

REFERENCES

- Ailawadi, L., Keller, L.K., 2004. Understanding retail branding: conceptual insights and research priorities. *J. Retail.* 80, 331–342.
- Ailen. (2010). Analisa pengaruh shopping lifestyle dan fashion involvement terhadap impulse buying behavior pada masyarakat high income di Galaxy Mall Surabaya. Universitas Kristen Petra, (35010057).
- Alison Elizabeth Lloyd, Ricky Y.K. Chan, Leslie S.C. Yip, Andrew Chan, (2014) "Time buying and time saving: effects on service convenience and the shopping experience at the mall", *Journal of Services Marketing*, Vol. 28 Issue: 1, pp.36-49, <https://doi.org/10.1108/JSM-03-2012-0065>
- Allard, T., Babin, B.J. and Chebat, J. (2009), “When income matters: customers evaluation of shopping malls’ hedonic and utilitarian orientations”, *Journal of Retailing and Consumer Services*, Vol. 16 No. 1, pp. 40-49.
- Anselmsson, J. (2006). Sources of customer satisfaction with shopping malls: a comparative study of different customer segments. *International Review of Retail Distribution and Consumer Research*, 16(1), 115- 38.
- Anselmsson, J., 2016. Effects of shopping centre reinvestments and improvements on sales and visit growth. *J. Retail. Consum. Serv.* 32, 139–150.
- Arikunto, S. (2002). *Prosedur Penelitian, Suatu Pendekatan Praktek*. Jakarta: PT Rineka Cipta.
- Arnold, M.J., Reynolds, K.E. (2003). Hedonic shopping motivations. *J. Retail.* 79 (2), 77–95.
- Avci, T., Karatepe, O.M., Tekinkus, M. & Yavas, U. (2003). Antecedents and outcomes of service recovery performance: An empirical study of frontline employees in Turkish banks. *The International Journal of Bank Marketing*, 21 (4/5), 255-265.

- Babin, B.J., Darden, W.R., Griffin, M., 1994. Work and/or fun: measuring hedonic and utilitarian shopping value. *Journal of Consumer Research* 20 (4), 644–656.
<http://dx.doi.org/0093-5301/94/2004-0011>
- Baker, J., 1987. The Role of the environment in marketing services: the consumer perspective. In: Czepeil, J.A., Congram, C.A., Shanahan, J. (Eds.), *The Service Challenge: Integrating for Competitive Advantage*. American Marketing Association, Chicago, pp. 79–84.
- Baker, J., Parasuraman, A., Grewal, D., Voss, G.B., (2002). The influence of multiple store
- Banyte, J. & Kazakeviciute, A. (2012). The relationship of consumers perceived hedonic value and behavior. *Engineering Economics*, 23(5), 532-540.
<http://dx.doi.org/10.5755/j01.ee.23.5.1975>
- Basarn, U., & Buyukilmaz, O. (2015). The Effects of Utilitarian and Hedonic Values on Young Consumers' Satisfaction and Behavioral Intentions. *Eurasian Journal Of Business And Economics*, 8(16), 1-18.
<http://dx.doi.org/10.17015/ejbe.2015.016.01>
- Bellenger & Stucker, Gold. (2002). *Retail management strategy*. New Jersey: Prentice Hall.
- Berry, L. & Kunkel, J. (1968). A Behavioral Conception of Retail Image. *Journal of Marketing*. Vol.32, pp. 21-27
- Bigne, E., Sanchez, I. & Sanchez, J. (2001). Tourism image, evaluation variables and after purchase behavior: inter-relationship. *Tourism Management*, 22, 607-16
- Boms H, B. & Lewis, R, C., (1983). The Marketing aspects of service quality in emerging perspectives on service marketing, L Berry, G. Shostak, and G. Upah, eds., Chicago: American Marketing Association, 99-107.

