

DAFTAR PUSTAKA

- Anggoro, S. P. (2013). Analisis Pengaruh Store Atmosphere Terhadap Impulse Buying Melalui Emotional Response Di Matahari Department Store Tunjungan Plaza Surabaya. *Jurnal Ilmiah Mahasiswa Manajemen*, 1(3).
- Arikunto, S. (2013). Prosedur penelitian suatu pendekatan praktik.
- Arli, D., Tjiptono, F., & Winit, W. (2015). Consumer ethics among young consumers in developing countries: a cross national study. *Social Responsibility Journal*.
- Azila, J., Zaminor, Z., Mohammad, I., Asma, A. N., Zamanira, M. S., Hafizah, M. N., & Liyani, M. A. (2017). The Impact of Tangible Quality on Re-Patronage Intention among Fas-Food Consumers. *International Business Management*, 11(1), 1-7.
- Baker, J., Parasuraman, A., Grewal, D., & Voss, G. B. (2002). The influence of multiple store environment cues on perceived merchandise value and patronage intentions. *Journal of marketing*, 66(2), 120-141.
- Banat, A., & Wandebori, H. S. T. (2012). Store design and store atmosphere effect on customer sales per visit economics. *Management and Behavioral Sciences*, 84-89.
- Bateman, C., & Valentine, S. (2015). The impact of salesperson customer orientation on the evaluation of a salesperson's ethical treatment, trust in the salesperson, and intentions to purchase. *Journal of Personal Selling & Sales Management*, 35(2), 125-142.
- Bauer, J. C., Kotouc, A. J., & Rudolph, T. (2012). What constitutes a "good assortment"? A scale for measuring consumers' perceptions of an assortment offered in a grocery category. *Journal of Retailing and Consumer Services*, 19(1), 11-26.
- Bonnin, G., & Goudey, A. (2012). The kinetic quality of store design: an exploration of its influence on shopping experience. *Journal of Retailing and Consumer Services*, 19(6), 637-643.
- Borghini, S., Maclaran, P., Bonnin, G., & Cova, V. (2020). The ecology of the marketplace experience: from consumers' imaginary to design implications. In *Marketing Management* (pp. 408-426). Routledge.
- Brocato, E. D., Voorhees, C. M., & Baker, J. (2012). Understanding the influence of cues from other customers in the service experience: A scale development and validation. *Journal of retailing*, 88(3), 384-398.

- Chan, Y. K., & Yao, G. (2015). Consumption in a SKi resort setting-investigating the relationship between motivation, hedonic value, repatronage intention, resource expenditure and variety seeking proneness. In International Conference on Business, Economics, Marketing and Computer Science.
- Chang, H. J., Cho, H. J., Turner, T., Gupta, M., & Watchravesringkan, K. (2015). Effects of store attributes on retail patronage behaviors: Evidence from activewear specialty stores. *Journal of Fashion Marketing and Management*.
- Chien-Hsiung, L. (2011). A study on the relationship between the brand image and customer satisfaction in the catering businesses. *African Journal of Business Management*, 5(18), 7732-7739.
- Demircüneş, B. K. (2015). Ethical behavior of salesperson: the impact of consumer's perception on trust, satisfaction and repeat purchasing behavior. *Turkish Journal of Business Ethics*, 8(1), 26-46.
- Dodds, W. B., Monroe, K. B., & Grewal, D. (1991). Effects of price, brand, and store information on buyers' product evaluations. *Journal of marketing research*, 28(3), 307-319.
- Dubé, L., & Menon, K. (2000). Multiple roles of consumption emotions in post-purchase satisfaction with extended service transactions. *International Journal of Service Industry Management*.
- Fang, Y. H., Chiu, C. M., & Wang, E. T. (2011). Understanding customers' satisfaction and repurchase intentions: An integration of IS success model, trust, and justice. *Internet research*.
- Graa, A., Dani-Elkebir, M., & Bensaid, M. (2014). The impact of environmental factors on impulse buying behavior using the Mehrabian and Russell's framework. *Leonardo Journal of Sciences*, 13(24), 101-114.
- Groover, M. P. (2020). Fundamentals of modern manufacturing: materials, processes, and systems. John Wiley & Sons.
- Han, H., & Ryu, K. (2012). The theory of repurchase decision-making (TRD): Identifying the critical factors in the post-purchase decision-making process. *International Journal of Hospitality Management*, 31(3), 786-797.
- Homburg, C., Koschate, N., & Hoyer, W. D. (2006). The role of cognition and affect in the formation of customer satisfaction: a dynamic perspective. *Journal of marketing*, 70(3), 21-31.
- Hsu, M.K., Huang, Y. and Swanson, S., (2010). Grocery store image, travel distance, satisfaction and behavioral intentions: Evidence from a Midwest college town. *International Journal of Retail & Distribution Management*.

