

DAFTAR PUSTAKA

- Abadi, R. R., Nusryamsi, I., & Syamsuddin, A. R. (2020). Effect of customer value and experiential marketing to customer loyalty with customer satisfaction as intervening variable (Case study on Gojek Makassar consumers). *The Asian Journal of Technology Management*, 13(1), 59–73.
- AbuThahir, S. B. S., & Krishnapillai, G. (2018). How does the ambience of the café affect the revisit intention among its patrons? AS on the cafes in Ipoh, Perak. *MATEC Web of Conferences*, 150, 1–16. <https://doi.org/10.1051/mateconf/201815005074>
- Ada, L. B., & Mackenzie, M. (2019). Segmenting Chinese millennial restaurant customers: A lifestyle and health and environmental consciousness approach. *Journal of China Tourism Research*, 16(2), 261–284.
- Ahmed, I., & Amir, M. (2011). Service quality; service features and customer complaint handling as the major drivers of customer satisfaction in banking sector of Pakistan. *International Review of Business Research Papers*, 7(1), 313–318.
- Allan, D. (2008). *Sound retailing: A review of experimental evidence on the effects of music on shopping behavior*. Psychology Press.
- Andalas, P. R., & Kartika, L. N. (2021). Experiential marketing as a means to build customer loyalty in traditional concept restaurants in Sleman Regency, Indonesia. *International Journal of Multicultural and Multireligious Understanding*, 8(6), 400–412.
- Andika, H., & Nasir, M. (2017). Budaya konsumerisme masyarakat perkotaan: Studi konsumsi kopi di Kota Banda Aceh. *Jurnal Ilmiah Mahasiswa*, 2(2), 308–319.

- Ardekani, R., & Rath, J. (2017). Coffee people in Tehran, Glasgow and Amsterdam. *Journal of Consumer Culture*, 20(1), 122–140.
- Areni, C. S. (2003). Exploring managers' implicit theories of atmospheric music: Comparing academic analysis to industry insight. *Journal of Services Marketing*, 17(2), 161–184.
- Armitage, C. J., & Conner, M. (2001). Efficacy of the theory of planned behaviour: A meta-analytic review. *British Journal of Social Psychology*, 40(4), 471–499.
- Bakti, I. S., Nirzalin, & Alwi. (2019). Konsumerisme dalam perspektif Jean Baudrillard. *Jurnal Sosiologi USK*, 13(2), 146–165.
- Barker, C. (2011). *Cultural studies*. Kreasi Wacana.
- Baudrillard, J. (1998). *The consumer society: Myths and structures*. SAGE Publications.
- Bauman, Z. (2007). *Consuming life*. Polity Press.
- Baxter, J., & Eyles, J. (1997). Evaluating qualitative research in social geography: Establishing 'rigour' in interview analysis. *Transactions of the Institute of British Geographers*, 22(4), 505–525.
- Baxter, J. A., & Chua, W. F. (1998). Doing field research: Practice and meta-theory in counterpoints. *Journal of Management Accounting Research*, 10, 69–87.
- Bernarto, I. (2021). The effect of website design quality, service quality, trust and satisfaction on repurchase intention (Case study: tokopedia.com). *Indonesian Management Journal*, 19(1), 45–58.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing*, 56(2), 57–71.
- Blokland, T. (2017). *Community as urban practice*. Polity Press.

