

DAFTAR PUSTAKA

- Abdullah Naami., Sharareh Hezarkhani. (2018). The Impact of Emotion on Customers' Behavioral Responses
- Adi Suparwo., Didin Syarifuddin. (2017). Membangun Kepuasan Pelanggan Serta Komunikasi Lisan
- Adomavicius, G., Tuzhilin, A. (2015). Towards the next generation of recommender systems : a survey of the state-of-the-art and possible extensions.
- Alfamart.co.id (2021). "Investor Area"
<https://alfamart.co.id/investor-area/presentasi-korporasi>
- Akbar Rizki Utomo. (2020). *PENGARUH CUSTOMER EXPERIENCE TERHADAP REPURCHASE INTENTION DENGAN BRAND ENGAGEMENT SEBAGAI VARIABEL MEDIASI*
- Ceicdata.com (2021). "Retail Sales Growth"
<https://www.ceicdata.com/id/indicator/indonesia/retail-sales-growth>
- Delli Savira Wilujeng (2019). *PENGARUH CUSTOMER EXPERIENCE TERHADAP WORD OF MOUTH MELALUI KEPUASAN KONSUMEN PADA WISATAWAN PANTAI PLENGKUNG DI KABUPATEN BANYUWANGI*
- Edwin Japariato (2010). Analisa Faktor Type Hedonic Shopping Motivation dan Faktor Pembentuk Kepuasan Tourist Shopper di Surabaya
- Hasniati., Dewi Pratiwi Indriasari., Arief Sirajuddin. (2021). Pengaruh Customer Experience terhadap Repurchase Intention Produk Online dengan Customer Satisfaction sebagai Variable Intervening
- Hoffman, D., Novak, T. (2009). Flow online : lessons learned and future prospects
- In Emy Pratiwi., Tira Nur Fitria. (2020). Budaya Hedonisme dan Konsumtif dalam Berbelanja Online Ditinjau dari Perpektif Ekonomi Syariah
- Ilias O. Pappas., Panos E. Kourouthanassis., Michail N. Giannakos., Vassilios Chrissikopoulos. (2014). *Shiny happy people buying: the role of emotions on personalized e-shopping*

- IKA PRATAMA KUSUMAWATI (2013). *ANALISIS PENGARUH CUSTOMER EXPERIENCE TERHADAP MINAT BELI ULANG*
- Kadek Trisna Dewi., I Gusti Ayu Ketut Giantari. (2015). *PERAN EMOSI POSITIF DALAM MEMEDIASI STORE ATMOSPHERE TERHADAP PEMBELIAN IMPULSIF*
- Markus Markonen., Lauri Frank., Jamie Riekkinen., Jari Juhani Jussila (2019). *THE EFFECT OF POSITIVE AND NEGATIVE EMOTIONS DURING ONLINE SHOPPING EPISODE ON CUSTOMER SATISFACTION, REPURCHASE INTENTION, AND RECOMMENDATION INTENTION*
- Megawati Simanjuntaka., Hanum Rachmawati Nurb., Bagus Sartonoa., Mohamad Fazli Sabri. (2019). *A general structural equation model of the emotions and repurchase intention in modern retail*
- Mitxel Cotarelo., Teresa Fayos., Haydeé Calderón., Alejandro Mollá. (2021). *Omni-Channel Intensity and Shopping Value as Key Drivers of Customer Satisfaction and Loyalty*
- Mukhamad Najib. (2016). *PENGARUH PERSONALISASI IKLAN ONLINE TERHADAP SIKAP DAN MINAT BELI KONSUMEN*
- MPPA Retail Group (2021). *MPPA & MITRA BISNIS MENAWARKAN BERBAGAI PROGRAM PENAWARAN ONLINE UNTUK KESELAMATAN PELANGGAN DI TENGAH KASUS COVID-19 YANG MENINGKAT*
- Nina Laela Sugesti., Aini Kusniawati., Faizal Haris Eko Prabowo. (2019). *PENGARUH OMNI-CHANNEL MARKETING TERHADAP MINAT BELI KONSUMEN*
- Prof. Dr. Hatane Samuel, S.E., MS. dan Diah Dharmayanti, S.E., M.Si. (2013). *PENGARUH CUSTOMER EXPERIENCE QUALITY TERHADAP CUSTOMER SATISFACTION & CUSTOMER LOYALTY DI KAFE EXCELSO TUNJUNGAN PLAZA SURABAYA: PERSPEKTIF B2C*
- Putri Ayu Yulisa., Dudi Permana. (2020). *ANALYSIS EFFECT OF OMNI CHANNEL ON THE MSME's PERFORMANCE IN CRAFT INDUSTRY THROUGH CUSTOMER EXPERIENCE AND CUSTOMER RELATIONSHIP MANAGEMENT*

- Rizka Annisa., Lina Setiawati., Widi Senalasar. (2021). *ANALISIS NIAT BELI KONSUMEN TERHADAP BERBELANJA OMNICHANNEL PADA INDUSTRI FOOD AND BEVERAGES*
- Rose, S., Clark, M., Samouel, P., Hair, N. (2012). Online customer experience in e-retailing : an empirical model of antecedents and outcomes
- Satria Tirtayasa. , Myisha Nevianda., Hery Syahrial. (2020). *The Effect of Hedonic Shopping Motivation, Shopping Lifestyle And Fashion Involvement With Impulse Buying*
- Shahab Pourfakhimi., Williem JL Coetzee., Tara Duncan. (2020). *Electronic Word Of Mouth in tourism and hospitality consumer behaviour: state of the art*
- Sunikka, A., Bragge, J. (2012). Applying text-mining to personalization and customization research literature – who, what and where?
- Xiaohui Yuan., Yacheng Xiao. (2021). *Cognition, Value Perception and Purchase Intention of Organic Food—Evidence from China’s Organic Milk Market*
- Hülya Bakırtaş., Sevilay Uslu Divanoğlu. (2013). *THE EFFECT OF HEDONIC SHOPPING MOTIVATION ON CONSUMER SATISFACTION AND CONSUMER LOYALTY*
- Yulita Lieni (2017). *Pengaruh Customer Experience terhadap Repurchase Intention Produk Online dengan Customer Satisfaction sebagai Variable Intervening*
- Zeithaml, V.A., Berry, L.L., Parasuraman, A. (1996). The behavioral consequences of service quality