

DAFTAR PUSTAKA

- Abror, A., Patrisia, D., Engriani, Y., Evanita, S., Yasri, Y., & Dastgir, S. (2020). Service quality, religiosity, customer satisfaction, customer engagement and Islamic bank's customer loyalty. *Journal of Islamic Marketing*, 11(6), 1691–1705. <https://doi.org/10.1108/JIMA-03-2019-0044>
- ah, M., Ariefin, M. S., ram, M., & Qomariah, N. (2021). The Role of Cafe Atmosphere and Product Quality in Building Consumers' Trust and Loyalty. *International Journal of Economics and Management Studies*, 8(9), 44–47. <https://doi.org/10.14445/23939125/ijems-v8i9p107>
- Ahmed, S., Al Asheq, A., Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostofa, M. G. (2023). The intricate relationships of consumers' loyalty and their perceptions of service quality, price and satisfaction in restaurant service. *TQM Journal*, 35(2), 519–539. <https://doi.org/10.1108/TQM-06-2021-0158>
- Alfiansyah, R., Pamungkas, R. A., & Bakhri, S. (2024). Enhancing Customer Loyalty: Optimizing Barista and Store Atmosphere for Increased Customer Satisfaction. *International Journal of Social Service and Research*, 4(01), 1–14. <https://doi.org/10.46799/ijssr.v4i01.657>
- Asnawi, N., Sukoco, B. M., & Fanani, M. A. (2020). The role of service quality within Indonesian customers satisfaction and loyalty and its impact on Islamic banks. *Journal of Islamic Marketing*, 11(1), 192–212. <https://doi.org/10.1108/JIMA-03-2017-0033>
- Berman, Barry & Evans, J. R. (2014). *Retail Management Edisi 12, Alih Bahasa Oleh*

Lina Salim. Jakarta : Peasron.

- Denantes, J., & Donoso, G. (2021). Factors influencing customer satisfaction with water service quality in Chile. *Utilities Policy*, 73(June 2020), 101295. <https://doi.org/10.1016/j.jup.2021.101295>
- 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>
- Ferdinand, A. (2014). *Structural Equation Modeling dalam Penelitian Manajemen : Aplikasi Model - Model Rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor (Edisi 5)*. Semarang : Badan Penerbit Universitas Diponegoro.
- Fida, B. A., Ahmed, U., Al-Balushi, Y., & Singh, D. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020919517>
- Foroudi, P., Cuomo, M. T., & Foroudi, M. M. (2020). Continuance interaction intention in retailing: Relations between customer values, satisfaction, loyalty, and identification. *Information Technology and People*, 33(4), 1303–1326. <https://doi.org/10.1108/ITP-09-2018-0421>
- Furoida, F., & Maftukhah, I. (2018). The influence of service quality, brand image, and store atmosphere on customer loyalty through customer satisfaction at indomaret

- plus jember. *Quality - Access to Success*, 22(181), 101–104.
- Ghozali, I. (2017). *Model Persamaan Struktural Konsep dan Aplikasi Program AMOS 24 (7th ed.)*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2020). *25 GRAND THEORY: 25 Teori Besar Manajemen, Akuntansi dan Bisnis (Landasan Teori Skripsi, Tesis dan Disertasi)*. Semarang: Yoga Pratama.
- Gopi, B., & Samat, N. (2020). The influence of food trucks' service quality on customer satisfaction and its impact toward customer loyalty. *British Food Journal*, 122(10), 3213–3226. <https://doi.org/10.1108/BFJ-02-2020-0110>
- Griffin, J. (2005). *CUSTOMER LOYALTY*. JAKARTA : ERLANGGA.
- Gumulya, D., & Helmi, I. S. (2017). Kajian Budaya Minum Kopi Indonesia. *Jurnal Dimensi Seni Rupa Dan Desain*, 13(2), 153–172. <https://doi.org/10.25105/dim.v13i2.1785>
- Hair, J. . et al. (2010). *Multivariate Data Analysis (7th ed)*. Perason Education Limited.
- Hans, S., Rizky Fauzan, Bintoro Bagus Purmono, Nur Afifah, & Harry Setiawan. (2023). The Relevance of iBox Store Atmosphere: Building Customer Satisfaction and Loyalty. *International Journal of Scientific Research and Management*, 11(01), 4451–4457. <https://doi.org/10.18535/ijstrm/v11i01.em05>
- Izzudin, M., Suja'i, Y., & Salim, A. (2022). The Influent of Experiental Marketing and Store Atmosphere on Customer's Loyalty. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 5(2), 11174–11182. <https://www.bircu-journal.com/index.php/birci/article/view/4932>
- Jalil, N. A. A., Fikry, A., & Zainuddin, A. (2016). The Impact of Store Atmospheric,