- Boyce, C., & Neale, P. (2006). Conducting in-depth interviews: A guide for designing and conducting in-depth interviews for evaluation input. *Journal Pathfinder International*, 3(5), 1–30.
- BPS Kota Semarang. (2026). *Jumlah usaha restoran, cafetaria, dan warung makan di Kota Semarang tahun 2026*. Badan Pusat Statistik Kota Semarang.
- BPS. (2020). *Mayoritas industri mikro-kecil bergerak di sektor makanan*. Katadata. <https://databoks.katadata.co.id/datapublish/2022/03/30/mayoritas-industri-mikro-kecil-bergerak-di-sektor-makanan>
- BPS. (2022). *PDB industri pengolahan nonmigas Indonesia*. Katadata. <https://databoks.katadata.co.id/datapublish/2023/02/13/makanan-dan-minuman-topang-sepertiga-industri-pengolahan-nasional-pada-2022>
- Broadway, M., Legg, R., & Broadway, J. (2017). Coffeehouses and the art of social engagement: An analysis of Portland coffeehouses. *Geographical Review*, 108(3), 433–456.
- Chariri, A. (2009). Landasan filsafat dan metode penelitian kualitatif. *Jurnal Fakultas Ilmu Sosial dan Ilmu Politik Universitas Indonesia*, 9(2), 101–114.
- Chathoth, P., Altinay, L., Harrington, R. J., Okumus, F., & Chan, E. S. (2013). Co-production versus co-creation: A process based continuum in the hotel service context. *International Journal of Hospitality Management*, 32, 11–20.
- Chebat, J. C., Chebat, C. G., & Vaillant, D. (2001). Environmental background music and in-store selling. *Journal of Business Research*, 54(2), 115–123.

- Chen, A. H., & Wu, R. Y. (2022). Mediating effect of brand image and satisfaction on loyalty through experiential marketing: A case study of a sugar heritage destination. *Sustainability*, 14(12), 1–22.
- Cowan, B. (2005). *The social life of coffee: The emergence of the British coffee house*. Yale University Press.
- Creswell, J. W. (2015). *Penelitian kualitatif & desain riset*. Pustaka Pelajar[cite: 8].
- Creswell, J. W., & Miller, D. L. (2000). Determining validity in qualitative inquiry. *Theory Into Practice*, 39(3), 124–130.
- Davidow, M. (2003). Organizational responses to customer complaints: What works and what doesn't. *Journal of Service Research*, 5(3), 225–250.
- Devi, A., Susanta, N. H., & Reni, D. S. (2015). Pengaruh citra merek, harga dan gaya hidup terhadap keputusan pembelian produk imitasi. *Jurnal Ilmu Administrasi Bisnis*, 4(5), 112–125.
- Dhillon, R., Agarwal, B., & Rajput, N. (2022). Experiential marketing strategies used by luxury cosmetics companies. *Innovative Marketing*, 18(1), 49–62.
- Dhohiri, T. R. (2017). *Sosiologi: Suatu kajian kehidupan masyarakat*. Ghalia Indonesia.
- Dunn, R. (2008). *Identifying consumption: Subjects and objects in consumer society*. Temple University Press.
- Eroglu, S. A., Machleit, K. A., & Chebat, J. C. (2005). The interaction of retail density and music tempo: Effects on shopper responses. *Psychology & Marketing*, 22(7), 577–589.

- Evelina, L., & Safitri, Y. (2021). Utilization of YouTube social communication networking in establishing Indonesian street food opinion. *Jurnal Komunikasi Ikatan Sarjana Komunikasi Indonesia*, 6(1), 44–52.
- Fauzi, A., Punia, & Kamajaya. (2017). Budaya nongkrong anak muda di kafe: Tinjauan gaya hidup anak muda di Kota Denpasar. *Jurnal Ilmiah Sosiologi*, 1(1), 1–13.
- Finlay, L. (2006). *Qualitative research for allied health professionals: Challenging choices*. John Wiley & Sons Ltd.
- Fishbein, M., & Ajzen, I. (1977). Belief, attitude, intention, and behavior: An introduction to theory and research. *Philosophy & Rhetoric*, 10(2), 130–132.
- Garlin, F. V., & Owen, K. (2006). Setting the tone with the tune: A meta-analytic review of the effects of background music in retail settings. *Journal of Business Research*, 59(6), 755–764.
- Glaser, B. G., & Strauss, A. L. (1967). *The discovery of grounded theory: Strategies for qualitative research*. Aldine Publishing Co.
- Hakim, M., & Syahban Amir, A. (2022). The function of a coffee shop as a social cultural entity. *IntechOpen*. <https://doi.org/10.5772/intechopen.103852>
- Han, H., Back, K. J., & Barrett, B. (2009). Influencing factors on restaurant customers' revisit intention. *International Journal of Hospitality Management*, 28(4), 563–572.
- Hardiyanti, N. Y., & Puspa, R. (2021). Coffee culture di Indonesia: Pola konsumsi konsumen pengunjung kafe, kedai kopi dan warung kopi di Gresik. *Jurnal Media dan Komunikasi*, 1(2), 93–106.

