

DAFTAR PUSTAKA

- Adelia, S. (2018). PENGARUH ONLINE PROMOTION TERHADAP REPURCHASE INTENTION DENGAN CONSUMER PERCEPTION SEBAGAI MEDIASI PADA TRAVEL ONLINE. *Jurnal Manajemen Pemasaran*, 12(2), 94-100.
- Aktivitas Pasar. IDNFinancials. (n.d.). Retrieved April 16, 2023, from <https://www.idnfinancials.com/id/rals/pt-ramayana-lestari-sentosa-tbk>
- Albright, Jeremy K., and Hun Myoung Park (2009) "Confirmatory Factory Analysis Using Amos, LISREL, Mplus and SAS/STAT CALIS". Working Paper. The University Information Techology Services (UITS) Center for Statistical and Mathmatical Computing. Indiana University.
- Anggoro, S. P. (2013). Analisis Pengaruh Store Atmosphere Terhadap Impulse Buying Melalui Emotional Response Di Matahari Department Store Tunjungan Plaza Surabaya. *Jurnal Ilmiah Mahasiswa Manajemen*, 1(3).
- Anrep.id. (n.d.). *PT Matahari Department Store, Tbk*. The Project. Retrieved April 16, 2023, from <http://annualreport.id/perusahaan/PT%20MATAHARI%20DEPARTMENT%20STO%20RE,%20Tbk>
- Armstrong, G.and Kotler, P.(2015), Marketing: an Introduction. 12thedition, Global Edition. USA: Pearson Education, Inc.
- Aulia, O. G. (2022, November 22). *Faktor Yang Mempengaruhi Pertumbuhan Penduduk.Lifestyle* [Katadata.co.id](https://katadata.co.id/intan/berita/637cb09073018/faktor-yang-mempengaruhi-pertumbuhan-penduduk-lifestyle). Retrieved April 16, 2023, from <https://katadata.co.id/intan/berita/637cb09073018/faktor-yang-mempengaruhi-pertumbuhan-penduduk-lifestyle>

mempengaruhi- pertumbuhan-penduduk



Awards. Belanja Online Fashion Lifestyle Gampang, Aman, Terpercaya. (n.d.). Retrieved April 16, 2023, from <https://www.matahari.com/corporate/award/index>

Azizah, L. N. (2022, January 13). *Pengertian Bisnis Retail: Jenis, Tujuan, Dan Cara Kerjanya*. Gramedia Literasi. Retrieved April 16, 2023, from https://www.gramedia.com/literasi/bisnis-retail/#4_Specialty_Retailer

Baker et al. 2002. “*The Influence of Store Environment on Quality Inferences and Store Image*” Journal Acad Marketing Sci. Vol. 22. No. 328-339

Banat, A., & Wandebori, H. S. T. (2012). Store design and store atmosphere effect on customer sales per visit economics. Management and Behavioral Sciences, 84-89.

Bateman, C., & Valentine, S. (2015). The impact of salesperson customer orientation on the evaluation of a salesperson’s ethical treatment, trust in the salesperson, and intentions to purchase. Journal of Personal Selling & Sales Management, 35(2), 125-142.

Bauer, J. C., Kotouc, A. J., & Rudolph, T. (2012). What constitutes a “good assortment”? A scale for measuring consumers’ perceptions of an assortment offered in a grocery category. Journal of Retailing and Consumer Services, 19(1), 11-26.

Berapa Jumlah Gerai Matahari department store?: Databoks. Pusat Data Ekonomi dan Bisnis Indonesia. (n.d.). Retrieved April 16, 2023, from <https://databoks.katadata.co.id/datapublish/2021/09/24/berapa-jumlah-gerai-matahari-department-store>

Brocato, E. D., Voorhees, C. M., & Baker, J. (2012). Understanding the influence of cues from other customers in the service experience: A scale development and validation. Journal of retailing, 88(3), 384-398.

C. Mowen, John. Michael Minor. 2002. “*Perilaku Konsumen*”. Jakarta. Erlangga

Chamundeeswari K, Saranya S, & Rajagopal S. 2009. "Exploration of potential antimicrobial activity of sea star *Astropecten indicus*" J Applied Pharmaceutical Scienc. 2(7): 125-128.