- Perceived Value, and Customer Satisfaction on Behavioural Intention. *Procedia Economics and Finance*, 37(16), 538–544. [https://doi.org/10.1016/s2212-5671\(16\)30162-9](https://doi.org/10.1016/s2212-5671(16)30162-9)
- James F. Engel, Roger D. Blackwell, P. W. M. (1990). *Consumer Behavior* (6th ed). Chicago : The Dryden Press.
- Khaerat, M. U., Musa, C. I., & Parinsi, W. K. (2022). Pengaruh suasana restoran (store atmosphere) terhadap keputusan pembelian (studi pada konsumen restoran warung rorong cabang perintis kota Makassar). *Jurnal Economix Volume*, 10(2), 198–209. <https://ojs.unm.ac.id/economix/article/view/44568/20624>
- Kotler, Philip, Keler, K. L. (2008). *Manajemen pemasaran Edisi 13 Jilid 1 dan 2*. Erlangga.
- Lee, W. S., Moon, J., & Song, M. (2018). Attributes of the coffee shop business related to customer satisfaction. *Journal of Foodservice Business Research*, 21(6), 628–641. <https://doi.org/10.1080/15378020.2018.1524227>
- Mahato, S., & Goet, J. (2020). Service Quality, Customer Satisfaction and Customer Loyalty in Nepalese Restaurant Industry. *International Journal of Innovative Science and Research Technology*, 5(12), 1255–1261. www.ijisrt.com
- Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, 40(October 2015), 261–269. <https://doi.org/10.1016/j.jretconser.2016.10.011>
- Mowen, J. C. dan M. M. (2002). *Perilaku Konsumen* (Dwi Kartika (ed.); Jilid Kedu). Erlangga.

- Munshi, J. (2014). A method for constructing attractors. *Ergodic Theory and Dynamical Systems*, 8(3), 331–349. <https://doi.org/10.1017/S0143385700004491>
- Naing Myo, Y., & Khalifa, G. S. A. (2019). The Impact of Service Quality on Customer Loyalty of Myanmar Hospitality Industry: The Mediating Role of Customer Satisfaction. In *International Journal of Management and Human Science (IJMHS)* (Vol. 3, Issue 3).
- Novendra, D. H., Verinita, & Masykura, I. (2019). The Effect of Store Atmosphere on Revisit Intention that is in Mediation by Customer Satisfaction (Survey on Padang Bioderm Clinic Consumer). *International Journal of Innovative Science and Research Technology*, 4(4), 328–338. www.ijisrt.com328
- Oliver, R. L. (1997). *Satisfaction: A behavioral perspective on the customer*. NY: Irwin-McGraw-Hill.
- Oliver, R. L., & Oliver, R. L. (1999). *Whence Consumer Loyalty ?* 63, 33–44.
- Parasuraman, A. and Zeithaml, V. (1988). Optical flip-flop. *Electronics Letters*, 21(6), 236–238. <https://doi.org/10.1049/el:19850169>
- Prakoso, T. Y., & Hidayati, R. (2022). Analisis Pengaruh Kualitas Layanan dan Citra Merek terhadap Loyalitas Konsumen melalui Kepuasan Konsumen sebagai Variabel Intervening (Studi Pada Konsumen Smartphone Samsung di Semarang). *Diponegoro Journal of Management*, 11(1), 1–15.
- Priyo, J. S., Mohamad, B., & Adetunji, R. R. (2019). An examination of the effects of service quality and customer satisfaction on customer loyalty in the hotel industry. *International Journal of Supply Chain Management*, 8(1), 654–663.

