

DAFTAR PUSTAKA

- Banat, A., & Wandebori, H. (2012). *Store Design and Store Atmosphere Effect on Customer Sales per Visit*. 2nd International Conference on Business, Economics, Management and Behavioral Sciences, 84–89.
- Bloemer, J. dan de Ruyter, K. (1998) *The Relationship Between Store Image, Store Satisfaction & Store Loyalty*. European Journal of Marketing. Vol. 32. No. 5/6, Hal. 499-513
- Bohl, P. (2012). *The effects of store atmosphere on shopping behaviour - Aliterature review*. Corvinus Marketing Tanulmányok, 1–23.
- Boulding, W., Kalra, A., Staelin, R., & Zeithaml, A., V. (1993). A *Dynamic Process Model of Service Quality- From Expectations to Behavioral Intentions*.
- Cooper, Donald.R., Schindler, P. S. (2011). *Business Research Methods* (11thed.). McGraw Hill.
- Deng, Z., Lu, Y., Wei, K. K., & Zhang, J. (2010). *Understanding customersatisfaction and loyalty: An empirical study of mobile instant messages in China*. International Journal of Information Management, 30(4), 289–300.
- Fandy Tjiptono, (2008), Strategi Bisnis Pemasaran. Andi. Yogyakarta.
- Fandy Tjiptono. (1999). Strategi Pemasaran. Yogyakarta: Cetakan ketiga, Andi.
- Fornell, C., et al. (1996). “*The American Customer Satisfaction Index: Nature, Purpose, and Findings*”. *Journal of Marketing* 60, 7-18.

- Grewal, D., Baker, J., Levy, M., & Voss, G. B. (2003). *The effects of waitexpectations and store atmosphere evaluations on patronage intentions in service-intensive retail stores*. *Journal of Retailing*, 79(4), 259–268.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis*.
- He, H., & Li, Y. (2011). CSR and Service Brand: *The Mediating Effect of Brand Identification and Moderating Effect of Service Quality*. *Journal of Business Ethics*, 100(4), 673–688.
- Hendri, Ma'ruf, 2005 Pemasaran Ritel, Jakarta : PT Gramedia Pustaka Utama Hyun SS (2010). *Predictors of relationship quality and loyalty in the chain restaurant industry*. *Cornell Hosp. Q.*, 51(2): 251-267.
- Jakpar, S., & Johari, A. (2012). *Examining the Product Quality Attributes That Influences Customer Satisfaction Most When the Price Was Discounted : A Case Study in Kuching Sarawak Curtin University of Technology Sarawak Campus*. *International Journal of Business and Social Science*, 3(23), 221– 237.
- Koo, D.-M. (2003). *Inter-relationships among store images, store satisfaction, and store loyalty among Korean discount retail patrons*. *Asia Pacific Journal of Marketing and Logistics*, 15, 42– 71.
- Kotler, P., & Armstrong, G. (2013). *Principles of Marketing. World Wide Web Internet And Web Information Systems* (Vol. 42).
- Kotler, P., & Keller, K. L. (2012). *Marketing Management. Organization* (Vol.

22).

Lavy, Michael, B. A., & Beitzel, L. S. (2012). *Retailing Management* (p. 675).

Lovelock, Christopher, and Jochen Wirtz. 2011. *Service Marketing, People, Technology, Strategy*. New Jersey: Prentice Hall Upper Sadle River.

Malik, M. E., Ghafoor, M. M., & Iqbal, H. K. (2012). *Impact of brand Image , service quality and price on customer satisfaction in Pakistan telecommunication sector*. International Journal of Business and Social Science, 3(23), 123–130.

Mohammad Haghghi. (2012). *Evaluation of factors affecting customer loyalty in the restaurant industry*. African Journal of Business Management, 6(14), 5039–5046.

Mohsan, F., Nawaz, M., & Khan, M. (2011). *Impact of customer satisfaction on customer loyalty and intentions to switch: evidence from banking sector of Pakistan*. International Journal of ..., 2(16), 263–270. Retrieved from http://ijbssnet.com/journals/Vol_2_No_16_September_2011/30.pdf

Mosahab, R. (2010). *Service Quality , Customer Satisfaction and Loyalty : A Test of Mediation*. International Business, 3(4), 72–80.

Mosavi, S. A., & Ghaedi, M. (2013). *Behavioral intention in the luxury fast food restaurant*. African Journal of Business Management, 7(18), 1845–1853.

- Oliver, R. (1999). *Whence Consumer Loyalty*. *The Journal of Marketing*, 63(Journal Article), 33–44.
- Priyatno, Dwi (2008). "Mandiri Belajar SPSS (*Statistical Product and Service Solution*) Untuk Analisis Data & Uji Statistik". PT. Buku Kita. Jakarta.
- Reddy, N. R. V. R., Reddy, T. N., Azeem, B. A., & Loyalty, a S. (2011). *Influence of Store Satisfaction , Merchandise Quality , and Service Qualityon Store Loyalty*. *International Journal of Trade, Economics and Finance*, 2(5), 351–356.
- Soriano, D. R. (2002). *Customers' expectations factors in restaurants: The situation in Spain*. *International Journal of Quality & Reliability Management*, 19(8/9), 1055–1067.
- Wijanto, S. H. (2008). *Structural Equation Modeling dengan lisrel 8.8 Konsep dan Tutorial*. Yogyakarta: Graha Ilmu.
- Yoo, C., Park, J., & MacInnis, D. J. (1998). *Effects of Store Characteristics and In-Store Emotional Experiences on Store Attitude*. *Journal of Business Research*, 42(3), 253–263.
- <http://www.nannyspavillon.com/>
- <http://www.datacon.co.id/Ritel- 2011Daftar.html>