

REFERENCES

- Agyapong, G. K. Q. (2011). The Effect of Service Quality on Customer Satisfaction in the Utility Industry - A Case of Vodafone (Ghana). *International Journal of Business and Management*, 203-210.
- Phan, C.A., & Nham, P.T.(2015). Impact Of Service Quality On Customer Satisfaction Of Automated Teller Machine Service: Case Study Of A Private Commercial Joint Stock Bank In Vietnam .Verslas: Teorija ir praktika / Business: Theory and Practice Issn 1648-0627 / eIssn 1822-4202.
- Al Rasyid, H. (2017). The Influence of Quality and Technology Utilization on Go-Jek Customer Satisfaction and Loyalty. *JurnalEcodemica*, 210-223.
- AL, A. A. (2015). The Effect Of Service And Food Quality on Customer Satisfaction and Hence Customer Retantion. *Asian Social Science*, 129-139.
- Aldy, M. I. E. (2019). Modelling the relationship between hotel perceived value, customer satisfaction, and customer loyalty. *Journal Of Retailing and Consumer Service*, 322-332.
- Alfin, M. R., & Nurdin, S. (2017). The Effect of Store Atmosphere on Customer Satisfaction with Implications for Customer Loyalty. *Journal of Ecodemica*, 249-258.
- Millan, E., De Pelsmacker, P. and Wright, L.T. (2013), “Clothing consumption in two recent EU member states: a cross-cultural study”, *Journal of Business Research*, Vol. 66 No. 8, pp. 975-982.
- Ayadi, K., & Cao, L. (2016). Exploring Children’s Responses to Store Atmosphere. *International Journal of Retail & Distribution Management*, 1040-1046.
- Buana, C., &Maftukhah, I. (2019). The Effect of Atmosphere Store, Customers Relationship Management on Loyalty through Customer Satisfaction. *Management Analysis Journal*, 39-49.
- Berman, B., & Evans, J. R. (2014). *Retail Management (12th ed.)*. Pearson Edocation Inc.
- Clara K, B. ., Margaretha, . F. ., Wirawan, S. E. ., &Wowor, W. (2022). The Influence of Service Quality Toward Customer Loyalty at Five-star Hotel in Bali. *International Journal of Social and Management Studies*, 175–186.
- Dam, S.M., & Dam, T.C. (2021). Relationships between Service Quality, Brand Image, Customer Satisfaction, and Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 585-593.
- Dessyana,C. J. (2013). Store Atmosphere Pengaruhnya terhadap Keputusan Pembelian Konsumendi Texas Chicken Multimart II Manado. *Jurnal EMBA*, 844-852.
- Dewi, Hadjadi, F. Handranata, Y. W., & Herlina, M. G. (2021). The Effect of Service Quality and Customer Satisfaction toward Customer Loyalty In Service Industry. *Uncertain Supply Chain Management*, 631–636.
- Dhisasmito, P. P., & Kumar, S. (2020). Understanding customer loyalty in the coffee shop industry (A survey in Jakarta, Indonesia). *British Food Journal*, 2253–2271.

