

DAFTAR PUSTAKA

- Armstrong & Kotler. (1996). *Dasar-Dasar Pemasaran*. Jakarta : Intermedia.
- Assael, H. (1992). *Consumer Behaviour and Marketing Action*. PWS-Kent, Boston, MA.
- Baker, J., A. Parasuraman, Dhruv G., & Glenn B.V. (2002). *The Influence of Multiple Store Environment Cues on Perceived Merchandise Value and Patronage Intentions*. *Journal of Marketing*, 66, 120-141.
- Bendapudi, N. and Berry, L.L. (1997). Customer's motivations for maintaining relationships with service providers. *Journal of Retailing*, Vol. 73 No. 1, pp. 15-37.
- Billings & Wendy L. (1990). Effects of Store Atmosphere on Shopping Behavior. *Honors Projects*. Paper 16.
- Bloemer, J., & Gaby O.S. (2002). Store satisfaction and store loyalty explained by customer and store related factors. *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior*, 15.
- Bolton, R.N. and Lemon, K.N. (1999), A dynamic model of customers' usage of services: usage as an antecedent and consequence of satisfaction. *Journal of Marketing Research*, Vol. 36, pp. 171-86.
- Canter, D. (1983). The purposive evaluation of places: a facet approach.. *Environment & Behavior*, Vol. 15, pp. 659-98.
- Chaudhuri, A. and Holbrook, M.B. (2001). The chain of effects from brand trust and brand affect to brand performance: the role of brand loyalty. *Journal of Marketing*, Vol. 65, pp. 81-93.
- Crosby, Lawrence A., Evans, Kenneth R., and Cowles Deborah. (1990). Relationship Quality in Services Selling: An Interpersonal Influence Perspective. *Journal of Marketing* 54: 68-81.
- Dick, A.S. and Basu, K. (1994). Customer Loyalty: Toward an Integrated Conceptual Framework. *Journal of the Academy of Marketing Science*, 22, 99-113.

- Doney, P.M. and Cannon, J.P. (1997). An examination of the nature of trust in buyer-seller relationships. *Journal of Marketing*, Vol. 61, pp. 35-51.
- Duncan, T. and Moriarty, S.E. (1998). A communication-based marketing model for managing relationships. *Journal of Marketing*, Vol. 62, pp. 1-13.
- Engel, James. F, Roger., D. Black Well, and Paul, W. Miniard. (1995). *Perilaku Konsumen*. Jakarta. Bina Rupa Aksara. Hal. 3.
- Fox, E. J., Montgomery, A. L. and Lodish, L. M. (2004). Consumer shopping and spending across retail formats. *Journal of Business*, Vol. 77, pp. 25-60.
- Gale B.T. (1994). Managing customer value: creating quality and service that customer can see. *The Free Press*, New York, NY.
- Garbarino, E. and Johnson, M.S. (1999), The different roles of satisfaction, trust and commitment in customer relationship”, *Journal of Marketing*, Vol. 63, pp. 70-87.
- Gassenheimer J. B., Houston F. S., Davis J.C. (1998). The role of economic value, social value, and perceptions of fairness in interorganizational relationship retention decisions. *Journal of the Academy of Marketing Science* 26: 322-337.
- Gefen, D. (2002). *Reflections on the dimensions of trust and trustworthiness among online consumers*. ACM SIGMIS Database, 33(3), 38–53.
- Griffin, Jill. (2005). *Customer loyalty: menumbuhkan & mempertahankan kesetiaan pelanggan*, Edisi Revisi dan Terbaru. Jakarta: Erlangga.
- Guenzi, P., Johnson, M. D., & Castaldo, S. (2009). A comprehensive model of customer trust in two retail stores. *Journal of Service Management*, 20(3), 290–316.
- Hawes, J. M., Rao, C. P. and Baker, T. L. (1993). Retail salesperson attributes and the role of dependability in the selection of durable goods. *Journal of Personal Selling & Sales Management*, Vol. 13, pp. 61-71.
- Holbrook M. B. (1994). *The nature of customer value*. In: Rust RT, Oliver R (eds) *Service quality: new directions in theory and practice*. Sage Publications, Thousand Oaks, CA.