- Breazeale, M., Ponder, N., 2013. Get the picture? Visual service escapes and self-image congruity. *J. Bus. Res.* 66 (7), 839–846.
- Chebat, J.-C., Sirgy, M. J., & Grzeskowiak, S. (2010). How can shopping mall management best capture mall image? *Journal of Business Research*, 63, 735-740. Retrieved from <http://search.ebscohost.com/login.aspx?direct=true&db=edselp&AN=S0148296309001660&lang=pl&site=eds-live&authtype=ip,uid>.
- Chebat, J.C., Sirgy, M.J., Grzeskowiak, S., 2010. How can shopping mall management best capture mall image? *J. Bus. Res.* 63 (7), 735–740.
- Chebat, J.C., Sirgy, M.J., St-James, V., 2006. Upscale image transfer from malls to stores:a self-image congruence explanation. *J. Bus. Res.* 59 (12), 1288–1296.
- Christiansen, Ph.D., Tim, Lucette Comer, Ph.D., Richard Feinberg, Ph.D. and Heikki Rinne, Ph.D.,(1999). The Effects of Mall Entertainment Value on Mall Profitability. *Journal of Shopping Center Research* 3.2
- Christina, Y. (2013). Pengaruh mall atmosphere terhadap mall evaluation melalui self-congruity di Surabaya Town Square. Universitas Kristen Petra, (35010162).
- Darley, W.K., Lim, J.S. (1999). Effects of Store Image and Attitude Towards Second Hand Stores on Shopping Frequency and Distance Travelled. *Journal of Retail and Distribution Management*. Vol. 27, pp. 311-318
- Darma, L. (2015). Analisa pengaruh hedonic shopping value terhadap impulse buying dengan shopping lifestyle dan positive emotion sebagai variabel intervening pada mall Ciputra World Surabaya. Universitas Kristen Petra, (36020478).
- Deb, M., 2012. Evaluation of customer's mall preferences in India using fuzzy AHP approach.
- Dhar, R., & Wertenbroch, K. (2000). Consumer Choice between Hedonic and Utilitarian Goods. *The Journal of Marketing Research*, 37(1), 60-71. <http://dx.doi.org/10.1509/jmkr.37.1.60.18718>

- Du Rand, R.M., Dreeves, R.A. & James, D.L. (1976). The use of a multi-attribute model in a store image study. *Journal of Retailing*, 52(2), pp.23-32.
- East, Robert. (1997) *Consumer Behavior: Advances and Applications*. Marketing: London Prentice Hal
- Effendi, Z. (2018). Jumlah Penduduk Surabaya Makin Gemuk. detiknews. Retrieved 21 January 2018, from <https://news.detik.com/berita-jawa-timur/d-3378353/jumlah-penduduk-surabaya-makin-gemuk>
- El Hedhli, K., Chebat, J.C., 2009. Proposing, developing and validating a psychometric
- El Hedhli, K., Zourrig, H. and Park, J. (2017). Image transfer from malls to stores and its influence on shopping values and mall patronage: The role of self-congruity. *Journal of Retailing and Consumer Services*, 39, pp.208-218.
- Eroglu, S. A., Machleit, K., & Barr, T. F. (2005). Perceived retail crowding and shopping satisfaction: The role of shopping values. *Journal of Business Research*, 58(8), 1146-1153. http://dx.doi.org/10.1207/s15327663jcp0901_3
- Ferdinand, A. (2002). *Structural Equation Modeling dalam Penelitian Manajemen*. Semarang: FE UNDIP.
- Galaxy Mall Surabaya – InfoSurabaya.Web.Id. (2018). Infosurabaya.web.id. Retrieved 29 January 2018, from <http://infosurabaya.web.id/tentang-surabaya/galaxy-mall-surabaya/>
- Govers, P. C. M., & Mugge, R. (2004). ‘I love my jeep, because it’s tough like me’, The effect of product-personality congruence on product attachment. *Proceedings of the Fourth International Conference on Design and Emotion*, Aren Kurtgozu, Ankara, Turkey.
- Govers P, Schoormans J. 2005. Product personality and its influence on consumer preference. *The Journal of Consumer Marketing* 22(4): 189–197