- Diawan, N.S., Kusumawati, A., & Mawardi, M.K. (2016). The Influence Of Store Atmosphere On Purchase Decision And It's Impact On Customer Satisfaction. *Jurnal Administrasi (JAB)*, 8-16.
- Effendy, F. H. (2019). Effect of Quality Service, Price and Store Atmosphere on Customer Satisfaction (Study on Cangkir Coffee Shop in Surabaya). *Ekspektra : Jurnal Bisnis dan Manajemen*.
- Effendy, F.H., Khuzaini, & Hidayat, I. (2019). Effect of Quality Service, Price, And Store Atmosphere On Customer Satisfaction (Study On Cangkir Coffe Shop In Surabaya). *Ekspektra : Jurnal Bisnis dan Manajemen*, 123-148.
- Ella, H. (2018). Effect Of Market Orientation, Service Quality, and Service Orientation on Semen Tonasa Customer Satisfaction and Loyalty in Makassar City. *International Journal Of Scientific and Technology Research*. 144-153.
- Evy, M., & Silva. (2020). Quality Of Service And Price Perception Affect Customer Loyalty With Customer Satisfaction As A Mediation Variable. *Journal of Advanced Management and Busines*, 25-31.
- Ferdinand, A. (2006). *Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertai Ilmu Manajemen*.
- Santouridis, I. and Trivellas, P. (2010), "Investigating the impact of service quality and customer satisfaction on customer loyalty in mobile telephony in Greece", *The TQM Journal*, Vol. 22 No. 3, pp. 330-343.
- Furoida, F., & Maftukhah, I. (2018). The Influence Of Service Quality and Store Atmosphere on Customer Loyalty Through Customer Satisfaction. *Management Analysis Journal*.
- Githiri, M. (2018). An Examination of the Relationship between Perceived price Fairness on Customer Satisfaction and Loyalty in Kenyan Star-Rated Restaurants. *International Journal of Scientific Research and Management*, EM-2018-763-770.
- Hagberg, J., Sundstrom, M., & Egels-Zandén, N. (2016). The digitalization of retailing: an exploratory framework. *International Journal of Retail & Distribution Management*, 694-712.
- Hague, P., & Hague, N. (2016). *Customer Satisfaction Survey: The customer experience through the customer's eyes*. London: Cogent Publication.
- Hair, J., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 106-121.
- Hair, J. F., Black, W., Babin, B., Anderson, R., & Tatham, R. (2006). *Multivariate Data Analysis 6th Edition*. New Jersey: Pearson Prentice Hall.
- Hair, J., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. (2014). Partial Least Squares Structural Equation Modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 106-121.
- Hair, J. F., Black, W., Babin, B., Anderson, R., & Tatham, R. (2006). *Multivariate Data Analysis 6th Edition*. New Jersey: Pearson Prentice Hall.
- Hussain, R., & Ali, M. (2015). Effect of Store Atmosphere on Consumer Purchase Intention. *International Journal of Marketing Studies*, 35-43.

- Izogo, E. E., & Ogba, I. E. (2015). Service Quality, Customer Satisfaction and Loyalty in Automobile Repair Services Sector. *International Journal of Quality and Reliability Management*, 250-269.
- Oliver, R.L. (1999). Whence Customer Loyalty Journal of Marketing, Special Issue 1999.
- Kishada, Z.M.E.M., & Wahab, N.Ab. (2013). Factors Affecting Customer Loyalty In Islamic Banking: Evidence From Malaysian Banks. *International Journal of Business and Social Science*, 264-273.
- Kuo Y. F., Wu, C. M., & Deng W. J. (2009). The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services. *Computers in Human Behavior*, 887-896.
- Kitapci, O., Taylan Dortyol, I., Yaman, Z. and Gulmez, M. (2013), "The paths from service quality dimensions to customer loyalty: An application on supermarket customers", *Management Research Review*, Vol. 36 No. 3, pp. 239-255.
- Kusumawati, A., & Rahayu, K. S. (2019). The effect of experience quality on customer perceived value and customer satisfaction and its impact on customer loyalty. *The TQM Journal*, 1525-1540.
- Lecointre-Erickson, D., Daucé, B., & Legohérel, P. (2018). The influence of interactive window displays on expected shopping experience. *International Journal of Retail & Distribution Management*, 802-819.
- Leninkumar, V. (2016). The Effect of Service Quality on Customer Loyalty. *European Journal of Business and Management*, 44-49.
- Levy, M., & Weitz, B. A. (2014). *Retailing management*. Boston: Mc. Graw Hill.
- Lie, D., Sudirman, A., Efendi., & Butarbutar, M. (2019). Analysis Of Mediation Effect Of Consumer Satisfaction On The Effect Of Service Quality, Price and Consumer Trust On Consumer Loyalty. *International Journal Of Scientific & Technology Research*, 421-428.
- Listiono, F.I.S., & Sugiarto, S. (2015). The Effect of Store Atmosphere on Consumer Loyalty with Consumer Satisfaction as an Interving Variable in Libreria Eatery Surabaya. *Petra Journal of Marketing Management*, 1-9.
- Makanyeza, C., & Chikazhe, L. (2017). Mediators of the relationship between service quality and customer loyalty: Evidence from the banking sector in Zimbabwe. *International Journal of Bank Marketing*, 540-556.
- Miswanto, & Angelia, Y. R. (2017). The Influence of Service Quality and Store Atmosphere on Customer Satisfaction. *Jurnal Manajemen Kewirausahaan*, 106-111.
- Oliver, R. L., & Swan, J. E. (Journal of Marketing). *Consumer Perceptions of Interpersonal Equity and Satisfaction in Transactions: A Field Survey Approach*. 1989: 21-35.
- Parasuraman, A. P., Zeithaml, V. A., & Berry, L. L. (1988). A Conceptual Model Of Service Quality And Its Implication For Future Research. *Journal Of Marketing*, 41-50.
- Priansa, D. J. (2017). *Perilaku Konsumen Dalam Persaingan Bisnis Kontemporer*. Bandung: ALFABETA.

