

## REFERENCES

- Adidas Financial Chart 2019-World//South-east Asian Business Market, dominator. Retrieved From <https://www.marketscreener.com/ADIDAS-AG-ADR-8382863/financials/>
- Adidas Store Surabaya/review.indonesia//009,store,positive.google review/00921 <https://www.googlereview.com/adidas/store.review//indonesia.029192>
- Adidas, shoes-quality shoes quality Adidas products global quality, consumer 903890//022. <http://www.undrestimated.com/adidas-best-quality./international.quality/0992.shoesproduct>
- America (4th ed). John Wiley & Sons, Inc. (Gladstein, 1984; Anderson and Narus,1990), Customer Loyalty: How to Earn It, How to Keep It, Lexington Books, New York, NY
- Babin, B.J., & Attaway, J.S. (2000). Atmospheric affect as a tool for creating value and gaining share of customer. *Journal of Business Research*, 49(2), 91–99.
- Babin, B.J., & Darden, W.R. (1996). Good and bad shopping vibes: Spending and patronage satisfaction. *Journal of Business Research*, 35(3), 201–206.
- Band, William A, 1991. *Crafeting Value for Customer*, Jhon willey and Sons Inc, New York
- Barbaro, Michael (2006), “Whole Foods Talks Dollars and Cents,” *New York Times*, May 10, p. C1.
- Bearden, William O., Subhash Sharma and Jesse E. Teel (1982), “Sample Size Effects on Chi-Square and Other Statistics Used in Evaluating Causal Models,” *Journal of Marketing Research*, 19, 425–30
- Bohl, P. (2012). The effects of store atmosphere on shopping behaviour’, a literature review. *Corvinus Marketing Tanulmányok*.
- Chaudhuri, A., & 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*, 65(April), 81–93.
- Chaudhuri, A., & Ray, I. (2003). Relationships between satisfaction, trust, and commitment in a retail environment. *American Marketing Association*, 14(Winter), 138–144
- Dodds, William B., Kent B. Monroe and Dhruv Grewal (1991), “Effects of Price, Brand, and Store Information on Buyers Product Evaluations,” *Journal of Marketing Research*, 28 (August), 307–19.
- Govindasamy, R., DeCongelio, M., Bhuyan, S., 2005. An evaluation of consumer willingness to pay for organic produce in the northeastern U.S. *Journal of Food Products Marketing* 11 (4), 3–20.
- justice principles to service recovery attempts: Outcomes for Customer

- Kotler, P. (2006). *Marketing Management Edition II*. Jakarta: PT. Index.
- Kotler, Philip (1973), "Atmospherics as a Marketing Tool," *Journal of Retailing*,
- Kotler, Philip (1973), "Atmospherics as a Marketing Tool," *Journal of Retailing*, a49 (4), 48–64.
- Mandler, George (1982), "The Structure of Value: Accounting for Taste," in *Cognition and Affect*, Margaret Sydnor Clark and Fiske Susan T., eds. Hillsdale, NJ: Lawrence Erlbaum Associates, Publishers, 3–36
- McColl-Kennedy, and J. R. Sparks, B. A. (1998) *The application of procedural*
- Merek Sepatu Remaja – Masa kini terbaik/ Kategoti-Casual dan olahraga (2018-2019)  
 Adidas Nike-TOP [https://www.topbrand-award.com/ADIDAS-TOP-BRANDS/Nike-casual\\_sport.82219200](https://www.topbrand-award.com/ADIDAS-TOP-BRANDS/Nike-casual_sport.82219200)
- Mittal, B. And Lassar, W.M. 1998. "Why do costumers switch? The dynamics pf
- Moncrief W.C. Selling activity and sales position taxonomies for industrial salesforce. *J Mark Res* 1986;23(August):261-70.
- Moorman C, Deshpande R, Zaltman G. Factors affecting trust in market research relationships. *J Mark* (January) 1993; 57:81±101.
- Mowen, John C. (1995), *Consumer Behavior*. Second Edition. New York: MacMillan.
- Oliver, Richard L. (1999a), "Value as Excellence in the Consumption Experience," in *Consumer Value: A Framework for Analysis and Research*, Holbrook Morris B. ed. New York: Routledge, 43–62.
- Pine, B.J., II., & Gilmore, J.H. (1999). *The experience economy: Work is theatre and every business a stage*. Boston, MA: Harvard Business School Press. Review of the experimental evidence", *Journal of Business Research*, 49(2), p193–211.
- Ribbink, D., Van Riel, A. C. R. Van, Liljander, V., & Streukens, S. (2004). Comfort your daring customer: quality, trust and loyalty on the internet. *Managing Service Quality*, 14(6), 446–456.
- satisfaction versus loyalty". *The Journal of Services Marketing*, Vol. 12 No.3, pp. 177-94.
- Satisfaction. *Advances in Consumer Research*, 25 1: 156-161.
- Schiffman & Kanuk, 2007. *Second edition consumer behavior*: PT. Gramedia Index
- Schwarz, N. (1990). Feelings as information: Informational and motivational functions of affective states. In E. Tory Higgins & R.M. Sorrentino (Eds.), *Handbook of motivation and cognition* (vol. 2, pp. 527–561). New York: Guilford.
- Schwarz, N. (2000). Social judgment and attitudes: Warmer, more social, and less conscious. *European Journal of Social Psychology*, 30(March–April), 149–176.
- Seiders, K., Berry, L. and Gresham, L. (2000), "Attention retailers! How