- Gupta, A., Tandon, A., & Tripathi, V. (2016). Managing shopping experience through mall attractiveness dimensions. *Asia Pacific Journal Of Marketing And Logistics*, 28(4), 634-649. <http://dx.doi.org/10.1108/apjml-08-2015-0127>
- Hirschman, E. C., & Holbrook, M. B. (1982). Hedonic consumption: Emerging concepts, methods and propositions. *Journal of Marketing*, 46(3), 92-101. <http://dx.doi.org/10.2307/1251707>
- Hunt, K. A. & Keaveney, S. M. (1992). Conceptualization and Operationalization of Retail Store Image: A Case of Rival Middle-Level Theories. *Journal of Academy of Marketing Science*. Vol. 20, pp. 165-176
- Idris, & Utami, N. (2015). Analisis pengaruh merchandise, store atmosphere, interaksi antara pelanggan dengan pelayanan toko terhadap impulse buying pada Toko Siranda. *Faculty Of Economics And Business Diponegoro University*, 4(1), 2.
- Imelda. (2015). Pengaruh mall atmosphere, quality of merchandise, convenience, dan enhancements terhadap shopping enjoyment pada konsumen Galaxy Mall Surabaya. Undergraduate Thesis, Widya Mandala Catholic University Surabaya, 59-60.
- Japarianto, E., & Sugiharto, S. (2011). Pengaruh shopping lifestyle dan fashion involvement terhadap impulse buying behavior masyarakat high income Surabaya. *Jurnal Manajemen Pemasaran*, Vol.6, No.1, April:pp 32-40.
- Johar, J. S., & Sirgy, M. J. (1991). Value-expressive versus utilitarian advertising appeals: when and why to use which appeal. *Journal of Advertising*, 20, 23-33.
- Johar, M., & Sirgy, J. (1999). Toward an integrated model of self- congruity and functional congruity. *European Advances In Consumer Research*, 4, 252-256. Retrieved from <http://acrwebsite.org/volumes/11391/volumes/e04/E-04>

- Kang, J., & Park-Poaps, H. (2010). Hedonic and Utilitarian Shopping Motivations of Fashion Leadership. *Journal of Fashion Marketing and Management*, 14(2), 312 – 328. <http://dx.doi.org/10.1108/13612021011046138>
- Kang, J., & Park-Poaps, H. (2010). Hedonic and Utilitarian Shopping Motivations of Fashion Leadership. *Journal of Fashion Marketing and Management*, 14(2), 312 – 328. <http://dx.doi.org/10.1108/13612021011046138>
- Kim, H.-S. (2006). Using Hedonic and Utilitarian Shopping Motivations to Profile Inner City Consumers. *Journal of Shopping Center Research*, 13(1).
- Kotler, Philip. (2003). *Marketing Management*. 11th edition. New York: Prentice Hall.
- Kressmann, F., Sirgy, M. J., Herrmann, A., Huber, F., Huber, S., & Lee, D. J. (2006). Direct and indirect effects of selfimage congruence on brand loyalty. *Journal of Business Research*, 59(9), 955-964
- Lindquist, J.D. (1975). The personality of the retail store. *Journal of Retailing*, 50 (4), pp.29-38
- Lim, E. A. C., Ang S. H. (2008), Hedonic vs. utilitarian consumption: A cross-cultural perspective based on cultural conditioning, *Journal of Business Research*, 61, pp.225–232
- M. Bitner. (1992). “Servicescapes: The impact of physical surroundings on customers and employees,” *Journal of Marketing*, vol. 56, no. 2, pp. 57-71.
- Martineau, P., 1958. The personality of the retail store. *Harv. Bus. Rev.* 36, 47–55.
- Massicotte, M.C., Michon, R., Chebat, J.C. & Sirgy, M.J., (2011), Effects of Mall Atmosphere on Mall Evaluation: Teenage versus Adult Shoppers. *Virginia Tech Journal* June. 2011.
- Melissa. (2017). 10 Shopping Mall Terbesar di Kota Surabaya. *Miner8*. Retrieved 21 January 2018, from <http://miner8.com/id/20609>

