

DAFTAR PUSTAKA

- Ahmed, S., Al Asheq, A., Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostofa, M. G. (2002). The intricate relationships of consumers' loyalty and their perceptions of service quality, price and satisfaction in restaurant service. *The TQM Journal*, 35(2), 519-539. <https://doi.org/10.1108/tqm-06-2021-0158>
- Amoako, G. K., Doe, J. K., & Neequaye, E. K. (2021). Online innovation and repurchase intentions in hotels: the mediating effect of customer experience. *International Hospitality Review*, 37(1), 28-47. <https://doi.org/10.1108/ihr-02-2021-0008>
- Anderson, E. W., Fornell, C., & Lehmann, D. R. (1994). Customer Satisfaction, Market Share, and Profitability: Findings from Sweden. *Journal of Marketing*, 58(3), 53-66. <https://doi.org/10.1177/002224299405800304>
- Anggara, A. K. D., Ratnasari, R. T., & Osman, I. (2023). How store attribute affects customer experience, brand love and brand loyalty. *Journal of Islamic Marketing*, 14(11), 2980-3006. <https://doi.org/10.1108/jima-01-2022-0002>
- Becker, L., & Jaakkola, E. (2020). Customer experience: fundamental premises and implications for research. *Journal of the Academy of Marketing Science*, 48(4), 630-648. <https://doi.org/10.1007/s11747-019-00718-x>
- Behnam, M., Pyun, D. Y., Doyle, J. P., & Delshab, V. (2020). The impact of consumer knowledge on profitable consumer loyalty through perceived service quality and psychological involvement in non-profit sport clubs. *International Journal of Sports Marketing and Sponsorship*, 22(2), 407-427. <https://doi.org/10.1108/ijmsms-03-2020-0039>
- Bloemer, J. R., Ko de. (1997). On the relationship between store image, store satisfaction and store loyalty. *European Journal of Marketing*, 32(5/6), 499-513.
- Bonfanti, A., Vigolo, V., Vannucci, V., & Brunetti, F. (2023). Creating memorable shopping experiences to meet phygital customers' needs: evidence from sporting goods stores. *International Journal of Retail & Distribution Management*, 51(13), 81-100. <https://doi.org/10.1108/ijrdm-12-2021-0588>
- Brakus, J. J., Schmitt, B. H., & Zarantonello, L. (2009). Brand Experience: What is It? How is it Measured? Does it Affect Loyalty? *Journal of Marketing*, 73(3), 52-68. <https://doi.org/10.1509/jmkg.73.3.052>
- Brunner, T. A., Stöcklin, M., & Opwis, K. (2008). Satisfaction, image and loyalty: new versus experienced customers. *European Journal of Marketing*, 42(9/10), 1095-1105. <https://doi.org/10.1108/03090560810891163>
- Butt, M. M., Wilkins, S., Hazzam, J., & Marder, B. (2024). Rollover service contracts: the influences of perceived value, convenience, confusion and switching costs on consumer satisfaction and service loyalty. *Journal of Strategic Marketing*, 1-21. <https://doi.org/10.1080/0965254X.2024.2319831>
- Chatzoglou, P., Chatzoudes, D., Savvidou, A., Fotiadis, T., & Delias, P. (2022). Factors affecting repurchase intentions in retail shopping: An empirical

- study. *Heliyon*, 8(9), e10619. <https://doi.org/10.1016/j.heliyon.2022.e10619>
- Chen, C.-F., & Chen, F.-S. (2010). Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists. *Tourism Management*, 31(1), 29-35. <https://doi.org/10.1016/j.tourman.2009.02.008>
- Chen, C.-T. (2024). Atmospherics fosters customer loyalty: Exploring the mediating effects of memorable customer experience and customer satisfaction in factory outlet malls in Taiwan. *Journal of Retailing and Consumer Services*, 80. <https://doi.org/10.1016/j.jretconser.2024.103936>
