

DAFTAR PUSTAKA

- Andry dan Widyaningsih. (2017). *Data Industri Minimarket, Supermarket, Hypermarket Di Indonesia*. <http://duniaindustri.com/downloads/data-industri-minimarket-supermarket-hypermarket-di-indonesia/> diakses Selasa, 14 November 2017.
- Ardhanari, M. (2008). Customer Satisfaction pengaruhnya terhadap brand preference dan repurchase intention private brand. *Jurnal Riset Ekonomi dan Bisnis*, 60.
- Arnould, E. J., Price, L. L., & Tierney, P. (1998). Communicative staging of the wilderness servicescape. *Service Industries Journal*, 18(3), 90e115.
- Babin, B.J., Babin, L., 2001. Seeking something different? A model of schematypicality, consumer affect, purchase intentions and perceived shopping value. *J. Bus. Res.* 54 (2), 89–96.
- Bagozzi, RP., Gopinath, M., Nyer, P., (1999). The role of emotions in marketing. *Journal of the Academy of Marketing Science*, 27 (2), 184-206.
- Baker, Julie, A. Parasuraman, Dhruv Grewal and Glenn B. Voss (2002), “The Influence of Multiple Store Environment Cues on Perceived Merchandise Value and Patronage Intentions,” *Journal of Marketing*, 66 (April), 120–41.
- Belk, Russell W., Melanie Wallendorf and John F. Sherry Jr. (1989), “The sacred and the profane in consumer behavior: theodicy on the odyssey,” *Journal of Consumer Research*, 16 (June), 1–38.
- Binkhorst, E., & Den Dekker, T. (2009). Agenda for co-creation tourism experience research. *Journal of Hospitality Marketing & Management*, 18(2e3), 311e327.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing*, 56(2), 55e71.
- Bo Meng and Kyuhwan Choi. (2017). “Theme restaurants’ servicescape in developing quality of life: The moderating effect of perceived

authenticity”. *International Journal of Hospitality Management*. Vol 65, pp 89–99.

Borghini, Stefania, Nina Diamond, Robert V. Kozinets, Mary Ann McGrath, Albert M. Muñiz Jr. and John F. Sherry Jr. (2009), “Why Are Themed Brandstores So Powerful? Retail Brand Ideology at American Girl Place,” *Journal of Retailing*, 85 (3), 363–75.

Chapter 1 in: Saris, W.E., Veenhoven, R., Scherpenzeel, A.C. & Bunting B. (eds) 'A comparative study of satisfaction with life in Europe. Eötvös University Press, 1996, ISBN963 463 081 2, pp. 11-48

Christine Vogt, Evan Jordan, Nicole Grewe, Linda Kruger. (2016). Collaborative tourism planning and subjective well-being in a small island destination. *Journal of Destination Marketing & Management* vol 5. (Pp.36–43).

Clark, A., Frijters, P., & Shields, M. (2008). Relative income, happiness and utility: An explanation for the Easterlin Paradox and other puzzles. *Journal of Economic Literature*, 46, 95–144.

Clark, M.S., Isen, A.M., 1982. Toward understanding the relationship between affect and social behavior. In: Hastorf, A.H., Isen, A.M. (Eds.), *Cognitive Social Psychology*. Elsevier, North Holland, New York, pp. 73–108

Costanza, R., Fisher, B., Ali, S., Beer, C., Bond, L., Boumans, R., & Snapp, R. (2007). Quality of life: An approach integrating opportunities, human needs, and subjective well-being. *Ecological Economics*, 61(2–3), 267–276. <http://dx.doi.org/10.1016/j.ecolecon.2006.02.023>.

Delphine Dion and Eric Arnould. (2011). Retail Luxury Strategy: Assembling Charisma through Art and Magic. *Journal of Retailing* . 87. 502–520.

DeNeve, K. M., & Cooper, H. (1998). The happy personality: A meta-analysis of 137 personality traits and subjective well-being. *Psychological Bulletin*, 124(2), 197–229. <http://dx.doi.org/10.1037/0033-2909.124.2.197>.