- Homburg, C., Hoyer, W. D. and Fassnacht, M. (2002). Service orientation of a retailer's business strategy: dimensions, antecedents, and performance outcomes. *Journal of Marketing*, Vol. 66, pp. 86-101.
- Jarvelin, A. & Lehtinen, U. (1996). "Relationship quality in business-to-business servicecontext," in QUIS 5 Advancing Service Quality: A Global Perspective, B. Brown, S. W. Edvardsson, R. Johnston, and E. E. Scheuing, Eds, Warwick Printing Company, Leamington Spa.
- Johnston, R., & Kong, X. (2011). The customer experience: a road-map for improvement. *Managing Service Quality: An International Journal*, 21(1), 5–24.
- Keeveney, Susan M. (1995). Customer switching behavior in service industries: An exploratory study. *Journal of Marketing*, 59(2).
- Kerin R. A., Jain A., Howard D. J. (1992). Store Shopping Experience and Consumer Price-Quality-Value Perceptions. *Journal of Retailing* 68: 376-397.
- Kotler, Philip. (2003). *Manajemen Pemasaran* Edisi 6, Jilid 2. (Alih bahasa: Drs. A.Jaka Wasana, MSM). Jakarta: Penerbit Erlangga
- Kotler, Philip. (1973). Atmospherics as a Marketing Tool. *Journal of Retailing* 49: 48–64.
- Lau, G. T., & Lee, S. H. (1999). *Journal of Market-Focused Management*, 4(4), 341–370.
- Lenka, U., Suar, D., & Mohapatra, P. K. J. (2009). Service Quality, Customer Satisfaction, and Customer Loyalty in Indian Commercial Banks. *The Journal of Entrepreneurship*, 18(1), 47–64.
- Liu, Annie H., & Leach, Mark P. (2001). *Developing Loyal Customers with a Value-adding Sales Force: Examining Customer Satisfaction and the Perceived Credibility of Consultative Salespeople*
- Lunardo, Renaud & Mbengue, Ababacar. (2013). When atmospherics lead to inferences of manipulative intent: Its effects on trust and attitude. *Journal of Business Research*. Elsevier. vol. 66(7), pages 823-830.

- Mazursky, D. and Jacoby, J. (1986). Exploring the development of store images. *Journal of Retailing*, Vol. 62, pp. 145-65.
- Morgan, R.M. and Hunt, S. (1994). The commitment-trust theory of relationship marketing. *Journal of Marketing*, Vol. 58, pp. 20-38.
- Mowen, John dan Michael Minor. (2002). *Perilaku Konsumen*. Jakarta : Erlangga.
- Oliver, R. L. (1999). Whence Consumer Loyalty. *Journal of Marketing*, 63, 33-44.
- Oppewal, H., Louviere, J.J. and Timmermans, H. (1997). Modelling the effects of shopping centre size and store variety on consumer choice behaviour. *Environment and Planning*, Vol. 29 No. 6, pp. 1073-90.
- Payne, S. C., & Webber, S. S. (2006). Effects of service provider attitudes and employment status on citizenship behaviors and customers' attitudes and loyalty behavior. *Journal of Applied Psychology*, 91(2), 365–378.
- Peter and Olson (2000), *Consumer Behavior & Marketing Strategy*
- Purba, Amir, dkk. (2006). *Pengantar Ilmu Komunikasi*. Pustaka Bangsa Perss, Medan.
- Rempel, J. K., Holmes, J. G., & Zanna, M. P. (1985). Trust in close relationships. *Journal of Personality and Social Psychology*, 49(1), 95–112.
- Rousseau DM, Sitkin SB, Burt RS, Camerer C .(1998). Not so Different after All: A Cross-Discipline View of Trust. *The Academy of Management Review* 23: 393-404.
- Sawyer, Alan G. and Peter R. Dickson. (1984). Psychological Perspectives on Consumer Response to Sales Promotion, in *Research on Sales Promotions: Collected Papers*, Katherine E. Jocz, ed. Cambridge, MA: Marketing Science Institute, 1-21.
- Schechter, Len. (1984). *A Normative Conception Of Value*. Progressive Qrocer Executive Report, 12-14.
- Schiller, Zachary. (1992). *Good year is gunning its marketing engine*. Business Week, 11(March), 42.