Chang, H.-J., Eckman, M., & Yan, R.-N. (2011). Application of the stimulus-organism-response model to the retail environment: The role of hedonic motivation in impulse buying behavior. *The International Review of Retail, Distribution and Consumer Research*, 21(3), 233–249. <https://doi.org/10.1080/09593969.2011.578798>

Charles Lamb, W. et.al. 2001. "Pemasaran". Edisi Pertama, Salemba Empat: Jakarta.

Chien-Hsiung, L. (2011). A study on the relationship between the brand image and *Customer Satisfaction* in the catering business. African Journal of Business Management, 5 (18), 7732-7739.

Corporate - about US - about Matahari. Corporate - About Us - About Matahari. (n.d.). Retrieved April 16, 2023, from <https://www.matahari.com/corporate/about-us>

Cravens, David W. (2000) stategy marketing. 6th edition, Irwin Mcgraw Hill

Demirgüneş, B. K. (2015). Relative Importance of Perceived Value, Satisfaction and Perceived Risk on Willingness to Pay More . International Review of Management and Marketing , 5 (4) , 211-220 . Retrieved from <https://dergipark.org.tr/en/pub/irmm/issue/32086/355093>

Demirgüneş, B. K. (2015). Relative Importance of Perceived Value, Satisfaction and Perceived Risk on Willingness to Pay More . International Review of Management and Marketing , 5 (4) , 211-220 . Retrieved from <https://dergipark.org.tr/en/pub/irmm/issue/32086/355093>

Dubé, L., & Menon, K. (2000). Multiple roles of consumption emotions in post-purchase satisfaction with extended service transactions. International Journal of Service Industry Management.

Engel, James F., Roger D. Blackwell, Paul W. Winiard. 2001. *Costumer Behaviour*, Eight Edition, Orlando: The Dryden Press.

Filieri, R., & Lin, Z. (2017). The role of aesthetic, cultural, utilitarian and branding factors in young Chinese consumers' repurchase intention of smartphone brands. *Computers in Human Behavior*, 67, 139–150. <https://doi.org/10.1016/j.chb.2016.09.057>

Goyal, A., Maity, M., Thamizhvanan, A. and Xavier, M.J. (2013), “Determinants of customers’ online purchase intention: an empirical study in India”, Journal of Indian Business Research, Vol. 5 No. 1, pp. 17-32.

Graa, A., Dani-Elkebir, M., & Bensaid, M. (2014). The impact of environmental factors on impulse buying behavior using the Mehrabian and Russell’s framework. Leonardo Journal of Sciences, 13(24), 101-114.

Groover, M. P. (2018). Fundamentals of modern manufacturing: materials, processes, and systems. John Wiley & Sons.

Han, H., & Ryu, K. (2012). The theory of repurchase decision-making (TRD): Identifying the critical factors in the post-purchase decision-making process. International Journal of Hospitality Management, 31(3), 786-797.

Hatane Semuel, 2005. “*Respons Lingkungan Berbelanja Sebagai Stimulus Pembelian Tidak Terencana pada Toko Serba Ada (Toserba) (Studi Kasus Carrefour Surabaya)*”. Jurna Manajemen & kewirausahaan, Vol.7. No.2. <http://puslit.petra.ac.id/~puslit/journals/>.

Hawkins, D. I., & Mothersbaugh, D. L. (2007). Consumer Behavior Building Marketing Strategy. Paul Ducham

Hawkins, D.I., Mothersbaugh, D.I., & Best, R.J., (2004). Consumer Behavior: Building Marketing Strategy (10th Ed.). New York: The McGraw-Hill Companies, Inc.

Hellier, P. K. et al.. 2003. *Customer Repurchase Intention: A General Structural Equation Model*. *European Journal of Marketing*,, Vol 37, Issue 11/12, hlm. 1762 – 1800.

Homburg, C., Koschate, N., & Hoyer, W. D. (2006). The role of cognition and affect in the formation of Customer Satisfaction: a dynamic perspective. *Journal of marketing*, 70(3), 2131.

Hsu, M.K., Huang, Y. and Swanson, S., (2010). Grocery store image, travel distance, satisfaction and behavioral intentions: Evidence from a Midwest college town. *International Journal of Retail & Distribution Management*.