Diener, E. (2000). Subjective well-being: The science of happiness and a proposal for a national index. *American Psychologist*, 55(1), 34–43. <http://dx.doi.org/10.1037/0003-066X.55.1.34>.

Diener, E., & Chan, M. Y. (2011). Happy people live longer: Subjective well-being contributes to health and longevity. *Applied Psychology: Health*

and Well-Being, 3(1), 1–43. <http://dx.doi.org/10.1111/j.1758-0854.2010.01045.x>.

Diener, E., Lucas, R. E., & Oishi, S. (2009). Subjective well-being In: E. Diener (Ed.), *The science of well-being* (pp. 11–58). Springer Retrieved from http://link.springer.com/chapter/10.1007/978-90-481-2350-6_2.

Diener, E., Suh, E. M., Lucas, R. E., & Smith, H. L. (1999). Subjective well-being: Three decades of progress. *Psychological Bulletin*, 125(2), 276–302. <http://dx.doi.org/10.1037/0033-2909.125.2.276>.

Dinisa Chitra (2016). *Industri Kafe dan Restoran Jatim Tumbuh 20%*. <http://kabar24.bisnis.com/read/20160624/78/560892/industri-kafe-dan-restoran-jatim-tumbuh-20>.

Dong, P., & Siu, N. Y. M. (2013). Servicescape elements, customer predispositions and service experience: The case of theme park visitors. *Tourism Management*, 36, 541e551.

Donovan, R.J., Rossiter, J.R., 1982. Store atmosphere: an environmental psychology approach. *Journal of Retailing* 58, 34–57.

Engel et al. (1990). *Consumer Behavior* (6th ed.). Chicago: The Dryden Press.

Ferdinand, Augusty. 2002. *Structural Equation Modelling, Aplikasi Model-Model Rumit Dalam Penelitian Untuk Tesis Magister & Disertasi Doktor*. Edisi 2. BP UNDIP. Semarang.

Forrest, R. (2013). Museum atmospherics: The role of the exhibition environment in the visitor experience. *Visitor Studies*, 16(2), 201e216

George and Bearon. (1980). What is quality of life?. Pp 1-10.

Gunn, C. A. (1979). *Tourism planning*. New York: Crane, Russak & Company.

Halim, L.H.P. dan Barata, DD. (2016). *Pengaruh Store Environment Terhadap Customer Evaluation Serta Dampaknya Pada Customer Response Di Toko Ritel*. *Widyakala* Vol.3 ISSN: 2337-7313.

Handrijaningsih, L., Indira, C. K., & Anisah. (2013). Analisis Faktor-faktor Yang Mempengaruhi Konsumen Dalam Memilih Motor Merek Honda (Studi Kasus Pada Mahasiswa Universitas Gunadarma). *Proceeding PESAT (Psikologi, Ekonomi, Sastra, Arsitektur & Teknik Sipil)*, Vol. 5.

<http://britama.com/index.php/2012/12/sejarah-dan-profil-singkat-mppa/>

<http://www.beritasatu.com/ekonomi/418411-hypermart-raih-gold-champion-di-indonesia-wow-brand-2017.html>

<https://www.jawapos.com/ekonomi/bisnis/13/02/2017/berikan-pelayanan-terbaik-hypermart-diganjar-penghargaan>

Hollenbeck, Candice R., Cara Peters and George M. Zinkhan (2008), “Retail Spectacles and Brand Meaning: Insights from a Brand Museum Case Study,” *Journal of Retailing*, 84 (September), 334–53.

Izard, C.E., 1977. *Human Emotions*. Plenum, New York.

Jain, Rajnish., J. Aagja dan S. Bagdare. (2017) *Consumer Experience-a review and research agenda*. *Journal of Service Theory and Practice* Vol.27 Iss. 3.