- 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>
- Dick, A. S., & Basu, K. (1994). Customer Loyalty: Toward an Integrated Conceptual Framework. *Journal of the Academy of Marketing Science*, 22(2), 99-113. <https://doi.org/10.1177/0092070394222001>
- Edvardsson, B., Tronvoll, B., & Gruber, T. (2011). Expanding understanding of service exchange and value co-creation: a social construction approach. *Journal of the Academy of Marketing Science*, 39(2), 327-339. <https://doi.org/10.1007/s11747-010-0200-y>
- Eka, R. (2021). *Dapat Pendanaan 1,3 Triliun Rupiah, Kopi Kenangan Jadi "Unicorn New Retail" Pertama di Indonesia*. Retrieved 13 March from <https://dailysocial.id/post/dapat-pendanaan-13-triliun-rupiah-kopi-kenangan-jadi-unicorn-new-retail-pertama-di-indonesia>
- F. Hair Jr, J., Sarstedt, M., Hopkins, L., & G. Kuppelwieser, V. (2014). Partial least squares structural equation modeling (PLS-SEM). *European Business Review*, 26(2), 106-121. <https://doi.org/10.1108/eb-10-2013-0128>
- Filipe, S., Marques, S. H., & Salgueiro, M. d. F. (2017). Customers' relationship with their grocery store: Direct and moderating effects from store format and loyalty programs. *Journal of Retailing and Consumer Services*, 37, 78-88. <https://doi.org/10.1016/j.jretconser.2017.03.002>
- Finaka, A. W. (2023). *Produksi Kopi Indonesia 2017-2022*. Retrieved 13 March from <https://indonesiabaik.id/infografis/produksi-kopi-indonesia-2017-2022>
- Grönroos, C., & Gummerus, J. (2014). The service revolution and its marketing implications: service logic vs service-dominant logic. *Managing Service Quality*, 24(3), 206-229. <https://doi.org/10.1108/msq-03-2014-0042>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis*. Annabel Ainscow.
- Han, H., Lee, J.-S., Trang, H. L. T., & Kim, W. (2018). Water conservation and waste reduction management for increasing guest loyalty and green hotel practices. *International Journal of Hospitality Management*, 75, 58-66. <https://doi.org/10.1016/j.ijhm.2018.03.012>
- Han, H., Lee, K.-S., Song, H., Lee, S., & Chua, B.-L. (2019). Role of coffeehouse brand experiences (sensory/affective/intellectual/behavioral) in forming patrons' repurchase intention. *Journal of Hospitality and Tourism Insights*, 3(1), 17-35. <https://doi.org/10.1108/jhti-03-2019-0044>

- Hansemark, O. C., & Albinsson, M. (2004). Customer satisfaction and retention: the experiences of individual employees. *Managing Service Quality: An International Journal*, 14(1), 40-57. <https://doi.org/10.1108/09604520410513668>
- Holbrook, M. B., & Hirschman, E. C. (1982). The experiential aspects of consumption: Consumer fantasies, feelings, and fun. *Journal of Consumer Research*, 9(2), 132-140. <https://doi.org/10.1086/208906>
- Hollebeek, L., Srivastava, R., & Chen, T. (2019). S-D logic–informed customer engagement: integrative framework, revised fundamental propositions, and application to CRM. *Journal of the Academy of Marketing Science*, 47. <https://doi.org/10.1007/s11747-016-0494-5>
- Huddin, M. N., Kurnia, D., Deviyantoro, D., & Nafiudin, N. (2024). The relationship between customer experience, customer satisfaction, customer trust, and customer loyalty in tourism destination. *Diponegoro International Journal of Business*, 6(2), 142-154. <https://doi.org/10.14710/dijb.6.2.2023.142-154>