- Harrington, R. J., Ottenbacher, M. C., & Treuter, A. (2015). The musicscape model: Direct, mediating, and moderating effects in the casual restaurant experience. *International Journal of Hospitality & Tourism Administration*, 16(2), 99–121.
- Herliyana, E. (2012). Fenomena coffee shop sebagai gejala gaya hidup baru kaum muda. *Thaqafiyat*, 13(1), 187–205.
- Hess, R. L., Jr., Ganesan, S., & Klein, N. M. (2003). Service failure and recovery: The impact of relationship factors on customer satisfaction. *Journal of the Academy of Marketing Science*, 31(2), 127–145.
- Holloway, B. B., & Beatty, S. E. (2003). Service failure in online retailing: A recovery opportunity. *Journal of Service Research*, 6(1), 92–105.
- Husserl, E. (1994). *Epoche and reduction in pure phenomenology*. (As cited in Moustakas, C., 1994, *Phenomenological Research Methods*). SAGE Publications.
- Ilakya, S., Sandhya, S., & Vijayalakshmi, D. (2020). A study on influence of store ambience on consumers purchase behaviour. *International Journal of Advance Research, Ideas and Innovations in Technology*, 6(4), 680–686.
- Imtiyaz, H., Soni, P., & Yukongdi, V. (2021). Investigating the role of psychological, social, religious and ethical determinants on consumers' purchase intention and consumption of convenience food. *Foods*, 10(2), 237.
- Istanbulluoglu, D. (2017). Complaint handling on social media: The impact of multiple response times on consumer satisfaction. *Computers in Human Behavior*, 74, 72–82.
- Jacob, C. (2006). Styles of background music and consumption in a bar: An empirical evaluation. *International Journal of Hospitality Management*, 25(4), 716–720.

- Jang, S., & Ha, J. (2014). Do loyal customers perceive the quality of restaurant attributes differently? A study of Korean restaurant customers. *Journal of Foodservice Business Research*, 17(3), 257–266.
- Jiang, F., Huang, R., Chen, Q., & Zhang, J. (2023). Brand equity, tourist satisfaction and travel intentions in a UNESCO Creative City of Gastronomy: A Case study of Yangzhou, China. *Foods*, 12(14), 2690.
- Kim, K., & Choi, K. (2019). Bridging the perception gap between management and customers on DINESERV attributes: The Korean all-you-can-eat buffet. *Sustainability*, 11(19), 5212.
- Kotler, P. (1973). Atmospherics as a marketing tool. *Journal of Retailing*, 49(4), 48–64.
- Kotler, P., & Keller, K. L. (2016). *Marketing management* (15th ed.). Global Edition: Pearson Education.
- Laurier, E., & Philo, C. (2007). 'A parcel of muddling muckworms': Revisiting Habermas and the English coffee-houses. *Social & Cultural Geography*, 8(2), 259–281.
- Lee, M. S., Hsiao, H. D., & Yang, M. F. (2011). The study of the relationships among experiential marketing service quality. *The International Journal of Organizational Innovation*, 3(2), 352–378.
- Lewis, B. R., & McCann, P. (2004). Service failure and recovery: Evidence from the hotel industry. *International Journal of Contemporary Hospitality Management*, 16(1), 6–17.
- Liao, S. C., Huang, C. W., Huang, T. Y., & Deeseentharn, K. (2012). A cross-cultural examination of store environment cues and purchase intention in Taiwan and the United States. *Journal of Applied Business and Economics*, 13(1), 73–83.

