

DAFTAR PUSTAKA

- Abdullah, D., Hamir, N., & Nor, N. M. (2018). *Food Quality, Service Quality, Price Fairness and Restaurant Re-Patronage Intention: The Mediating Role of Customer Satisfaction*. <https://doi.org/10.6007/IJARBSS/v8-i17/5226>
- Adeinat, I. (2019). MEASURING SERVICE QUALITY EFFICIENCY USING DINESERV. *International Journal for Quality Research*, 13(3), 591–604. <https://doi.org/10.24874/IJQR13.03-06>
- Agustini Tanjung. (2020). PENGARUH STORE ATMOSPHERE, LOKASI DAN PROMOSI TERHADAP KEPUTUSAN PEMBELIAN. *JURNAL MANAJEMEN PELITA BANGSA*, 05(03).
- Airlangga Surabaya, U., Paramastri, B., & Sunan Ampel Surabaya, U. (n.d.). *Helmina Ardyanfitri Purchase Intention Produk Frozen Food Berdasarkan Perceived Quality dan Price Fairness Jurnal MANOVA. IV*.
- Albari, A. (2019). *The Influence of Product Quality, Service Quality and Price on Customer Satisfaction and Loyalty*. <https://www.researchgate.net/publication/339796640>
- Amryyanti, R., Putu, I., Sukaatmadja, G., & Cahya, K. N. (n.d.). *PENGARUH KUALITAS LAYANAN, PRODUK, DAN KEWAJARAN HARGA TERHADAP KEPUASAN DAN LOYALITAS PELANGGAN PADA LnC SKIN CARE SINGARAJA*.
- Barry Berman, & Joel R. Evans. (2014). *Retail Management* (12th ed.). Pearson.
- Bayu, D., Putra, A., & Purwanto, S. (2023). PENGARUH EXPERIENTAL MARKETING DAN PRICE FAIRNESS TERHADAP LOYALITAS CUSTOMER PATIO COFFEE HUB KOTA SURABAYA THE

INFLUENCE OF EXPERIENTIAL MARKETING AND PRICE FAIRNESS
ON CUSTOMER LOYALTY AT PATIO COFFEE HUB, SURABAYA
CITY. In *Jurnal Pertanian Agros* (Vol. 25, Issue 3).

- Challa, A., & Anute, N. (2021). The Effectiveness of Instagram Content Marketing on Brand Building of a Company. *Journal of Sales, Service and Marketing Research*, 2(2), 1–7.
<https://doi.org/10.46610/jssmr.2021.v02i02.001>
- Dally, A., Dan Aswin, I., & Hadisumarto, D. (n.d.). Pengaruh Aktivitas Social Media Marketing Terhadap Brand Trust, Brand Equity, dan Brand Loyalty Pada Platform Social Media Instagram. In *Jurnal Manajemen dan Usahawan Indonesia* • (Vol. 43, Issue 1).
- Danang Sunyoto. (2019). *Manajemen dan pengembangan sumber daya manusia*. CAPS.
- Danish, R. Q., Asghar, J., Ahmad, Z., & Ali, H. F. (2019). Factors affecting “entrepreneurial culture”: the mediating role of creativity. *Journal of Innovation and Entrepreneurship*, 8(1). <https://doi.org/10.1186/s13731-019-0108-9>
- Dhisasmito, P. P., & Kumar, S. (2020). Understanding customer loyalty in the coffee shop industry (A survey in Jakarta, Indonesia). *British Food Journal*, 122(7), 2253–2271. <https://doi.org/10.1108/BFJ-10-2019-0763>
- Dr. Mrs. Vaibhava Desai. (2019). *Fostering Innovation, Integration and Inclusion Through Interdisciplinary Practices in Management*.
- Effendy, M. L., Sari, M. I., & Hermawan, H. (2021). Pengaruh Strategi Promosi Melalui Media Sosial, Kualitas Pelayanan, dan Word of Mouth Terhadap