Jang, S.C.S., Namkung, Y., 2009. Perceived quality, emotions, and behavioral intentions: application of an extended Mehrabian-Russell model to restaurants. *J. Bus. Res.* 62 (4), 451–460.

Juliandi, Azuar., Irfan dan S. Manurung. (2014). *Metodologi Penelitian Bisnis Konsep dan Aplikasi*. Umsu Press: Medan.

Kahneman, D., & Krueger, A. B. (2006). Developments in the measurement of subjective well-being. *The Journal of Economic Perspectives*, 20(1), 3–24. <http://dx.doi.org/10.1257/089533006776526030>.

Kotler, P. (2007). *Manajemen Pemasaran 2*. Jakarta: PT. Indeks. Kelompok Gramedia.

- Kozinets, Robert, John F. Sherry, Benet DeBerry-Spence, Adam Duhachek, Krittinee Nuttavuthisit and Diana Storm (2002), "Themed Flagship Brand Stores in New Millennium: Theory, Practice, Prospects," *Journal of Retailing*, 78 (1), 17–29.
- Kumar, Archana dan Y.K. Kim. (2014). *The store-as-a-brand strategy: The effect of store environment on consumer responses*. *Journal of Retailing and Consumer Services*. P. 685-695.
- Kumar, Archana. (2010). *The Effect Of Store Environment On Consumer Evaluations And Behavior Toward Single-Brand Apparel Retailers*. Disertasi Universitas Tennessee Knoxville.
- Layard, R. (2005). *Happiness: Lessons from a new science*. New York, NY: Penguin.
- Lestari Sri Handi. (2018). *Pertumbuhan Kinerja Restoran dan Kafe di Surabaya Stagnan, Pengusaha Diminta Lakukan ini*. <http://surabaya.tribunnews.com>
- Lian, M. Que dan Y.F. Chiang. (2010). *The Influence of Store Environment on Perceived Experimental Value and Behavior Intention*. *Asia Pacific Management Review*. P. 281-299.
- Liu, Y., Jang, S.C.S., 2009. The effects of dining atmospherics: an extended Mehrabian-Russell model. *Int. J. Hosp. Manage.* 28 (4), 494–503.
- Lyubomirsky, S., & Lepper, H. S. (1999). A measure of subjective happiness: Preliminary, reliability and construct validation. *Social Indicators Research*, 46, 137–155.
- Machleit, K.A., Mantel, S.P., 2001. Emotional response and shopping satisfaction: moderating effects of shopper attributions. *J. Bus. Res.* 54 (2), 97–106.
- Madrigal, R. (1995). Residents' perceptions and the role of government. *Annals of Tourism Research*, 22(1), 86–102. [http://dx.doi.org/10.1016/0160-7383\(94\)00070-9](http://dx.doi.org/10.1016/0160-7383(94)00070-9).

- Mahmudah, R. A. (2013). Pengaruh Faktor Internal Dan Faktor Internal Terhadap Keputusan Pembelian Di Minimarket Lima-Lima Benowo Surabaya. *Jurnal Pendidikan Tata Niaga (JPTN)*, 1(1).
- Manosoh, Angelina., L. Mananeke dan A.S. Soegoto. (2015). *Analisis perbandingan Sikap Konsumen Terhadap Penggunaan Produk Shampoo Clear dan Shampoo Pantene Di Winangun*. Jurnal EMBA Vol.3 No.3 p.74-80 ISSN 2303-11.
- Manuel Rivera, Robertico Croes, Seung Hyun Lee. (2016). Tourism development and happiness: A residents' perspective. *Journal of Destination Marketing & Management*. Vol 5. 5–15.
- Marion, A. (2015). Hubungan Antara Citra Merek (Brand Image) Kopi Kapal Api Dengan Perilaku Konsumen. *Prosiding Hubungan Masyarakat*, 416-427.
- Mehrabian, A., Russel, J.A., 1974. *An Approach to Environmental Psychology*. MITPress, Cambridge.
- Mowen, J. C. (1995). *Perilaku Pelanggan dan Komunikasi Pemasaran*. Jakarta: Karawang Sutisna.
- Okken, Vanessa. (2013). *Exploring Space Effect of Environmental Stimuli on Self-Disclosure*. Tesis Universitas Twente: Netherlands ISBN 978-90-365-0738-7.
- Rust, R.T., Oliver, R.L., 1994. Service quality: insights and managerial implications from the frontier. In: Rust, R.T., Oliver, R.L. (Eds.), *Service Quality: New Directions in Theory and Practice*. Sage Publications, Thousand Oaks, CA, pp.1–19.
- Ryu, K., Jang, S., 2008. Influence of restaurant's physical environments on emotion and behavioral intention. *Serv. Ind. J.* 28 (8), 1151–1165
- Ryu, K., Jang, S.C.S., 2007. The effect of environmental perceptions on behavioral intentions through emotions: the case of upscale restaurants. *J. Hosp. Tourism Res.* 31 (1), 56–72.