- Lin, J. N. J., & Yun, C. T. (2016). Young adults' motivation to patronize independent specialist coffee shops in Malaysia. *Regional Conference on Science, Technology and Social Sciences (RCSTSS 2014)*, 249–258.
- Lincoln, Y. S., & Guba, E. G. (1985). *Naturalistic inquiry* (Vol. 75). SAGE Publications.
- Lodziak, C. (2002). *The myth of consumerism*. Pluto Press.
- Lorig, T. S., & Gary, E. S. (1988). Brain and odor: Alteration of human EEG by odor administration. *Psychobiology*, 16(3), 281–284.
- Lu, C., & Berchoux, C. (2015). Service quality and customer satisfaction: Qualitative research implications for luxury hotels. *International Journal of Culture, Tourism and Hospitality Research*, 9(2), 168–182.
- Madzharov, A. V., Block, L. G., & Morrin, M. (2015). The cool scent of power: Effects of ambient scent on consumer preferences and choice behavior. *Journal of Marketing*, 79(1), 83–96. <https://doi.org/10.1509/jm.13.0263>
- Maghnati, F., Ling, K. C., & Nasermoadeli, A. (2012). Exploring the relationship between experiential marketing and experiential value in the smartphone industry. *International Business Research*, 5(11), 169–177.
- Maxham, J. G., III, & Netemeyer, R. G. (2002). Modelling customers perceptions of complaint handling over time: The effects of perceived justice on satisfaction and intent. *Journal of Retailing*, 78(4), 239–252.
- Miles, S. (2006). *Consumerism as a way of life*. SAGE Publications.
- Min, H., & Min, H. (2013). Cross-cultural competitive benchmarking of fast-food restaurant services. *Benchmarking: An International Journal*, 20(2), 212–232.

- Mishra, H. G., Sinha, P. M., & Koul, S. (2014). Impact of store atmospherics on customer behaviour: Influence of response moderators. *Journal of Business and Management*, 20(1), 45–65.
- Montano, D., & Kasprzyk, D. (2015). Theory of reasoned action, theory of planned behavior, and the integrated behavioral model. *Health Behavior and Health Education: Theory, Research, and Practice*, 70, 350–378.
- Morin, S., Dubé, L., & Chebat, J. C. (2007). The role of pleasant music in servicescapes: A test of the dual model of environmental perception. *Journal of Retailing*, 83(1), 115–130.
- Morwitz, V. G., Steckel, J. H., & Gupta, A. (2007). When do purchase intentions predict sales? *International Journal of Forecasting*, 23(3), 347–364.
- Moustakas, C. (1994). *Phenomenological research methods*. SAGE Publications.
- Mufidah, N. L. (2012). Pola konsumsi masyarakat perkotaan: Studi deskriptif pemanfaatan foodcourt oleh keluarga. *Bio Kultur*, 1(2), 157–178.
- Muhammad, N. S., Musa, R., & Sadar Ali, N. (2014). Unleashing the effect of store atmospherics on hedonic experience and store loyalty. *Procedia - Social and Behavioral Sciences*, 130, 469–478.
- Nagasawa, S., & Kizu, Y. (2015). Customer experience and luxury strategy in cosmetics design. *Science Journal of Business and Management*, 3(2), 54–59.
- Nelsa, A. G. (2022). Penelitian terhadap warung burjo pedro: Warung bubur kacang hijau bernuansa kafe. *Jurnal Patra*, 4(1), 25–34.
- Neuman, W. L. (2013). *Metodologi penelitian sosial pendekatan kualitatif dan kuantitatif* (Edisi 7). Indeks.