- Iglesias, O., Singh, J., & batista-foguet, j. m. (2011). The role of brand experience and affective commitment in determining brand loyalty. *Journal of Brand Management*, 18. <https://doi.org/10.1057/bm.2010.58>
- Iqbal, M. A., Parwoto, P., & Abidin, Z. (2024). The Mediating Role of Customer Satisfaction in the Relationship between Brand Image and Product Quality and Customer Loyalty: Shopee e-commerce Case Study. *Jurnal Manajemen Bisnis*, 11(2), 1894 - 1907. <https://doi.org/10.33096/jmb.v11i2.828>
- Islam, T., Islam, R., Pitafi, A. H., Xiaobei, L., Rehmani, M., Irfan, M., & Mubarak, M. S. (2021). The impact of corporate social responsibility on customer loyalty: The mediating role of corporate reputation, customer satisfaction, and trust. *Sustainable Production and Consumption*, 25, 123-135. <https://doi.org/10.1016/j.spc.2020.07.019>
- Kang, J., Tang, L., & Lee, J. Y. (2015). Self-Congruity and Functional Congruity in Brand Loyalty. *Journal of Hospitality & Tourism Research*, 39(1), 105-131. <https://doi.org/10.1177/1096348012471377>
- Karpen, I., Bove, L., & Lukas, B. (2012). Linking Service-Dominant Logic and Strategic Business Practice A Conceptual Model of a Service-Dominant Orientation. *Journal of Service Research*, 15, 21-38. <https://doi.org/10.1177/1094670511425697>
- Keng, C. J., Huang, T. L., Zheng, L. J., & Hsu, M. K. (2007). Modeling service encounters and customer experiential value in retailing. *International Journal of Service Industry Management*, 18(4), 349-367. <https://doi.org/10.1108/09564230710778137>
- Kotler, P. (2012). *Kotler On Marketing*. Simon & Schuster UK. <https://books.google.co.id/books?id=iHWxeT7X5YYC>
- Kotler, P., & Keller, K. L. (2016). *Marketing Management*. Pearson. <https://books.google.co.id/books?id=UbfwtwEACAAJ>
- Kristof-Brown, A. L., Zimmerman, R. D., & Johnson, E. C. (2005). Consequences of individual's fit at work: A meta-analysis of person-job, person-organization, person-group, and person-supervisor fit. *Personnel*

- Psychology*, 58(2), 281-342. <https://doi.org/10.1111/j.1744-6570.2005.00672.x>
- Lee, S., & Jeong, M. (2014). Enhancing online brand experiences: An application of congruity theory. *International Journal of Hospitality Management*, 40, 49-58. <https://doi.org/10.1016/j.ijhm.2014.03.008>
- Lee, Y.-K., Back, K.-J., & Kim, J.-Y. (2009). Family Restaurant Brand Personality and Its Impact On Customer's eMotion, Satisfaction, and Brand Loyalty. *Journal of Hospitality & Tourism Research - J Hospit Tourism Res*, 33, 305-328. <https://doi.org/10.1177/1096348009338511>
- Li, J., Liu, X., Houghton, J. D., Li, L., & Zou, W. (2023). A multi-level perspective of the value congruence mechanisms underlying transformational leadership and cooperative voice. *Baltic Journal of Management*, 18(5), 649-667. <https://doi.org/10.1108/bjm-06-2022-0213>
- Lusch, R., Vargo, S., & Tanniru, M. (2009). Service, Value Networks and Learning. *Journal of the Academy of Marketing Science*, 38, 19-31. <https://doi.org/10.1007/s11747-008-0131-z>
- Menon, A., Homburg, C., & Beutin, N. (2005). Understanding Customer Value in Business-to-Business Relationships. *Journal of Business-to-Business Marketing*, 12, 1-38. https://doi.org/10.1300/J033v12n02_01
- Meyer, C., & Schwager, A. (2007). Understanding Customer Experience. *Harvard business review*, 85, 116-126, 157.
- Minta, Y. (2018). Link between Satisfaction and Customer Loyalty in the Insurance Industry: Moderating Effect of Trust and Commitment.