- Purwadi, P., Devitasari, B., & Caisar Darma, D. (2020). Store Atmosphere, SERVQUAL and Consumer Loyalty. *SEISENSE Journal of Management*, 3(4), 21–30. <https://doi.org/10.33215/sjom.v3i4.385>
- Satti, Z. W., Babar, S. F., Parveen, S., Abrar, K., & Shabbir, A. (2020). Innovations for potential entrepreneurs in service quality and customer loyalty in the hospitality industry. *Asia Pacific Journal of Innovation and Entrepreneurship*, 14(3), 317–328. <https://doi.org/10.1108/apjie-08-2019-0063>
- Setiadi, N. J. (2003). *Perilaku konsumen : Konsep dan implikasi untuk strategi dan penelitian pemasaran* (Ed. 1, Cet). Jakarta : Kencana.
- Siswanto, M. V. H., & Suriyanto, M. A. (2022). Analisis kualitas layanan pada penyedia jasa tenaga kerja pt varia usaha fabrikasi. *Jurnal Ekonomika*, 10(1), 94–100.
- Slack, N. J., & Singh, G. (2020). The effect of service quality on customer satisfaction and loyalty and the mediating role of customer satisfaction : Supermarkets in Fiji. *TQM Journal*, 32(3), 543–558. <https://doi.org/10.1108/TQM-07-2019-0187>
- Spreng, R. A., MacKenzie, S. B., & Olshavsky, R. W. (1996). A Reexamination of the Determinants of Consumer Satisfaction. *Journal of Marketing*, 60(3), 15–32. <https://doi.org/10.1177/002224299606000302>
- Sugiyono. (2008). *METODE PENELITIAN BISNIS (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Bandung : Alfabeta.
- Tansala, D., Tumbel, T. M., & Walangitan, O. F. C. (2019). Pengaruh Store Atmosphere Terhadap Keputusan Pembelian Di Gramedia Manado. *Jurnal Administrasi Bisnis*, 8(1), 21. <https://doi.org/10.35797/jab.8.1.2019.23496.21-27>

- Tjiptono, F. (2005). *Service, Quality and Satisfaction*. Penerbit Andi, Yogyakarta.
- Tong, M. (2022). Customers' craft beer repurchase intention: the mediating role of customer satisfaction. *International Journal of Food Properties*, 25(1), 845–856.
<https://doi.org/10.1080/10942912.2022.2066122>
- Utami, christiana W. (2017). *Manajemen ritel Strategi dan implementasi operasional bisnis ritel modern di Indonesia edisi 3*. Jakarta : Salemba Empat.
- Wachdijono, W. (2022). Loyalitas Konsumen Coffee Shop Di Kota Kuningan Provinsi Jawa Barat. *Agropross : National Conference Proceedings of Agriculture*, 552–562.
<https://doi.org/10.25047/agropross.2022.326>
- Westbrook, R. A., Oliver, R. L., Westbrook, R. A., & Oliver, R. L. (1991). *The Dimensionality of Consumption Emotion Patterns and Consumer Satisfaction Stable*
 URL : <http://www.jstor.org/stable/2489487> REFERENCES Linked references are available on JSTOR for this article : You may need to log in to JSTOR to access the linked refer. 18(1), 84–91.
- Wilton, T. dan. (1988). *Kepuasan Pelanggan, jilid 2. Edisi ketiga*. Klaten : PT. Indeks Kelompok Gramedia.
- Zeithaml and Bitner M J. (2003). *Service Marketing: Intergrating Customer Focus Across the Firm*. New York : McGraw-Hill.
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). Communication and Control Processes in the Delivery of Service Quality. In *Source: Journal of Marketing* (Vol. 52, Issue 2).
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The Behavioral Consequences

of Service Quality. *Journal of Marketing*, 60(2), 31–46.

<https://doi.org/10.1177/002224299606000203>