- Nirzalin. (2013). Mendamaikan aktor dan struktur dalam analisis sosial perspektif teori strukturasi Antony Giddens. *Jurnal Sosiologi Universitas Syiah Kuala*, 3(3), 15–23.
- North, A. C., Hargreaves, D. J., & McKendrick, J. (2000). The effects of music on atmosphere in a bank and a bar. *Journal of Applied Social Psychology*, 30(7), 1504–1522.
- Nurrizky, M., Harisudin, M., & Barokah, U. (2023). Influence of experiential marketing to consumer satisfaction and repurchase intentions: “Goreng” Taichan restaurants as a case study. *International Journal of Sustainable Development and Planning*, 18(1), 247–253.
- Oktaria, D. S., Darmawan, A., Handoko, H., & Budiarto, B. W. (2022). Pembelajaran tentang tugas dan wewenang bagi penjaga perlintasan sebidang dengan jalan raya. *PaKMas: Jurnal Pengabdian Kepada Masyarakat*, 2(2), 317–325.
- Orsingher, C., Valentini, S., & Angelis, M. (2010). A meta-analysis of satisfaction with complaint handling in services. *Journal of the Academy of Marketing Science*, 38(2), 169–186.
- Osarenkhoe, A., & Komunda, M. B. (2017). Service quality as a mediator of customer complaint behaviour and customer loyalty. *International Review of Management and Marketing*, 7(1), 197–208.
- Peattie, K. (2010). Green consumption: Behaviour and norms. *Annual Review of Environment and Resources*, 35, 195–228.

- Pencarelli, T., Taha, V. A., Škerháková, V., Valentiny, T., & Fedorko, R. (2020). Luxury products and sustainability issues from the perspective of young Italian consumers. *Sustainability*, 12(1), 1–25.
- Pizam, A., & Ellis, T. (1999). Customer satisfaction and its measurement in hospitality enterprises. *International Journal of Contemporary Hospitality Management*, 11(7), 326–339.
- Polkinghorne, D. E. (1989). *Phenomenological research methods*. Plenum Press.
- Prasetyaningsih, E., & Sukardiman, F. D. (2015). Pengaruh citra merek dan gaya hidup terhadap keputusan pembelian produk tas branded tiruan pada wanita karir di Jakarta. *Jurnal Ilmiah Manajemen dan Bisnis*, 1(2), 85–98.
- Rahim, F., Jin, G. P., & Fong, C. L. (2019). Malaysian coffee culture: Attributes considered to purchase coffee beverages. *Journal of Marketing Advances and Practices*, 1(1), 50–62.
- Rashid, N., Nika, F. A., & Thomas, G. (2021). Impact of service encounter elements on experiential value and customer loyalty: An empirical investigation in the coffee shop context. *SAGE Open*, 11(4), 1–15.
- Rea, C., MacDonald, P., & Carnes, G. (2010). Listening to classical, pop, and metal music. *Emporia State Research Studies*, 46(1), 1–3.
- Ritzer, G., & Goodman, D. J. (2008). *Teori sosiologi modern*. Kencana.
- Ritzer, G., & Goodman, D. J. (2011). *Teori sosiologi: Dari teori sosiologi klasik sampai perkembangan mutakhir teori sosial postmodern*. Kreasi Wacana.

- Roggeveen, A. L., Tsiros, M., & Grewal, D. (2012). Understanding the co-creation effect: When does collaborating with customers provide a lift to service recovery? *Journal of the Academy of Marketing Science*, 40(6), 771–790.
- Roza, S., Octavia, A., & Sriayudha, Y. (2022). E-commerce purchase intention model with consumer reviews, trust, and risk as predictors of MSMEs culinary products. *Dinasti International Journal of Digital Business Management*, 4(1), 12–23.
- Saleem, H., & Raja, N. S. (2014). The impact of service quality on customer satisfaction, customer loyalty and brand image: Evidence from hotel industry of Pakistan. *Middle-East Journal of Scientific Research*, 19(5), 706–711.
- Sandiford, P. J., & Divers, P. (2014). The English public house as a 21st century socially responsible community institution. *International Journal of Hospitality Management*, 41, 88–96.
- Schmitt, B. H. (2008). *Experiential marketing: How to get customers to sense, feel, think, act, relate to your company and brands*. The Free Press.
- Schmitt, B. H., & Rogers, D. L. (2008). *Handbook on brand and experience management*. Edward Elgar Publishing.
- Semar Satata Semarang Kota. (2020). *Jumlah UMKM bidang kuliner*. Dinas Koperasi dan UMKM Kota Semarang. <https://semarsatata.semarangkota.go.id/data/list/9>
- Semarang Kota. (2022). *Jumlah UMKM bidang kuliner*. Data Kota Semarang. <https://data.semarangkota.go.id/data/list/9>
- Simon, B. (2009). *Everything but the coffee: Learning about America from Starbucks*. University of California Press.

