

DAFTAR PUSTAKA

- Albert, N., & Merunka, D. (2013). The role of brand love in consumer-brand relationships. *Journal of Consumer Marketing*, 30(3), 258–266.
- Albert, N., Merunka, D., Iae, C. A., Marseille, E., Albert, N., Merunka, D., & Marseille, E. (2009). The Feeling of Love Toward a Brand : Concept and Measurement, 36, 300–307.
- Andreu, L., Bigné, E., Chumpitaz, R., & Swaen, V. (2006). How does the perceived retail environment influence consumers' emotional experience? evidence from two retail settings. *The International Review of Retail, Distribution and Consumer Research*, 16(April 2015), 559–578.
- Apipudin. (2013). Pertumbuhan ritel modern di Indonesia. Diambil dari <http://www.marketing.co.id/brand-switching-analysis-dalam-industri-ritel-modern/>
- Baker, J., Grewal, D., & Parasuraman, A. (1994). The influence of store environment on quality inferences and store image. *Journal of the Academy of Marketing Science*, 22(4), 328–339.
- Baker, J., Parasuraman, A., Grewal, D., & Voss, G. B. (2002). The influence of multiple store environment cues on perceived merchandise value and patronage intentions. *Journal of Marketing*, 66(2), 120–141.
- Ballantine, P. W., Jack, R., & Parsons, A. G. (2010). Atmospheric cues and their effect on the hedonic retail experience. *International Journal of Retail & Distribution Management*, 38(8), 641–653.
- Bitner, M. J., Booms, B. H., & Tetreault, M. S. (1990). The service encounter: Diagnosing favorable and unfavorable incidents. *Journal of Marketing*, 54(1), 71–84.
- Bloemer, J., & Ruyter, K. de. (1998). On the relationship between store image, store satisfaction and store loyalty. *European Journal of Marketing*, 32(5/6), 499–513.
- Bohl, P. (2012). The effects of store atmosphere on shopping behaviour-A literature review. *Corvinus Marketing Tanulmányok*, 2012(1).
- Campbell, J. M. (1983). Ambient stressors. *Environment and behavior*, 15(3), 355–380.
- Carroll, B. A., & Ahuvia, A. C. (2006). Some antecedents and outcomes of brand love. *Marketing Letters*, 17(2), 79–89.
- Cash, T. F. (1990). The psychology of physical appearance: Aesthetics, attributes, and images.

- Chaudhuri, A., & Hoibrook, M. B. (2001). The chain of effects from brand trust and brand affect to brand performance: The role of brand loyalty. *Journal of Marketing*, 65(2), 81–93.
- Dahwilani, D. M. (2015). Pertumbuhan Ritel Indonesia Peringkat 12 Dunia. Diambil 30 September 2016, dari <https://ekbis.sindonews.com/read/1007773/34/pertumbuhan-ritel-indonesia-peringkat-12-dunia-1433163799>
- Deloitte. (2015). *Deloitte Consumer Insights: Capturing Indonesia's Latent Markets*. Singapore. Diambil dari <https://www2.deloitte.com/content/dam/Deloitte/sg/Documents/finance/sg-fas-deloitte-consumer-insights-2015-may-2015-noexp.pdf>
- Donovan, R. J., & Rossiter, J. R. (1982). Store Atmosphere: An Environmental Psychology Approach. *Journal of Retailing*, 58(1), 34.
- Donovan, R. J., & Rossiter, J. R. (1994). Store Atmosphere and Purchasing Behavior. *Journal of Retailing*, 70(3), 283–294.
- Eroglu, S. A., & Machleit, K. A. (1990). An empirical study of retail crowding: antecedents and consequences. *Journal of retailing*, 66(2), 201.
- Floor, K. (2006). *Branding a store: How to build successful retail brands in a changing marketplace*. Kogan Page Publishers.
- Fournier, S. (1998). Consumers and Their Brands: Developing Relationship Theory in Consumer Research. *Journal of Consumer Research*, 24(4), 343–353.
- Ghozali, I. (2011). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 19 (V)*. Semarang: Badan Penerbit Universitas Diponegoro.
- Godin, S., & Gladwell, M. (2001). *Unleashing the Ideavirus: Stop Marketing AT People! Turn Your Ideas into Epidemics by Helping Your Customers Do the Marketing Thing for You*. Hachette Books.
- Goldsmith, R. E., Moore, M. A., & Beaudoin, P. (1999). Fashion innovativeness and self-concept: a replication. *Journal of Product & Brand Management*, 8(1), 7–18.
- Hu, H., & Jasper, C. R. (2006). Social cues in the store environment and their impact on store image. *International Journal of Retail & Distribution Management*, 34(9), 25–48.
- Ismail, A. R., & Spinelli, G. (2012). Effects of brand love, personality and image on word of mouth. *Journal of Fashion Marketing and Management: An International Journal*, 16(4), 386–398.

