

DAFTAR PUSTAKA

- Astono. "The Effect Of Shopping Mall's Attributes Toward Customer Satisfaction Of ABC Mall And XYZ Mall", *iBuss Management*. Vol.2, No.2, 2014.
- Backstrom, K., Johansson, U., 2006. *Creating and consuming experiences in retail store environments: comparing retailer and consumer perspectives*. *Journal of Retailing and Consumer Services*
- Babin B, Attaway, J.S., 2000. *Atmospheric affect as a tool for creating value and gaining share of customer*. *Journal of Business Research*
- Buttle, F. 2009. *Customer Relationship Management Concepts and Technologies*. *Burlington: Elsevier*
- Blythe, J. 2005. *Essentials of Marketing*. *England: Pearson Education Limited*
- Bohl, Patrick. 2010 *the effects of store atmosphere on shopping behavior*. *Corvinus Marketing Studies*
- Chebat, J.C., Michon, R., Haj-Salem, N., & Oliveira, S. (2014). *The effect of mall renovation on shopping values, satisfaction and spending behaviour*. *Journal of Retailing and Consumer Services*
- C. Lovelock dan Wirtz, *Services Marketing People, Technology, Strategy 7th Edition*, (United State: Pearson Education Limited., 2011)
- Duwi Priyatno, Teknik Mudah dan Cepat Melakukan Analisis Data Penelitian dengan SPSS (Yogyakarta: Gava Media, 2010), p. 97
- Dhruv Grewal, Julie Baker, Michael Levy, Glenn B. Voss (2003), *The effects of wait expectations and store atmosphere evaluations on patronage intentions in service intensive retail stores*, Vol 79
- Fiore, A. And J. Kim. 2007. *An Integrative Framework Capturing Experiential and Utilitarian Shopping Experience*. *International Journal of Retail and Distribution Management*.
- Hanzae, K.H & Rezaeyeh, S.P 2012. *Investigation of the effects of Hedonic Value and Utilitarian Value On Customer Satisfaction and Behavioural Intentions*. *Journal of Bussiness Management*
- Hair *et al*, *Multivariate Data Analysis*, 7th edition, (New Jersey: Pearson, 2010),

Homburg, C., Koschate, N., Dan Hoyer, W.D 2007. *The Role of Cognition and Affect in the Formation of Customer Satisfaction; A dynamic Perspective. Journal of Marketing.*

Hoyer, W.D, dan MacInnis, D.J. 2010. *Consumer Behavior*. USA: South-Western

Anderson, M., Palmblad, S., dan Prevedan, T. 2012. *Atmospheric Effects on Hedonic and Utilitarian Customers. Bachelor Thesis. Linnaeus University*

<http://klikkabar.com/2016/04/19/berikut-12-mall-baru-jakarta-awal-tahun-2016/> (diakses 20 April 2017)

<http://wartakota.tribunnews.com/2016/12/24/akses-lewat-tol-mudah-green-pramuka-square-mall-telah-diresmikan> (diakses 20 April 2017)

<http://www.jonathansarwono.info/sem/sem.htm> (diakses 16 Mei 2017)

Jackson, V., Stoel, L., Brantley, A., 2011. *Mall attributes and shopping value: differences by gender and generational cohort. J.Retail. Consum. Serv.*

Jones MA, Reynolds KE, Arnold M. 2006. *Hedonic and utilitarian shopping value: investigating differential effects on retail outcomes. Journal of Business Researc.*

Kambiz Heidarzadeh Hanzaee dan Saber Porgham Rezaeyeh. 2012 *Investigation of the effects of hedonic value and utilitarian value on customer satisfaction and behavioural intentions. African Journal of Business Management Vol. 7*

Kusumowidagdo et al., (2013) “PENGARUH ATMOSFER PUSAT BELANJA PADA SHOPPING VALUE”

Kurniawan, S. 2012. Pusat belanja Jawaban Gaya Hidup Urban. *The Marketeers Magazine*, Agustus 2012. 57-59., Soeprajitno, Hendra. 2012. *Keep Calm and Let's Go To the Pusat belanja: Tetap Tenang dan Marilah Kita ke Pusat belanja. The Marketeers Magazine*.

Keller(2008). *Building strong brands in a modern marketing communications environment. Journal of Marketing Communication*

Levy dan Weitz 2007 “*Retailing Management*”

Malhotra, Naresh K. 2010. *Marketing Research, Sixth Edition, New Jersey: Pearson Education, Inc,*

Malhotra, N.K., 2009, Riset Pemasaran, Edisi keempat, Jilid 1, PT Indeks, Jakarta

- P. Kotler dan G. Amstrong, *Marketing an Introduction* (Pearson Education., 2015),
- Sirgy., et all (2012), *Direct and indirect effects of self-image congruence on brand loyalty* Vol 59.
- Sekaran, Uma dan Roger Bougie. *Research Methods for Business, fifth edition.* UK: Wiley, 2009
- Spina, Tiziana Russo., A. Carida., M. Colurcio., dan M. Melia.2012. *Store Experience and Co Creation: The Case of Temporary Shop. International Journal of Retail & Distribution Management.*
- Subagio, H. 2011. Pengaruh Atribut Supermarket terhadap Motif Belanja Hedonik Motif Belanja Utilitarian dan Loyalitas Konsumen. Jurnal Manajemen Pemasaran,
- Sugiyono Prof. Dr., 2010 metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R & D, Bandung : Cv. Alfa Beta,
- Tanojohardjo, Gary Aditya; Yohanes Sondang Kunto, S.Si., M.Sc.; Ritzky Karina egah Roza Brahmana, S.E., M.A. Analisa *Hedonic value* dan *Utilitarian Value* terhadap *Brand Trust* dengan *Brand Satisfaction* sebagai variabel intervening pada produk pewarnaan *L`ORÉAL PROFESSIONNEL*, Jurnal Manajemen Pemasaran Petra Vol. 2, No. 1, (2014)
- Turley, L.W. and R. Milliman. 2000. *Atmospherics Effect on Shopping Behaviour: A Review Of The Experimental Evidence. Journal Of Business Research.* 49.
- Tjiptono, F. 2006. Pemasaran Jasa. Malang: Bayumedia Publishing
- Tjiptono,Fandy 2012 Pemasaran strategik
- Utami, C. W. 2010. Manajemen Ritel: Strategi dan Implementasi Operasional Bisnis Ritel Moderen di Indonesia. Jakarta: Salemba Empat.
- Yamin, Sofyan dan Heri Kurniawan. *Structural Equation Modeling : Belajar Lebih Mudah Teknik Analisis Data Kuesioner dengan Lisrel – PLS.* (Jakarta : Penerbit Salemba Infotek, 2009).
- Yistiani, N.N.M. 2012. Pengaruh Atmosfer Gerai dan Pelayanan Ritel terhadap Nilai Hedonik dan Pembelian Impulsif Pelanggan Matahari Department Store Duta Plaza di Denpasar. *Tesis.* Program Pascasarjana Universitas Udayana Denpasar.