Indonesia, D. (n.d.). *BPS: Jumlah Penduduk indonesia sebanyak 275,77 Juta Pada 2022*. Dataindonesia.id. Retrieved April 16, 2023, from <https://dataindonesia.id/ragam/detail/bps-jumlah-penduduk-indonesia-sebanyak-27577-juta-pada-2022>

Jani, D., & Han, H. (2013). Personality, social comparison, consumption emotions, satisfaction, and behavioral intentions: How do these and other factors relate in a hotel setting?. *International Journal of Contemporary Hospitality Management*.

Jones, M. A., & Reynolds, K. E. (2006). The role of retailer interest on shopping behavior. *Journal of Retailing*, 82(2), 115126.

Jumlah Penduduk indonesia 269 Juta Jiwa, terbesar keempat di Dunia: Databoks. Pusat Data Ekonomi dan Bisnis Indonesia. (n.d.). Retrieved April 16, 2023, from <https://databoks.katadata.co.id/datapublish/2019/04/29/jumlah-penduduk-indonesia-269-juta-jiwa-terbesar-keempat-dunia>

Kaltcheva, V. D., & Weitz, B. A. (2006). When should a retailer create an exciting store environment?. *Journal of marketing*, 70(1), 107-118.

Keller, P. K. K. L., & Kotler, P. (2012). Manajemen Pemasaran Edisi 12. Jakarta: Erlangga, 106.

Kementerian Keuangan Republik Indonesia. (n.d.). Retrieved April 16, 2023, from <https://www.kemenkeu.go.id/informasi-publik/publikasi/berita-utama/Pertumbuhan-Ekonomi-Triwulan-III-Impresif>

Kotler, Amstrong. 2001. “*Prinsip-prinsip pemasaran*” Edisi keduabelas, Jilid 1. Jakarta: Erlangga

Kotler, Philip (2009). “*Manajemen Pemasaran*”, edisi 13. Jakarta; Erlangga

Kotler, Philip.2003. *Manajemen Pemasaran*. Edisi kesebelas, Jakarta: Indeks kelompok Gramedia.

Kristina. (n.d.). *8 Dampak Positif Jumlah Penduduk Yang Besar Bagi Bangsa Indonesia*. detikedu. Retrieved April 16, 2023, from <https://www.detik.com/edu/detikpedia/d-5706904/8-dampak-positif-jumlah-penduduk-yang-besar-bagi-bangsa-indonesia>

Kurniawan, D. (2013). Pengaruh promosi dan store atmosphere terhadap impulse buying dengan shopping emotion sebagai variabel intervening studi kasus di Matahari department store cabang supermall Surabaya. *Jurnal Strategi Pemasaran*, 1(2), 1-8.

Kurniawati, D., & Restuti, S. (2014). Pengaruh Sales Promotion Dan Store Atmosphere Terhadap Shopping Emotion Dan Impulse Buying Pada Giant Pekanbaru. *Jurnal Tepak Manajemen Bisnis*, 6(3), 24-37.

Kusdyah, I. (2012). Persepsi Harga, Persepsi Merek, Persepsi Nilai, dan Keinginan Pembelian Ulang Jasa Clinic Kesehatan (Studi Kasus Erha Clinic Surabaya). *Jurnal Manajemen Pemasaran*, 7 (1), 25-32.

Levy & Weitz.2007. “*Retail Manajemen*” 6th edition. United states od America : McGraw Hill Internasional

Levy, M., Weitz, B. A., Grewal, D., & Madore, M. (2012). Retailing management (Vol. 6). New York: McGraw-Hill/Irwin.

Lovelock, C, dan John Wirtz, 2011. “*Pemasaran Jasa Perspektif edisi 7*”. Jakarta : Erlangga.

Mantrala, M. K., Levy, M., Kahn, B. E., Fox, E. J., Gaidarev, P., Dankworth, B., & Shah, D. (2009). Why is assortment planning so difficult for retailers? A framework and research agenda. *Journal of Retailing*, 85(1), 71-83.

Marques, S. H., Cardoso, M. M., & Palma, A. P. (2013). Environmental factors and satisfaction in a specialty store. *The International Review of Retail, Distribution and Consumer Research*, 23(4), 456-474.

