

DAFTAR PUSTAKA

- Andreasson and Lindestad. (1998). Customer Loyalty and Complex Services: The Impact of Corporate Image on Quality, Customer Satisfaction and Loyalty for Customers With Varying Degrees of Service Expertise. *International Journal of Service Industry Management*. 9, pg. 7–23.
- Azjen, I. (2005). *Attitude, Personality and Behavior*: Open University Press.
- Badruldin, B., et al. (2012). Clients' Perception Towards JAKIM Service Quality In Halal Certification. *Journal of Islamic Marketing*, Vol. 3, No. 1, h. 59-71.
- Bao, Jinlong. (2015). The Impacts of E-service Quality on Customers' Repurchase Intention in Platform Online Retailing: An Empirical Investigation. *WHICEB 2015 Proceedings*. 15.
- Bennur, S. and B. Jin. (2013). Cross-cultural investigation of US and Indian consumer's apparel attribute choices applying Kano's theory. *Journal of Fashion Marketing and Management*, Vol. 17 No. 3, pp. 306-321.
- Brady, M. and Cronin, J.J. (2001). Some new thoughts on conceptualizing perceived quality: a hierarchical approach. *Journal of Marketing* 65 (3), 34–49.
- Bridson, K., Evans, J., and Hickman, M. (2008). Assessing the relationship between loyalty program attributes, store satisfaction and store loyalty. *Journal of Retailing and Consumer Services*, 22(6).
- Carraher et al. (2009). Customer Service Orientation Of Small Retail Business Owners In Austria, The Czech Republic, Hungary, Latvia, Slovakia, And Slovenia. *Baltic Journal of Management*, Vol. 4, Iss 3, h. 251 – 268.
- Chai, K.H; Ding, Y. and Xing, Y. (2009). Quality and Customer Satisfaction Spillovers in the Mobile Phone Industry Service Science: 1(2), pp.93-106
- Chakrabarty, S., Whitten D., Green, K. (2007). Understanding service quality and relationship quality in IS outsourcing: client orientation and promotion, project management effectiveness, and the task-technology-structure fit. *Journal of Computer Information Systems* 48 (2), 1–15.

- Darrian, J. C., Tucci, L. A., and Wiman, A. R. (2001). Perceived Salesperson Service Attribute and Retail Patronage Intentions. *International Journal of Retail & Distribution Management*, 29(5), 205-213.
<http://dx.doi.org/10.1108/095905501103986>
- Demoulin, N.T.M., and P. Zidda. (2008). On the impact of loyalty cards on store loyalty: Does the customers' satisfaction with the reward scheme matter?. *Journal of Retailing and Consumer Services* 15: 386–98.
- Fang, Y.H., C. M. Chiu and E. T. G. Wang (2011). Understanding Customers' Satisfaction And Repurchase Intentions. *Internet Research*, Vol. 21, Iss 4, h. 479-503.
- Ferdinand, A. (2014). *Metode Penelitian Manajemen Edisi 5*. Semarang: Universitas Diponegoro.
- Forsythe, S., Kim J.O. and Petee T. (1999). Product cue usage in two Asian markets: a crosscultural. Comparison. *Asia Pacific Journal of Management*, Vol. 16 No. 2, pp. 275-292.
- Fox, E., McLaughlin, A. and Postrel S. (2007). The impact of retail location on retailer revenues: an empirical investigation. Working Paper, Southern Methodist University, Dallas, TX.
- Garg, R.K. and Chan K.K. (1997). Service orientation and small business marketing. *Journal of Professional Service Marketing*, Vol. 15 No. 2, p. 131.
- Ghozali, I. 2004. Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS Ver. 5.0. Badan Penerbit – UNDIP.
- Goffin, K. and Price D. (1996). Service Documentation and the Biomedical Engineer: Results of a Survey. *Biomedical Instrumentation and Technology*, Vol. 30, No. 3, pp.223-230.
- Gottlieb, J.B., Grewal, D. and Brown, S.W. (1994). Consumer satisfaction and perceived quality: Complementary. *Journal of Applied Psychology*, Vol. 79 No. 6, p. 875.
- Gwin, Carol F. and Gwin Carl R. (2003). The Product Attributes Model: A Tool for Evaluating Brand Positioning. *Journal of Marketing theory and Practice*, Vol. 6.