- convenient is your convenience strategy?”, *Sloan Management Review*, Vol. 41 No. 3, pp. 79-89.
- Seiders, K., Voss, G., Godfrey, A. and Grewal, D. (2007), “SERVCON: development and validation of a multidimensional service conven
- Seiders, K., Voss, G., Grewal, D. and Godfrey, A. (2005), “Do satisfied customers buy more? Examining moderating influences in a retailing context”, *Journal of Marketing*, Vol. 69 No. 4, pp. 26-43.
- Sekaran, Uma. 2003. *Research Methods for Business, A Skill Building Approach*.
- Sepatu Adidas Review South East Asian-Sneaker, Indonesia (2019) <https://www.talkmen.com/review-sepatu-adidas-indonesia/quality//check>
- Sneaker Adidas three stripes store – Surabaya., positive, store ambience/Surabaya 2018.009222// Retrieved From <https://www.sneakersholic.com-adidas-threestripes.surabaya/Indonesia>
- TOP BRANDS Survey – Kepuasan Pelanggan/customer satisfaction periode 2018/Indonesia, kategori produk/sepatu/0009229 Retrieved From <https://www.topbrand-award.com/top-brand-survey>
- Turley, L. and Milliman, R.E. (2000) “Atmospheric effects on shopping behavior: a
- Umar Sekaran (2011) *The primary data: acquisition of primary data - through a sample of related information*. Wakefield, K. L., & Baker, J. (1998). *Excitement at the mall: determinants and effects on shopping response*.
- Waters, Jennifer (2007), “Coach Profit Soars 31%,” *Market Watch* (accessed June 30, 2008) [available at <http://www.marketwatch.com/news/story/coachprofit-soars-raises-year/story.aspx>].
- Wood, Stacy L. and C. Page Moreau (2006), “From Fear to Loathing? How Emotion Influences the Evaluation and Early Use of Innovations,” *Journal of Marketing*, 70 (July), 44–57.
- Zajonc, R.B. (1968). Attitudinal effects of mere exposure. *Journal of Personality and Social Psychology*, 9(2 Pt 2), 1–27.
- Zajonc, R.B., & Markus, H. (1982). Affective and cognitive factors in preferences. *Journal of Consumer Research*, 9(2), 123–131.
- Zeithaml, Valarie A., 1988, “Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence”, *Journal Marketing*, Vol. 52, No. 3, pp. 2-22.
- Zeithaml, Valarie A.; Berry, Leonard L. And Parasuraman A., (1996). “The Behavioral Consequences of Service Quality”, *Journal of Marketing*, Vol. 60, p.31-46.