Maulidya, I. (2022, August 25). *Banyak promo, Matahari Department Store Buka di Tangerang City Mall*. SINDOnews.com. Retrieved April 16, 2023, from <https://lifestyle.sindonews.com/read/866357/166/banyak-promo-matahari-department-store-buka-di-tangerang-city-mall-1661414904>

Mohajerani, P., & Miremadi, A. (2012). Customer Satisfaction study of Kish Island in Iran. *International Journal of modeling in hotel industry: A case Market ing Studies*, 4(3), 134.

Mohan, G., Sivakumaran, B., & Sharma, P. (2012). Store environment's impact on variety seeking behavior. *Journal of Retailing and Consumer Services*, 19(4), 419-428.

Ndubisi, Nelson. O. and Chiew T. Moi. 2005. “*Customers Behaviourial Responses To Sales Promotion*” : The Role Of Fear Of Losing Face, *Asia Pacific Journal of Marketing and Logistic*, Vol. 17, 1.

Negara, D. J. K. (n.d.). Pemulihan Perekonomian Indonesia Setelah Kontraksi Akibat Pandemi covid-19. Retrieved April 16, 2023, from <https://www.djkn.kemenkeu.go.id/kpknl-banjarmasin/baca-artikel/14769/Pemulihan-Perekonomian-Indonesia-Setelah-Kontraksi-Akibat-Pandemi-Covid-19.html>

Nic S. Terblanche. (2018). Revisiting the supermarket in-store customer shopping experience. *Journal of Retailing and Consumer Services*, 40, 48–59.

Nistorescu, T & Barbu, C. M. 2008. “*Retail Store Design and Environment as Branding Support in The Services Marketing*”. Management & Marketing Craiova (Management & Marketing Craiova. 1 (08): 118-138

Nurjani, A. (2022, December 12). *Kinerja Emiten Sektor Ritel Diprediksi Masih positif Hingga Kuartal III 2023*. kontan.co.id. Retrieved April 16, 2023, from <https://investasi.kontan.co.id/news/kinerja-emiten-sektor-ritel-diprediksi-masih-positif-hingga-kuartal-iii-2023>

Peran penting Kontribusi Perdagangan Ritel Dalam Mendukung Pertumbuhan ekonomi Nasional - kementerian Koordinator Bidang perekonomian Republik Indonesia. (n.d.). Retrieved April 16, 2023, from <https://ekon.go.id/publikasi/detail/3442/peran-penting-kontribusi-perdagangan-ritel-dalam-mendukung-pertumbuhan-ekonomi-nasional>

Pertumbuhan Ekonomi Nasional Tahun 2021 Berikan Sinyal Positif Terhadap prospek ekonomi Tahun 2022 - Kementerian Koordinator Bidang Perekonomian Republik Indonesia. (n.d.). Retrieved April 16, 2023, from <https://www.ekon.go.id/publikasi/detail/3692/pertumbuhan-ekonomi-nasional-tahun-2021-berikan-sinyal-positif-terhadap-prospek-ekonomi-tahun-2022>

Poncin, I., & Mimoun, M. S. B. (2014). The impact of “e-atmospherics” on physical stores. *Journal of Retailing and Consumer Services*, 21(5), 851-859.

- Pons, F., Giroux, M., Mourali, M., & Zins, M. (2016). The relationship between density perceptions and satisfaction in the retail setting: Mediation and moderation effects. *Journal of Business Research*, 69(2), 1000-1007.
- Prasad, K. D., Subbaiah, K. V., & Rao, K. N. (2012). Aligning the competitive strategy with supply chain strategy through QFD. *Journal of Advances in Management Research*.
- Pratomo, G. Y. (2022, October 22). *Matahari Department store Raup Pendapatan Bersih RP 4,96 Triliun*. liputan6.com. Retrieved April 16, 2023, from <https://www.liputan6.com/saham/read/5104163/matahari-department-store-raup-pendapatan-bersih-rp-496-triliun>
- Puccinelli, N. M., Goodstein, R. C., Grewal, D., Price, R., Raghbir, P., & Stewart, D. (2009). Customer experience management in retailing: understanding the buying process. *Journal of retailing*, 85(1), 15-30.
- Purwanti, T. (2022, October 31). *Laba Ramayana Naik 65%, Ritel Ri Sudah Sembuh?* CNBC Indonesia. Retrieved April 16, 2023, from <https://www.cnbcindonesia.com/market/20221031125010-17-383838/laba-ramayana-naik-65-ritel-ri-sudah-sembuh>
- Sangvikar, B. V., & Pawar, P. (2012). Analysis of Employee Attitude and Aptitude towards Participation in Marketing Decisions of Organized Retailers in India. *Researchers World*, 3(2 Part 2), 44.
- Sivadas, E., & Jindal, R. P. (2017). Alternative measures of satisfaction and word of mouth. *Journal of Services Marketing*.
- Slåtten, T., Krogh, C. and Connolley, S. (2011), "Make it memorable: customer experiences in winter amusement parks", *International Journal of Culture, Tourism and Hospitality Research*, Vol. 5 No. 1, pp. 80-91.