- Loyalitas Pelanggan pada Warung Kopi Cak Kebo. *E-Journal Ekonomi Bisnis Dan Akuntansi*, 8(2), 107. <https://doi.org/10.19184/ejeba.v8i2.24805>
- Fadillah Rachman, H., Wardhana, A., Pradana, M., Indra Wijaksana, T., & Renaldi, R. (2021). *The Effects of Store Atmosphere and Service Quality on Customer Loyalty (Case Study of A Coffee Shop in Tasikmalaya, Indonesia)*. <https://www.ico.org>
- Fandy Tjiptono. (2020). *Strategi pemasaran: prinsip dan penerapan*. Andi.
- Fandy Tjiptono, & Gregorius Chandra. (2016). *Service, quality dan satisfaction*. ANDI.
- Fornell, C., & Larcker, D. F. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error. *Journal of Marketing Research*, 18(1), 39. <https://doi.org/10.2307/3151312>
- Furoida, F., & Maftukhah, I. (2018). Management Analysis Journal THE INFLUENCE OF SERVICE QUALITY AND STORE ATMOSPHERE ON CUSTOMER LOYALTY THROUGH CUSTOMER SATISFACTION. *Management Analysis Journal*, 7(2). <http://maj.unnes.ac.id>
- Gangwar, V. P., Rahman, M. S., Nashat Matin, A., Syeduzzaman, M., & Hassan, Y. (n.d.). *Detecting Service quality influence using DINESERV model: A study with the reference to restaurants in Dhaka city*. <http://ymerdigital.com>
- Habtamu Wondawek Abezie. (2019). *Assessing a restaurant service quality using the DINESERV model A quantitative study on Pizza Hut: Vol. Autumn 2019*. Umeå School of Business, Economics and Statistics.
- Hair, J., Black, W., Babin, B., & Anderson, R. (2010). *Multivariate Data Analysis: A Global Perspective*.

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hendrayani, Y., Alkautsar, M. S., & Manihuruk, H. (2022). Marketing public relations strategy of coffee shop business during COVID-19 pandemic. *PRofesi Humas Jurnal Ilmiah Ilmu Hubungan Masyarakat*, 7(1), 93. <https://doi.org/10.24198/prh.v7i1.37492>
- Hindadjo, A., Pratama, M. F., & Ali, J. (2022). Analysis of the Influence of Competence and Work Culture on Employee Performance with Moderation of Exit Intentions: A Case Study at Bank Syariah Indonesia. *International Journal of Management Science and Application*, 1. <https://doi.org/10.58291/ijmsa.v1n1.21>
- Ihsan Mu, ab, & Setiawan Slamet, A. (2019). Pengaruh Kualitas Produk dan Kualitas Pelayanan terhadap Kepuasan Konsumen (Studi Kasus Pada Coffee Shop di Kota Bogor) The Effect of Product Quality and Service Quality on Costumer Satisfaction (A Case Study of Coffee Shops in Bogor City). *Jurnal Manajemen Dan Organisasi (JMO)*, 10(2), 118–132. www.databook.kadata.co.id
- Jin, N. (Paul), Line, N. D., & Merkebu, J. (2016). The effects of image and price fairness. *International Journal of Contemporary Hospitality Management*, 28(9), 1895–1914. <https://doi.org/10.1108/IJCHM-03-2015-0094>
- Joseph F. Hair, William C. Black, Barry J. Babin, & Rolph E. Anderson. (2017). *Multivariate Data Analysis* (Seven, Vol. 7). Pearson Education Limited.
- Juli Ismanto. (2020). *Manajemen pemasaran*. Unpam Press.

- Kahfi Dirga Cahya, & Glori K. Wadrianto. (2018, October 18). *Minum Kopi, Representasi Gaya Hidup “Hangout”* . Kompas.Com.
- Karmeita, G., Atmaja, K., Nyoman, N., & Yasa, K. (2020a). The Role of Customer Satisfaction in Mediating the Influence of Price Fairness and Service Quality on the Loyalty of Low Cost Carriers Customers in Indonesia. *International Research Journal of Management*, 7(5), 149–159.
<https://doi.org/10.21744/irjmis.v7n5.984>
- Karmeita, G., Atmaja, K., Nyoman, N., & Yasa, K. (2020b). The Role of Customer Satisfaction in Mediating the Influence of Price Fairness and Service Quality on the Loyalty of Low Cost Carriers Customers in Indonesia. *International Research Journal of Management*, 7(5), 149–159.
<https://doi.org/10.21744/irjmis.v7n5.984>
- Kasmir. (2017). *Customer Service Excellent*. Raja Grafindo Persada.
- Maddinsyah, A. (2022). *The Effect of Green Marketing, Brand Image, Store Atmosphere, and Quality of Service on Customer Loyalty at Bojongsari Starbucks*. <http://creativecommons.org/licenses/by/4.0/>
- Marso, & Rafiq Idris. (2022). Impact of Store Atmosphere on Customer Loyalty through Perceived Quality and Satisfaction: An Evidence from Boutique Industry in Tarakan. *Petra International Journal of Business Studies*, 5(2), 186–197. <https://doi.org/10.9744/ijbs.5.2.186-197>
- Mudjiyanti, R., & Sholihah, M. (2022a). The Effect of Cafe Atmosphere on Loyalty through Customer Satisfaction. *Innovation Business Management and Accounting Journal*, 1(1), 20–25.