- Schalock, R. L. (1997). Quality of life: Application to persons with disabilities. AAMR.
- Sherman, E., Mathur, A., Smith, R.B., 1997. Store environment and consumer purchase behavior: mediating role of consumer emotions. *Psychol. Mark.* 14(4), 361–378.
- Sherry, John F. Jr. (1998), “The Soul of the Company Store: Nike Town Chicago and the Emplaced Brandscape,” in *Servicescapes: The Concept of Place in Contemporary Markets*, Sherry, John F. Jr. ed. Chicago, IL: NTC Business Books, 109–46.
- Silalahi, U., (2012). *Metode Penelitian Sosial*. Bandung: PT Refika Aditama.
- Simamora, B. (2004). *Panduan riset perilaku konsumen*. Gramedia Pustaka Utama.
- Sirgy, M. J. (2001). *Handbook of quality-of-life research: An ethical marketing perspective*. 8. Springer Science & Business Media
- Sudaryana, A. (2011). Perilaku Konsumen Dalam Berbelanja Pada Supermarket Di Yogyakarta. *Akmenika UPY, Vol. 8*.
- Sugiyono, P. (2012). *Memahami Penelitian Kualitatif*. Bandung: Alfabeta.
- Sugiyono. (2011). *Metode Penelitian Pendidikan, Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sweeney, J.C., Wyber, F., 2002. The role of cognitions and emotions in the music-approach-avoidance behavior relationship. *Journal of Services Marketing* 16,51–69.
- Tjiptono, F. (2006). *Manajemen Pelayanan Jasa*. Yogyakarta: CV. Andi Offset.
- Vom Lehn, D. (2006). Embodying experience: A video-based examination of visitors' conduct and interaction in museums. *European Journal of Marketing*, 40(11/ 12), 1340e1359.

- Walsh, G., Shiu, E., Hassan, L.M., Michaelidou, N., Beatty, S.E., 2011. Emotions, store-environmental cues, store-choice criteria, and marketing outcomes. *Journal of Business Research* 64, 737–744.
- Walter, U., Edvardsson, B., & Östroöm, A. (2010). Drivers of customer's service experiences: A study in the restaurant industry. *Managing Service Quality*, 20, 236– 259
- Warta Martha. (2018). Industri Makanan dan Minuman Menjadi Sektor Andalan di 2018. <https://bisnis.tempo.co>
- Widyanto, A. Indra., E. Yulianto dan Sunarti. (2014). Pengaruh Store Atmosphere Terhadap Keputusan Pembelian (Survei pada Konsumen Distro Planet Surf Mall Olympic Garden Kota Malang). *Jurnal Administrasi Bisnis (JAB)* Vol.14 No. 1.
- Yalch, R.F., Spangenberg, E.R., 2000. The effects of music in a retail setting on realand perceived shopping times. *Journal of Business Research* 49, 139–147.
- Zeithaml, V. A., & Bitner, M. J. (2003). *Service Marketing-Integrating Customer Focus Across The Firm* (3rd ed). New York: Mc Graw Hill Inc.