- Singhal, S., Krishna, A., & Lazarus, D. (2013). Service failure magnitude and paradox: A banking perspective. *Journal of Relationship Marketing*, 12(3), 191–203.
- Sivrikaya, K. K., & Pekersen, Y. (2020). The impact of food neophobia and sensation seeking of foreign tourists on the purchase intention of traditional Turkish food. *International Journal of Gastronomy and Food Science*, 21, 100231.
- Soekresno. (2009). *Manajemen kualitas makanan dan minuman dalam bidang hospitaliti*. PT Gramedia Pustaka Utama.
- Solikatun, Kartono, D. T., & Demartoto, A. (2015). Perilaku konsumsi kopi sebagai budaya masyarakat konsumsi: Studi fenomenologi pada peminum kopi di kedai kopi Kota Semarang. *Jurnal Analisa Sosiologi*, 4(1), 60–74.
- Stenseth, B. (2013). Heart of urbanism. The cafe: A chapter of cultural history. Dalam *Cafe Society*. Palgrave Macmillan.
- Sugiyono. (2013). *Metode penelitian pendidikan: Pendekatan kuantitatif, kualitatif, dan R&D*. Alfabeta.
- Sumartono. (2002). *Terperangkap dalam iklan: Perilaku konsumtif masyarakat kontemporer*. Alfabeta.
- Tobin, G. A., & Begley, C. M. (2004). Methodological rigour within a qualitative framework. *Journal of Advanced Nursing*, 48(4), 388–396.
- Turkle, S. (2015). *Reclaiming conversation: The power of talk in a digital age*. Penguin Books.
- Turley, L. W., & Milliman, R. (2000). Atmospheric effects on shopping behavior: A review of the experimental evidence. *Journal of Business Research*, 49(2), 193–211.

- Urdea, A. M., & Constantin, C. P. (2021). Experts' perspective on the development of experiential marketing strategy: Implementation steps, benefits, and challenges. *Sustainability*, 13(20), 11415.
- Urry, J. (2007). *Mobilities*. Polity Press.
- Walls, A. R., Okumus, F., Wang, Y. R., & Kwun, D. J. W. (2011). An epistemological view of consumer experiences. *International Journal of Hospitality Management*, 30(1), 10–21.
- Widdis. (2001). Bringing brands to life: Experiential marketing works by touching customers' hearts. *Marketing Magazine*, 106(2), 23–24.
- Wong. (2005). Experience lost. *Marketing*, 110(22), 15–16.
- Yusof, N. M., Ibrahim, A. A., Muhammad, R., & Ismail, T. A. T. (2016). Determinants of UiTM students' revisit intention to Kopitiam in Penang. *Procedia - Social and Behavioral Sciences*, 222, 315–323.
- Zarem. (2000). Experience marketing. *Folio*, 1(3), 44–47.
- Zena, P. A., & Hadisumarto, A. D. (2013). The study of relationship among experiential marketing, service quality, customer satisfaction, and customer loyalty. *Asean Marketing Journal*, 4(1), 37–46.
- Zukin, S. (2010). *Naked city: The death and life of authentic urban places*. Oxford University Press.