- Mudjiyanti, R., & Sholihah, M. (2022b). The Effect of Cafe Atmosphere on Loyalty through Customer Satisfaction. *Innovation Business Management and Accounting Journal*, 1(1), 18–23. <https://doi.org/10.56070/ibmaj.v1i1.5>
- Munawaroh, N. A., & Widuri, T. (2022). Understanding Customer Loyalty Through Customer Satisfaction (The Case of Coffee Shop Industry in Kediri City). *SEIKO : Journal of Management & Business*, 5(1). <https://doi.org/10.37531/sejaman.v5i1.2104>
- Nguyen, Q., Nisar, T. M., Knox, D., & Prabhakar, G. P. (2018). Understanding customer satisfaction in the UK quick service restaurant industry. *British Food Journal*, 120(6), 1207–1222. <https://doi.org/10.1108/BFJ-08-2017-0449>
- Philip Kotler, & Kevin Lane Keller. (2016). *Marketing Management* (15th ed.). Pearson Education Limited.
- Phillip Kotler, & Gary Armstrong. (2018). *Prinsip-prinsip Pemasaran*. Erlangga.
- Raniya, R. F., Lubis, P. H., & Kesuma, T. M. (2023). THE INFLUENCE OF SOCIAL MEDIA MARKETING AND STORE ATMOSPHERE ON PURCHASE DECISION MEDIATED BY CONSUMER TRUST IN MILLENNIAL COFFEE SHOPS IN BANDA ACEH. *International Journal of Business Management and Economic Review*, 06(01), 144–155. <https://doi.org/10.35409/ijbmer.2023.3466>
- Ringkang Gumiwang. (2018, April 16). *Ramai-ramai Merambah Bisnis Kedai Kopi*. Tirto.Id.
- Sabilla, D. S., & Kurniawati. (2023). PENGARUH SERVICE QUALITY, STORE ATMOSPHER, PRICE FAIRNESS, CUSTOMER

- SATISFACTION, DAN CUSTOMER LOYALTY PADA INDUSTRI COFFEE SHOP DI KALANGAN ANAK MUDA DKI JAKARTA. *Jurnal Ekonomi Trisakti*, 3(1), 889–902. <https://doi.org/10.25105/jet.v3i1.15816>
- Samoggia, A., & Riedel, B. (2019). Consumers' Perceptions of Coffee Health Benefits and Motives for Coffee Consumption and Purchasing. *Nutrients*, 11(3), 653. <https://doi.org/10.3390/nu11030653>
- Stevens, P., Knutson, B., & Patton, M. (1995). Dineserv: A Tool for Measuring Service Quality in Restaurants. *Cornell Hotel and Restaurant Administration Quarterly*, 36(2), 56–60. <https://doi.org/10.1177/001088049503600226>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif Kualitatif dan R&D* (Sugiyono, Ed.). Alfabeta.
- Sugiyono. (2022a). *Metode Penelitian, Kuantitatif, Kualitatif, dan R&D* (2nd ed.). Alfabeta.
- Sugiyono. (2022b). *Metode Penelitian, Kuantitatif, Kualitatif, dan R&D* (Sugiyono, Ed.; 2nd ed.). Alfabeta.
- Suryana, P., & Haryadi, M. R. (2019). STORES ATMOSPHERE AND PROMOTION ON CUSTOMER SATISFACTION AND ITS IMPACT ON CONSUMER LOYALTY. *Trikonomika*, 18(1), 30–34. www.zomato.com
- Takwim, R. I., Asmala, T., Johan, A., Tinggi, S., & Bandung, I. A. (n.d.). Pengaruh kualitas layanan dan store atmosphere terhadap customer loyalty. *Jurnal Ilmiah Akuntansi Dan Keuangan*, 4, 2022. <https://journal.ikopin.ac.id/index.php/fairvalue>
- Wahyuni, L. M., Sudarmini, N. M., Solihin, S., Mirah Kencanawati, A. A. A., & Sukartini, N. W. (2023). Agro-Tourism Potential to Support Sustainable

Tourism in Pancasari Village. *International Journal of Social Science and Human Research*, 06(04). <https://doi.org/10.47191/ijsshr/v6-i4-28>