- Hair, Joseph F., William C. Black, Barry J. Babin, Rolph E. Anderson, & Ronald L. Tatham. (2014). *Multivariate Data Analysis*. New Jersey: Pearson Education.
- Hellier, P. K., Ceursen, G. M., Carr, R. A., and Rickard, A. (2003). Customer repurchase intention: A general structural equation model. *European Journal of Marketing*, 37(11/12), 1762-1800.
<http://dx.doi.org/10.1108/03090560310495456>
- Hume, M. and Gillian, S. M. (2010). The Consequence of Appraisal Emotion, Service Quality, Perceived Value and Customer Satisfaction On Repurchase Intent In The Performing Arts. *Journal of Services Marketing*, Vol. 24, Iss 2, h. 170 – 182.
- Jahanshahi A. A. et al. (2011). Study the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty. *International Journal of Humanities and Social Science*, Vol. 1 No. 7, h. 253-260.
- Kennedy, M. S., L. K. Ferrell and D. B. LeClair. (2001). Consumers' trust of salesperson and manufacturer: an empirical study. *Journal of Business Research*, h. 73-86.
- Knego, N., K. Petljak, R. Vouk (2014). Lo.cation And Layout As Sources Of Competitive Advantage Of Small Retailers. *Journal of International Scientific Publications*, Vol. 8, h. 267-281.
- Kotler, P. And K. L. Keller. (2016). *Marketing Management 16 edition*. New Jersey: Pearson.
- Kristensen, K., Martensen, A., and Gronholdt, L. (1999). Measuring the impact of buying behaviour on customer satisfaction. *Total Quality Management*, 10(4/5), 602-614.
<http://dx.doi.org/10.1080/0954412997587>
- Lee, K. H., J. J. Lee dan M. Lee. (2015). Effect of Pharmacy Store Image on Customer Satisfaction and Customer Loyalty in Over-The-Counter Drug Market. *Journal of Marketing Thought*, 1(4): 29-44.
- Law, A.K.Y., Y.V. Hui and X. Zhao. (2004). Modeling Repurchase Frequency and Customer Satisfaction for Fast Food Outlets. *International Journal of Quality & Reliability Management*, Vol. 21, Iss 5, h. 545 – 563.

- Levi, E. and Weitz, S. (2009). *Retailing management*. 7th ed. New York: McGraw Hill.
- Levy, M.L., and B.A. Weitz. (2007). *Retailing management*. 6th ed. New York, NY: McGraw-Hill/Irwin.
- Lovelock, C., and J. Wirtz. (2007). *Services marketing: People, technology, strategy*. 6th ed. Upper Saddle River, NJ: Prentice Hall.
- Lupiyoadi, R. (2010). *Manajemen Pemasaran Jasa Teori Dan Praktik*. Penerbit Salemba Empat.
- Martin, N., and Morich, K. (2011). Unconscious mental processes in consumer choice: Toward a new model of consumer behavior. *Journal of Brand Management*, 18(7), 483-505.
<http://dx.doi.org/10.1057/bm.2011.10>
- Matzler, K., et al. (2004). The asymmetric relationship between attribute-level performance and overall customer satisfaction: a reconsideration of the importance–performance analysis. *Industrial Marketing Management* 33, pp. 271–277.
- Morissan. (2012). *Metode Penelitian Survei*. Jakarta: Kencana.
- Namukasa, J. (2013). The influence of airline service quality on passenger satisfaction and loyalty the case of Uganda airline industry. *TQM Journal*, Vol. 25 No. 5, pp. 520-532.
- Nesset, E., B. Nervik and O. Helgesen. (2011). Satisfaction and Image as Mediators of Store Loyalty Drivers In Grocery Retailing. *The International Review of Retail, Distribution and Consumer Research*, Vol. 21, No. 3, 267–292.
- Nugroho, N. A., Suharyono dan Sunarti. (2015). Pengaruh Atribut Produk Terhadap Kepuasan Pelanggan dan Loyalitas Pelanggan. *Jurnal Administrasi Bisnis (JAB)*, Vol. 20, No. 1.
- Oliver, R.L. and Swan, J.E. (1999). An applied analysis of buyer equity perceptions and satisfaction with automobile sales people. *The Journal of Personal Selling and Sales Management*, Vol. 11 No. 2, pp. 14-27.
- Ostrowski, P.L., O'Brien, T.V. and Gordon, G.L. (1993). Service quality and customer loyalty in the commercial airline industry. *Journal of Travel Research*, Vol. 32 No. 2, pp. 16-24.