- Olsen, S.O., Skallerud, K., 2011. Retail attributes' differential effects on utilitarian versus
- Overby, J. W. and Lee, E-J. (2006), The effects of utilitarian and hedonic online shopping value on consumer preference and intentions, *Journal of Business Research*, 59, pp.1160-1166.
- Pan, Y., & Zinkhan, G. M. (2006). Determinants of retail patronage: A meta-analytical perspective. *Journal of Retailing*, 82(3), 229-243. doi:10.1016/j.jretai.2005.11.008.
- Pane, D., Radjab, E., & Sohra, E. (2016). Strategy of Employees Performance Improvement in Ratu Indah Mall Management of Makassar. *International Journal Of Business And Management Invention*, 5(10), 5. Retrieved from [http://www.ijbmi.org/papers/Vol\(5\)10/version-2/C0510021423.pdf](http://www.ijbmi.org/papers/Vol(5)10/version-2/C0510021423.pdf)
- Pashigian, B.P., Gould, E.D., 1998. Internalizing externalities: the pricing of space in shopping malls. *J. Law Econ.* 41 (1), 115–143.
- Du Preez, R., Janse Van Noordwyk & H. Visser, E., (2006). Importance of apparel store image attributes: Perceptions of female consumers. *SA Journal Of Industrial Psychology*, 32(3). doi: 10.4102/sajip.v32i3.437
- Psychology, P. (2018). University of Wrocław What Drives Shopping Mall Attractiveness?. Retrieved 3 May 2018, from <http://www.pjap.psychologia.uni.wroc.pl/sites/default/files/2015/13/1/4/Mic%20De%20CC%20A8bek-2015-13-1-4.pdf>
- Raajpoot, N.A., Sharma, A., Chebat, J.C., 2008. The role of gender and work status in
- Rabbanee, F.K., Ramaseshan, B., Wu, C., Vinden, A., 2012. Effects of store loyalty on shopping mall loyalty. *J. Retail. Consum. Serv.* 19 (3), 271–278.
- Rahman, O., Wong, K., & Yu, H. (2016). The effects of mall personality and fashion orientation on shoppingvalue and mall patronage intension. *Journal of*

- Retailing and Consumer services., (28), 155-164 Retrieved 1 May 2018, from https://www.researchgate.net/publication/283796622_The_effects_of_mall_personality_and_fashion_orientation_on_shopping_value_and_mall_patronage_intension
- Rousseau, G., & Venter, D. (2014). Mall shopping preferences and patronage of mature shoppers. SA Journal Of Industrial Psychology, 40(1). doi: 10.4102/sajip.v40i1.1175
- Rubinstein, M. (2012). Employees, employers and quasi employers: An analysis of employees and employers who operate in the borderland between an employee and employer relationship. Law.upenn.edu. Retrieved 24 February 2018, from [https://www.law.upenn.edu/journals/jbl/articles/volume14/issue3/Rubinstein14U.Pa.J.Bus.L.605\(2012\).pdf](https://www.law.upenn.edu/journals/jbl/articles/volume14/issue3/Rubinstein14U.Pa.J.Bus.L.605(2012).pdf)
- Ryu, K., Han, H., & Jang, S. (2010). Relationships among hedonic and utilitarian values, satisfaction and behavioral intentions in the fast-casual restaurant industry. International Journal of Contemporary Hospitality Management, 22(3), 416-432. <http://dx.doi.org/10.1108/09596111011035981>
- Sarkar, A. (2011). Impact of utilitarian and hedonic shopping values on individual's perceived benefits and risks in online shopping. International Management Review, 7(1), 58-65.
- Seock, Y. (2009). Influence of retail store environmental cues on consumer patronage behavior across different retail store formats: An empirical analysis of US Hispanic consumers. Journal of Retailing and Consumer Services, vol. 16, no. 5, pp. 329-339.
- Singh, R., & Khanduja, D. (2010). SERVQUAL and Model of Service Quality Gaps: A Framework for Determining and Prioritizing Critical Factors from Faculty

Perspective in Higher Education. *International Journal of Engineering Science and Technology*, 2 (7), 3297-3304.

Stoel, L., Wickliffe, V. and Lee, K.H. (2004), "Attribute beliefs and spending as antecedents to shopping value", *Journal of Business Research*, Vol. 57 No. 10, pp. 1067-1073

Sugiyono.2006.Metode Penelitian Kuantitatif, Kualitatif dan R & D.Bandung:Alfabeta.

Suki, N. (2011). Female fashion shoppers' responses towards the mall atmosphere. *Researchers World-International Refereed Research Journal*, 2(2231-4172), 9.