- Purwoharsojo, P., Devitasari, .B., & Darma, D.C. (2020). Store Atmosphere, Servqual and Consumer Loyalty: Case Study of Excelso Coffee Shop. *SEISENSE Journal of Management*, 21-30.
- Ilmi, Z., Darma, D.C., & Wijayanti, T.C. (2020). Can Servqual Mediate From The Store Atmosphere and Customer Satisfaction. *Management Theory and Studies for Rural Business and Infrastructure Development* eISSN 2345-0355. 2020. Vol. 42. No. 3: 359-368
- Sangadji, Mamang, E., & Sopiha. (2013). *Perilaku Konsumen*. Yogyakarta: Andi.
- Santouridis, I., & Trivellas, P. (2010). Investigating the impact of service quality and customer satisfaction on customer loyalty in mobile telephony in Greece. *TQM Journal*, 330-343.
- Satrya, M. A. R., & Telagawathi, N. L. W. S. (2021) The Effect of Service Quality and Store Atmosphere on KFC Customer Satisfaction. *Bhishma: Journal of Management*, 236-245.
- Sedjati, R. S. (2018). *Manajemen Pemasaran*. Yogyakarta: Deepublish.
- Setyowati, E., & Wiyadi (2013) The Influence of Service Quality, Price, and Brand Image on Customer Loyalty with Customer Satisfaction as a Mediation Variable. *Journal of Competitive Management*.
- Sobel, M. E. (1982). Asymptotic intervals for indirect effects in structural equations models. *Sociological methodology*, 290-312.
- Susanti, N., & Jasmani. (2019). The Influence of Product Quality and Service Quality on Customer Satisfaction at Mitra 10 in Depok. *Jurnal Pemikiran dan Riset Pendidikan Administrasi Perkantoran*, 75-84.
- Tjahjaningsih, Endang, & Soliha. (2015). *Manajemen Pemasaran Tinjauan Teoritis Serta Riset Pemasaran*.
- Tjiptjono, F. (2011). Pengaruh Kualitas Pelayanan dan Kualitas Produk Terhadap Keputusan Pembelian.
- Tjiptono, F. (2012). *Strategi Pemasaran*. Yogyakarta: Andi.
- Tjiptono, F. (2014). *Service, Quality & Satisfaction Edisi 3*. Yogyakarta: Penerbit Andi.
- Tjiptono, F., & Chandra, G. (2016). *Service Quality and Satisfaction*. Yogyakarta: Penerbit Andi.
- Tjiptono, F., & Candra, G. (2017). *Pemasaran Strategik Edisi 3*. Yogyakarta: Andi offset.
- Widyaningrum, I, D,. (2020). The Effect of Quality of Service And Facilities On Customer Satisfaction And Customer Loyalty In Luminor Hotel Mangga Besar Jakarta Barat. *Jurnal STEI Ekonomi*, 1-19.
- Zainuddin, A., Fikri, A., & Jalil, N.A.A. (2015). The Impact of Store Atmospherics, Perceived Value, and Customer Satisfaction on Behavioural Intention. *Procedia Economics and Finance*, 538-544.