G. (2016), “Antecedents of emotional attachment of social media users”, *The Service Industries Journal*, Vol. 36 Nos 9-10, pp. 438-451.
- Wibowo, A. D., Nurcahyo, R., & Khairunnisa, C. (2016). *Warehouse Layout Design Using Shared Storage Method*. *Proceeding of 9th International Seminar on Industrial Engineering and Management*.
- Widya Sari, I.G.A., Yudi Setiawan, Putu. 2017. Pengaruh Green Marketing dan Packaging Terhadap Brand Image dan Loyalitas Pelanggan Pada Konsumen Starbucks Coffee. *E-Jurnal Manajemen Unud*, 6 (7), 3820-2849.