- Sharma, A., & Stafford, T. F. (2000). The Effect of Retail Atmospherics on Customers' Perceptions of Salespeople and Customer Persuasion. *Journal of Business Research*, 49(2), 183–191.
- Sirdeshmukh D, Singh J, Sabol B. (2002). Consumer Trust, Value, and Loyalty in Relational Exchanges. *Journal of Marketing* 66: 15-37.
- Sirohi, N., McLaughlin, E.W. and Wittink, D.R. (1998). A model of consumer perceptions and store loyalty intentions for a supermarket retailer. *Journal of Retailing*, Vol. 74, pp. 223-45.
- Spreng, R. A., MacKenzie, S. B. and Olshavsky, R.W. (1996). A re-examination of the determinants of consumer satisfaction. *Journal of Marketing*, Vol. 60, pp. 15-32.
- Sutisna. (2005). *Perilaku Konsumen dan Komunikasi Pemasaran*. Penerbit Remaja Rosdakarya, Bandung.
- Swan, John E. et al. (1999). *Customer Trust in the Salesperson: An Integrative Review and Meta-Analysis of the Empirical Literature*. Elsevier.
- Swan, John E., and Trawick, I. Fredrick Jr. (1987). Building Customer Trust in the Industrial Salesperson: Process and Outcomes. *Advance in Business Marketing* 2: 81–113.
- Swan, John E., Trawick, I. Fredrick Jr., Rink, David R., and Roberts, Jenny. (1988). Measuring Dimensions of Purchaser Trust of Industrial Salespeople. *Journal of Personal Selling & Sales Management* 8: 1–9.
- Swan, John, E., & Johannah, Jones Nolan. (1985). Gaining customer trust: A conceptual guide for the salesperson. *Journal of Personal Selling and Sales Management*, 5(2), 39–48.
- Thang, D. C. L. and Tan, B. L. B. (2003). Linking consumer perception to preference of retail stores: an empirical assessment of the multi-attributes of store image. *Journal of Retailing and Consumer Services*, Vol. 10, pp. 193-200.
- Theron, E., Terblanche, N., & Boshoff, C. (2010). The antecedents of relationship commitment in the management of relationships in business-to-business (B2B) financial services. *Journal of Marketing Management*, 24(9/10), 997–1010.

Veno, Martin dan Subagio, Hartono. (2013). Analisis Pengaruh Kepercayaan Terhadap Tenaga Penjual (trust in employee), dan Kepercayaan Terhadap Merek (trust in brand) Terhadap Niat Beli (purchase intention) Konsumen Pada Bernini Furniture di Surabaya dan Semarang. *Jurnal Manajemen Pemasaran Universitas Kristen Petra Surabaya*, Vol. 1, No. 2 (2013) 1-12.

Venter et al. (2016). *The influence of store environment on brand trust, brand satisfaction and brand loyalty among the black middle class.*

Wetzel, C., & Buckley, C. (1988). Reciprocity of self-disclosure: Breakdowns of trust in cross-racial dyads. *Basic and Applied Social Psychology*, 9(4), 277–288.

Zeithaml VA, Berry LL, Parasuraman A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing* 60: 31-46.

Zimmer, M. R. and Golden, L. L. (1988). Impressions of retail stores: a content analysis of consumer images. *Journal of Retailing*, Vol. 64, pp. 265-92.

6 Tantangan Besar dalam Industri Retail dan Solusi untuk Menghadapinya
<https://www.hashmicro.com/id/blog/6-tantangan-besar-dalam-industri-retail/>

Brand Switching Analysis dalam Industri Ritel Modern
<https://www.topbrand-award.com/article/brand-switching-analysis-dalam-industri-ritel-modern.html>

Buka Gerai ke-113, CT Corp Akan Buka Tujuh Gerai Hingga Akhir 2018
<https://www.industry.co.id/read/44184/buka-gerai-ke-113-ct-corp-akan-buka-tujuh-gerai-hingga-akhir-2018>

Customer Experience is the New Retail Tipping Point
<https://www.mytotalretail.com/article/customer-experience-is-the-new-retail-tipping-point/>

Ini strategi Transmart di tengah persaingan ritel
<https://industri.kontan.co.id/news/ini-strategi-transmart-di-tengah-persaingan-ritel>

PT. Trans Retail Indonesia Kembali Dianugerahi Penghargaan Indonesia Best Brand Award Tiga Kali Berturut-Turut
<http://www.carrefour.co.id/id/news/14/index.php>

Tahapan Dalam Mengembangkan Strategi Pemasaran Bisnis Ritel
<https://www.beecloud.id/tahapan-dalam-mengembangkan-strategi-pemasaran-bisnis-ritel/>

Transmart Raih Indonesia Best Employer Brand Award 2018
<https://finance.detik.com/berita-ekonomi-bisnis/d-4273163/transmart-raih-indonesia-best-employer-brand-award-2018>

Transmart, Berpacu Di Arena Ritel Yang Lesu
<https://pelakubisnis.com/2018/06/transmart-berpacu-di-arena-ritel-yang-lesu/>

Transmart, Solusi Lengkap Kebutuhan Anda.
<https://www.gotomalls.com/stores/L2ouwKLOVPcOCDuk/transmartcarrefour?country=Indonesia&cities%5B0%5D=Surabaya&lang=id>,