Syamrilaode. (2011). Kelebihan dan Kelemahan Metode Kuantitatif. Diunduh pada 20 Juni 2014 retrieved from 7 february 2018 <http://id.shvoong.com/writingand-speaking/presenting/2131807-kelebihan-dan-kelemahan-metodekuantitatif/>

Teller, C., & Reutterer, T. (2008). The evolving concept of retail attractiveness: What makes retail agglomerations attractive when customers shop at them? *Journal of Retailing and Consumer Services*, 15(3), 127-143. doi:10.1016/j.jretconser.2007.03.003.

Thang, D. C. L. & 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*, 10,193- 200.

To, P. L., Liao, C., & Lin, T. H. (2007). Shopping motivations on internet: A study based on utilitarian and hedonic value. *Technovation*, 27(12), 774-787. <http://dx.doi.org/10.1016/j.technovation.2007.01.001>

Uma Sekaran. 2006. Metodologi Penelitian Untuk Bisnis, Edisi Keempat. Jakarta: Penerbit Salemba Empat.

- Vahie, A. & Paswan, A. (2006). Private label brand image: its relationship with store image and national brand. *International Journal of Retail & Distribution Management*, 34, 67-84
- Y.-K. Seock. (2009). "Influence of retail store environmental cues on consumer patronage behavior across different retail store formats: An empirical analysis of US Hispanic consumers," *Journal of Retailing and Consumer Services*, vol. 16, no. 5, pp. 329-339.
- Yaqin, M., & Purwanita, S. (2017). Increasing Customer Intention to Visit Mall in Surabaya- An Architectural Perspective. 7 Seoul World Architects Congress.
- Yu, H., 2011. Profiling Chinese fashion shoppers in Beijing: Mall activities, shopping outcome, and demographic. *Journal of Global Fashion Marketing* 2 (1), 11–19.
- Yudatama, A., & Susanto, H. (2012). Pengaruh Store Image, Store Atmospheric, Store Theatrics, dan Social Factors Terhadap Pembelian Tidak Terencana (Studi Kasus Pada Luwes Pasar Swalayan Ungaran). *Jurnal Ilmu Administrasi Bisnis*, 1(1), 2.
- ..., (2017). Daftar Bisnis di Galaxy Mall, Kota Surabaya - Halaman 1 - Love Indonesia. Love Indonesia. Retrieved 30 January 2018, from <http://www.loveindonesia.com/directory/id/surabaya/landmark/galaxy-mall/510>
- ..., Penjualan Retail Agustus Naik, BI: Konsumsi Masyarakat Bangkit. (2018). Tempo. Retrieved 3 May 2018, from <https://bisnis.tempo.co/read/909645/penjualan-retail-agustus-naik-bi-konsumsi-masyarakat-bangkit>
- ..., Effendi, Z. (2018). Jumlah Penduduk Surabaya Makin Gemuk. detiknews. Retrieved 3 May 2018, from <https://news.detik.com/berita-jawa-timur/d-3378353/jumlah-penduduk-surabaya-makin-gemuk>

- ..., Galaxy Mall Surabaya – InfoSurabaya.Web.Id. (2018). Infosurabaya.web.id. Retrieved 3 May 2018, from <http://infosurabaya.web.id/tentang-surabaya/galaxy-mall-surabaya/>
- ..., June 2017 Indonesia Economic Quarterly: Upgraded. (2018). World Bank. Retrieved 3 May 2018, from <http://www.worldbank.org/en/country/indonesia/publication/indonesia-economic-quarterly-june-2017>
- ..., Kini Ada Tunjungan Plaza 6. (2018). Jawapos.com. Retrieved 29 January 2018, from <https://www.jawapos.com/read/2017/09/24/158927/kini-ada-tunjungan-plaza-6>
- ..., March 2017 Indonesia Economic Quarterly: Staying the Course. (2018). World Bank. Retrieved 3 May 2018, from <http://www.worldbank.org/en/country/indonesia/publication/indonesia-economic-quarterly-march-2017>
- ..., March 2017 Indonesia Economic Quarterly: Staying the Course. (2018). World Bank. Retrieved 3 May 2018, from <http://www.worldbank.org/en/country/indonesia/publication/indonesia-economic-quarterly-march-2017>