- Nguyen, L., Nguyen, T. H., & Tan, T. K. P. (2021). An Empirical Study of Customers' Satisfaction and Repurchase Intention on Online Shopping in Vietnam. *Journal of Asian Finance, Economics and Business*, 8, 971-983. <https://doi.org/10.13106/jafeb.2021.vol8.no1.971>
- Nur, I., & Innocentius, B. (2023). The Impact Of Customer Satisfaction On Customer Loyalty Of BCA Mobile Banking. *Jurnal Manajemen*, 27(1), 169 - 190. <https://doi.org/10.24912/jm.v27i1.1121>
- Oliver, R. L. (1999). Whence Consumer Loyalty? *Journal of Marketing*, 63(4_suppl1), 33-44. <https://doi.org/10.1177/00222429990634s105>
- Pekovic, S., & Rolland, S. (2020). Recipes for achieving customer loyalty: A qualitative comparative analysis of the dimensions of customer experience. *Journal of Retailing and Consumer Services*, 56. <https://doi.org/10.1016/j.jretconser.2020.102171>
- Schmitt, B. (1999). Experiential Marketing. *Journal of Marketing Management*, 15(1-3), 53-67. <https://doi.org/10.1362/026725799784870496>
- Sekaran, U., & Bougie, R. (2016). *Metode Penelitian untuk Bisnis* (S. Empat, Trans.; 6 ed.).
- Shank, D. B., & Robinson, D. T. (2019). Who's responsible? Representatives' autonomy alters customers' emotion and repurchase intentions toward organizations. *Journal of Consumer Marketing*, 36(1), 155-167. <https://doi.org/10.1108/jcm-06-2017-2226>
- Sombultawee, K., & Tansakul, T. (2022). The customer experience in Thailand's multichannel retail environments. *Asia-Pacific Journal of Business*

- Administration*, 15(1), 117-138. <https://doi.org/10.1108/apjba-08-2021-0427>
- Sugiyono, P. D. (2019). *Metode penelitian bisnis: pendekatan kuantitatif, kualitatif, kombinasi, dan R&D* (Vol. 225). Penerbit CV. Alfabeta: Bandung.
- Sukhu, A., & Bilgihan, A. (2021). The impact of hedonic dining experiences on word of mouth, switching intentions and willingness to pay. *British Food Journal*, 123(12), 3954-3969. <https://doi.org/10.1108/bfj-10-2020-0901>
- Tuškej, U., Golob, U., & Podnar, K. (2013). The role of consumer-brand identification in building brand relationships. *Journal of Business Research*, 66(1), 53-59. <https://doi.org/10.1016/j.jbusres.2011.07.022>
- Vargo, S., & Lusch, R. (2004). Evolving to a New Dominant Logic. *The service-dominant logic of marketing. Dialog, debate, and directions*, 68, 1-17.
- Vargo, S., & Lusch, R. (2006). Service-dominant logic: What it is, What it is not, What it might be. The service dominant logic of marketing: Dialog debate and directions. *Journal of the Academy of Marketing Science*, 6, 281-288.
- Vargo, S. L., & Lusch, R. F. (2017). Service-dominant logic 2025. *International Journal of Research in Marketing*, 34(1), 46-67. <https://doi.org/10.1016/j.ijresmar.2016.11.001>
- Wilson, A., Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2016). *Services Marketing: Integrating Customer Focus Across the Firm*. McGraw-Hill Education. <https://books.google.co.id/books?id=WgXEjwEACAAJ>
- Zeithaml, V. A., & Bitner, M. J. (2003). *Services Marketing: Integrating Customer Focus Across the Firm*. McGraw-Hill. <https://books.google.co.id/books?id=YbxaAAAAAYAAJ>
- Zhang, J., & Bloemer, J. M. M. (2008). The Impact of Value Congruence on Consumer-Service Brand Relationships. *Journal of Service Research*, 11(2), 161-178. <https://doi.org/10.1177/1094670508322561>
- Zibarzani, M., Abumalloh, R. A., Nilashi, M., Samad, S., Alghamdi, O. A., Nayer, F. K., Ismail, M. Y., Mohd, S., & Mohammed Akib, N. A. (2022). Customer satisfaction with Restaurants Service Quality during COVID-19 outbreak: A two-stage methodology. *Technol Soc*, 70, 101977. <https://doi.org/10.1016/j.techsoc.2022.101977>