- Jani, D., & Han, H. (2013). Personality, social comparison, consumption emotions, satisfaction, and behavioral intentions: How do these and other factors relate in a hotel setting?. *International Journal of Contemporary Hospitality Management*.
- Jones, M. A., & Reynolds, K. E. (2006). The role of retailer interest on shopping behavior. *Journal of Retailing*, 82(2), 115-126.
- Kaltcheva, V. D., & Weitz, B. A. (2006). When should a retailer create an exciting store environment?. *Journal of marketing*, 70(1), 107-118.
- Keller, P. K. K. L., & Kotler, P. (2012). *Manajemen Pemasaran* Edisi 12. Jakarta: Erlangga, 106.
- Kotler, P. And Amstrong, G. (2016). *Principles Of Marketing*, Global Edition, 14 edition, USA: Prentice Hall
- Kotler, P. Keller (2009). *Manajemen Pemasaran* edisi 13 jilid 1. Jakarta. Erlangga.
- Kurniawan, D. (2013). Pengaruh promosi dan store atmosphere terhadap impulse buying dengan shopping emotion sebagai variabel intervening studi kasus di Matahari department store cabang supermall Surabaya. *Jurnal Strategi Pemasaran*, 1(2), 1-8.
- Kurniawati, D., & Restuti, S. (2014). Pengaruh Sales Promotion Dan Store Atmosphere Terhadap Shopping Emotion Dan Impulse Buying Pada Giant Pekanbaru. *Jurnal Tepak Manajemen Bisnis*, 6(3), 24-37.
- Kusdyah, I. (2012). Persepsi Harga, Persepsi Merek, Persepsi Nilai, dan Keinginan Pembelian Ulang Jasa Clinic Kesehatan (Studi Kasus Erha Clinic Surabaya). *Jurnal Manajemen Pemasaran*, 7(1), 25-32.
- Kusdyah, I. (2012). Persepsi Harga, Persepsi Merek, Persepsi Nilai, dan Keinginan Pembelian Ulang Jasa Clinic Kesehatan (Studi Kasus Erha Clinic Surabaya). *Jurnal Manajemen Pemasaran*, 7(1), 25-32.
- Levy, M. and Weitz, B. (2001) *Retailing Management* (4th Edition), Irwin, Tata Mc. Graw Hill.
- Levy, M., Weitz, B. A., Grewal, D., & Madore, M. (2012). *Retailing management* (Vol. 6). New York: McGraw-Hill/Irwin.
- Lichtlé, M. C., & Plichon, V. (2014). Emotions experienced in retail outlets: A proposed measurement scale. *Recherche et Applications en Marketing* (English Edition), 29(1), 3-24.
- Lichtlé, M. C., & Plichon, V. (2014). Emotions experienced in retail outlets: A proposed measurement scale. *Recherche et Applications en Marketing* (English Edition), 29(1), 3-24.