- Solomon. 2010. *Orthopedi dan Fraktur Sistem Appley*. Jakarta: Widya Medika.
- Sutisna. 2002. *Perilaku Konsumen dan Komunikasi Pemasaran*. Bandung Penerbit PT. Remaja Rosdakarya.
- Sweeney, J. And Soutar, G. 2001. “*Consumer perceived value: the development of a multiple item scale*”. Journal of Retailing, Vol. 77, pp. 203-205.
- Tjiptono, F. (2008). Marketing strategy. Third Edition. Yogyakarta: ANDI Publisher.
- Tombs, McColl-Kennedy. 2003. *Servicescape to emphasize the impact of the physical environment Cronin, 2003 Social-Servicescape*
- Utami, C. W. (2010). Manajemen Ritel_Strategi dan Implementasi Operasional Bisnis Ritel Modern Di Indonesia.
- Verhoef, P. C., & Leeflang, P. S. H. (2009). Understanding the marketing department's influence within the firm. *Journal of Marketing*, 73(2), 14–37. <https://doi.org/10.1509/jmkg.73.2.14>
- Walls, A., Okumus, F., Wang, Y., & Kwun, D. J. W. (2011). Understanding the consumer experience: An exploratory study of luxury hotels. *Journal of Hospitality Marketing & Management*, 20(2), 166-197.
- Walsh, G., Shiu, E., Hassan, L. M., Michaelidou, N., & Beatty, S. E. (2011). Emotions, storeenvironmental cues, store-choice criteria, and marketing outcomes. *Journal of Business Research*, 64(7), 737-744.
- Wang, Y., Wang, J., Zhou, X., Yang, B., Liu, J., Yang, X., Wang, Y., dan Liu, Y., 2004, *New Phenyl Derivatives from Endophytic Fungus Aspergillus flavipes AIL8 Derived of Mangrove Plant Acanthus ilicifolius*, Fitoterapia, 97, 192-202.
- Westbrook dan Reilly. 2009. Dalam Tjiptono, Fandy (2005). *Brand Management and Strategy*. Penerbit Andi.

Wirtz, J., & Zeithaml, V. (2017). Cost-effective service excellence. *Journal of the Academy of Marketing Science*, 46(1), 59–80. <https://doi.org/10.1007/s11747-017-0560-7>

Wongkitrungrueng, A., & Assarut, N. (2020). The role of live streaming in building consumer trust and engagement with social commerce sellers. *Journal of Business Research*, 117, 543-556.

World Health Organization. (n.d.). *Coronavirus*. World Health Organization. Retrieved April 16, 2023, from https://www.who.int/health-topics/coronavirus#tab=tab_1

Yamit, Zulian. 2003. *Manajemen produksi dan operasi*. Edisi 2. Yogyakarta : ekonisia
Zajonc, R. B. 1965. *Feelings and Thinking: Preferences Need No Inferences*.
American Psychologist Vol. 35 No.2: pp. 151–175.

Zeng, Fue. Hu, Zuohao. Chen, Rong dan Yang,Zhilin. (2009). “Determinants of online service satisfaction and their impacts on behavioural intention”. *Total Quality Management*. Vol. 20, No. 9, 953-969.

Zhou, L., & Wong, A. (2004). Consumer impulse buying and in-store stimuli in Chinese supermarkets. *Journal of International Consumer Marketing*, 16(2), 37–53. https://doi.org/10.1300/j046v16n02_03