- Purbaya, A. A. (2017). *Penjualan Ritel di Jawa Tengah Masih Positif*. detiknews. 3 November. Diakses 6 Februari 2018.
<https://news.detik.com/jawatengah/3712459/penjualan-ritel-di-jawa-tengah-masih-positif>
- Rachman, F dan T. Yuniati (2014). Pengaruh Kualitas Layanan, Harga, Dan Lokasi Terhadap Kepuasan Pelanggan Auto 2000 Sungkono Surabaya. *Jurnal Ilmu & Riset Manajemen*, Vol. 3 No. 11, h. 1-15.
- Rajab A. Z. dan Heru S. (2016). Pengaruh Kualitas Layanan dan Atribut Produk Terhadap Kepuasan dan Loyalitas Pelanggan. *Jurnal Ilmu dan Riset Manajemen*, Vol. 5, No. 4.
- Rajaobelina, L. and Bergeron, J. (2009). Antecedents and consequences of buyer-seller relationship quality in the financial services industry. *International Journal of Bank Marketing*, Vol. 27 No. 5, pp. 359 – 80.
- Rana S. M. S., A. Oman, and Md. A. Islam. (2014). Customer Satisfaction Of Retail Chain Stores: Evidence From Bangladesh. *Journal of Asian Scientific Research*, 4(10): 574-584.
- Ranjbarian, B., A. Sanaye, M. R. Kaboli (2012). An Analysis of Brand Image, Perceived Quality, Customer Satisfaction and Re-purchase Intention in Iranian Department Stores. *International Journal of Business and Management*, Vol. 7, No. 6.
- Reichheld, F.F. and Teal, T., Bain and Company (1996). The Loyalty Effect: the Hidden Force Behind Growth, Profits, and Lasting Value, Harvard Business School Press, Boston, MA.
- Robertson, P.J. (1995). Involvement in boundary spanning activity: mitigating the relationship between work setting and behavior. *Journal of Public Administration Research and Theory*, Vol. 5 No. 1, pp. 73-98.
- Roslin, RM and Rosnan, H. (2012). Location as a strategic retail decision: the case of the retail cooperative. *International Journal of Commerce and Management*, vol. 22, no. 2, pp.152–158.
- Saleem, A., et al. (2015). Product Perceived Quality and Purchase Intention with Consumer Satisfaction. *Global Journal of Management and Business Research: E Marketing*, Vol. 15, Issue 1, h. 21-28.

- Saleem, M.A., S. Zahra, A. Yaseen. (2017). Impact Of Service Quality And Trust On Repurchase Intentions – The Case Of Pakistan Airline Industry. *Asia Pacific Journal of Marketing and Logistics*, Vol. 29 Issue: 5, h. 1136-1159.
- Sanusi, A. (2014). *Metode Penelitian Bisnis*. Jakarta: Salemba Empat.
- Saravanan, R. and Rao, K.S.P. (2007). Measurement of service quality from the customer's perspective – an empirical study. *Total Quality Management*, Vol. 18 No. 4, pp. 435-449.
- Simamora, H. (2008). *Manajemen Sumber Daya Manusia*. STIE YKPN. Yogyakarta.
- Stanton, W. J. (2008). *Prinsip Pemasaran*. Edisi Ketujuh. Jakarta: Erlangga.
- Sugiyono. (2008). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Sugiyono. (2013). *Metode Penelitian Manajemen : Pendekatan Kuantitatif, Kualitatif, Kombinasi (Mixed Methods), Penelitian Tindakan (Action Research), Penelitian Evaluasi*. Bandung: Alfabeta.
- Swastha, B. (2010). *Manajemen Pemasaran Modern*. Yogyakarta: Liberty.
- Tektaş, O. O., E. Eryigit, O. T. Ekmekci. (2017). Does Thinking Style Affect the Impacts of Satisfaction and Reputation on Repurchase Intention? A Cross-National Comparison. *Journal of Marketing and Consumer Behaviour in Emerging Markets* 2(6).
- Tjiptono, F. (2009). *Pemasaran Jasa*. Madang: Penerbit Bayu Media.
- Tjiptono, F. dan Gregorius C. (2005). *Service, Quality & Satisfaction*. Jakarta: ANDI OFFSET.
- Tulipa, D., S. Gunawan, V. H. Supit. (2014). The Influence of Store Atmosphere on Emotional Responses and Re-Purchase Intentions. *Business Management and Strategy*, Vol. 5, No. 2.
- Valmohammadi, C. (2011). Quality and Productivity management, Islamic Azad University-South Tehran Branch, Tehran.
- Wisniewski, M. dan M. Donnelly. (2007). *International Journal of Public Sector Management*, 8(7) : 15-20.

- Wong, A. and Sohal, A. (2003). A critical incident approach to the examination of customer relationship management in a retail chain: an exploratory study. *Qualitative Market Research: An International Journal*, 6(4), 248-262. <http://dx.doi.org/10.1108/13522750310495337>
- Wu, P. C.S., G. Yeong-Yuh Yeh and C. R. Hsiao. (2011). The Effect Of Store Image And Service Quality On Brand Image And Purchase Intention For Private Label Brands. *Australasian Marketing Journal* 19, h. 30-39.
- Zboja, J. J. and C. M. Voorhees. (2006). The impact of brand trust and satisfaction on retailer repurchase intentions. *Journal of Services Marketing*, Vol. 20, No. 5, h. 381–390.
- Zeithaml, V. A., Berry, L. L., and u Parasuraman, A. (1996). The behavioral consequences of service quality. *Journal of Marketing*, 60(2), 31-46. <http://dx.doi.org/10.2307/1251929>
- Zuraya, N. (2007). *Perkembangan Bisnis Ritel Indonesia Paling Cepat di Dunia*. Republika. 27 April. Diakses 6 Februari 2018. <http://www.republika.co.id/berita/ekonomi/makro/17/04/27/op23do383-perkembangan-bisnis-ritel-indonesia-paling-cepat-di-dunia>