- López, R. A., de Maya, S. R., & López, I. L. (2017). Sharing co-creation experiences contributes to consumer satisfaction. *Online Information Review*.
- Lovelock, C., & Patterson, P. (2015). Services marketing. Pearson Australia.
- Mantrala, M. K., Levy, M., Kahn, B. E., Fox, E. J., Gaidarev, P., Dankworth, B., & Shah, D. (2009). Why is assortment planning so difficult for retailers? A framework and research agenda. *Journal of Retailing*, 85(1), 71-83.
- Marques, S. H., Cardoso, M. M., & Palma, A. P. (2013). Environmental factors and satisfaction in a specialty store. *The International Review of Retail, Distribution and Consumer Research*, 23(4), 456-474.
- Mohajerani, P., & Miremadi, A. (2012). Customer satisfaction modeling in hotel industry: A case study of Kish Island in Iran. *International Journal of Marketing Studies*, 4(3), 134.
- Mohan, G., Sivakumaran, B., & Sharma, P. (2012). Store environment's impact on variety seeking behavior. *Journal of Retailing and Consumer Services*, 19(4), 419-428.
- Poncin, I., & Mimoun, M. S. B. (2014). The impact of "e-atmospherics" on physical stores. *Journal of Retailing and Consumer Services*, 21(5), 851-859.
- Pons, F., Giroux, M., Mourali, M., & Zins, M. (2016). The relationship between density perceptions and satisfaction in the retail setting: Mediation and moderation effects. *Journal of Business Research*, 69(2), 1000-1007.
- Pons, F., Giroux, M., Mourali, M., & Zins, M. (2016). The relationship between density perceptions and satisfaction in the retail setting: Mediation and moderation effects. *Journal of Business Research*, 69(2), 1000-1007.
- Prasad, K. D., Subbaiah, K. V., & Rao, K. N. (2012). Aligning the competitive strategy with supply chain strategy through QFD. *Journal of Advances in Management Research*.
- Puccinelli, N. M., Goodstein, R. C., Grewal, D., Price, R., Raghbir, P., & Stewart, D. (2009). Customer experience management in retailing: understanding the buying process. *Journal of retailing*, 85(1), 15-30.
- Rufín, R., Medina, C. and Rey, M., 2012. Adjusted expectations, satisfaction and loyalty development. *The Service Industries Journal*, 32(14), pp.2185-2202.
- Sangvikar, B. V., & Pawar, P. (2012). Analysis of Employee Attitude and Aptitude towards Participation in Marketing Decisions of Organized Retailers in India. *Researchers World*, 3(2 Part 2), 44.
- Sirohi, N., McLaughlin, E. W., & Wittink, D. R. (1998). A model of consumer perceptions and store loyalty intentions for a supermarket retailer. *Journal of retailing*, 74(2), 223-245.

- Sivadas, E., & Jindal, R. P. (2017). Alternative measures of satisfaction and word of mouth. *Journal of Services Marketing*.
- Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : Alfabeta, CV.
- Theresia, V. M. (2014). Faktor-Faktor Yang Memengaruhi Pembelian Impulsif Pada Remaja Gereja GMIM Wilayah Manado Winangun (studi di Manado Town Square). *Jurnal riset bisnis dan manajemen*, 2(4).
- Tombs, A. G., & McColl-Kennedy, J. R. (2013). Third party customers infecting other customers for better or for worse. *Psychology & Marketing*, 30(3), 277-292.
- Utami, C. W. (2010). *Manajemen Ritel_Strategi dan Implementasi Operasional Bisnis Ritel Modern Di Indonesia*.
- Walls, A., Okumus, F., Wang, Y., & Kwun, D. J. W. (2011). Understanding the consumer experience: An exploratory study of luxury hotels. *Journal of Hospitality Marketing & Management*, 20(2), 166-197.
- 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(7), 737-744.
- Wirtz, J. and Zeithaml, V., 2018. Cost-effective service excellence. *Journal of the Academy of Marketing Science*, 46(1), pp.59-80.
- Wongkitrungrueng, A., & Assarut, N. (2020). The role of live streaming in building consumer trust and engagement with social commerce sellers. *Journal of Business Research*, 117, 543-556.