- Johnson, L., Mayer, K., & Champaner, E. (2004). Casino Atmospherics from a Customer's Perspective: A Re-Examination. *UNLV Gaming Research & Review Journal*, 8(2), 1–10.
- Jones, R., & Kim, Y. K. (2011). Single-brand retailers: Building brand loyalty in the off-line environment. *Journal of Retailing and Consumer Services*, 18(4), 333–340.
- Kaltcheva, V. D., & Weitz, B. A. (2006). When Should a Retailer Create an Exciting Store Environment? *Journal of Marketing*, 70(1), 107–118.
- Koo, D. M., & Ju, S. H. (2010). The interactional effects of atmospherics and perceptual curiosity on emotions and online shopping intention. *Computers in Human Behavior*, 26(3), 377–388.
- Koo, W., & Kim, Y.-K. (2013). Impacts of Store Environmental Cues on Store Love and Loyalty: Single-Brand Apparel Retailers. *Journal of International Consumer Marketing*, 25, 94–106.
- Kotler. (1973). Atmospherics as a Marketing Tool. *Journal of Retailing*, 49(4), 48–65.
- Kotler, P., & Keller, K. L. (2012). *Marketing Management* (14 ed.). New Jersey: Pearson.
- Kumar, A., & Kim, Y. K. (2014). The store-as-a-brand strategy: The effect of store environment on customer responses. *Journal of Retailing and Consumer Services*, 21(5), 685–695.
- Mattila, B. A. S., & Wirtz, J. (2001). Anna-Congruency of Scent and Music As a Driver of in Store Evaluation and Behavior. *Journal of retailing*, 77(2), 273–289.
- Michon, R., Chebat, J. C., & Turley, L. W. (2005). Mall atmospherics: The interaction effects of the mall environment on shopping behavior. *Journal of Business Research*, 58(5), 576–583.
- Milliman, R. E. (1986). The Influence of Background Music on the Behavior of Restaurant Patrons. *The Israel annals of psychiatry and related disciplines*, 13(2), 286–289.
- Mohan, G., Sivakumaran, B., & Sharma, P. (2013). Impact of store environment on impulse buying behavior. *European Journal of Marketing*, 47(10), 1711–1732.
- Newman, A. J., & Patel, D. (2004). The marketing directions of two fashion retailers. *European Journal of Marketing*, 38(7), 770–789.
- Pullman, M. E., & Gross, M. A. (2004). Ability of Experience Design Elements To Elicit. *Decision Sciences*, 35(3), 551–579.

- Rathnayake, C. V. (2011). An empirical investigation of fashion consciousness of young fashion consumers in Sri Lanka. *Young Consumers*, 12(2), 121–132.
- Sekaran, U., & Bougie, R. (2013). *Research methods for business: A skill-building approach* (6 ed.). Chichester: Wiley & Sons.
- Sherman, E., Mathur, A., & Smith, R. B. R. (1997). Store Environment and Consumer Purchase Behavior: Mediating Role of Consumer Emotions. *Psychology and Marketing*, 14(4), 361–378.
- Shimp, T. A., & Madden, T. J. (1988). Consumer-object relations: A conceptual framework based analogously on Sternberg's triangular theory of love. *NA-Advances in Consumer Research Volume 15*.
- Sternberg, R. J. (1986). A triangular theory of love. *Psychological review*, 93(2), 119.
- Syailendra. (2013). Data Pertumbuhan Mall di Kawasan Jakarta. Diambil 30 September 2016, dari <https://m.tempco.co/read/news/2013/09/18/083514312/data-pertumbuhan-mal-di-kawasan-jakarta>
- Thang, D. C. L., & Tan, B. L. B. (2003). Linking consumer perception to preference of retail stores: An empirical assessment of the multi-attributes of store image. *Journal of Retailing and Consumer Services*, 10(4), 193–200.
- Thomson, M., MacInnis, D. J., & Whan Park, C. (2005). The Ties That Bind: Measuring the Strength of Consumers' Emotional Attachments to Brands. *Journal of Consumer Psychology*, 15(1), 77–91.
- Toyudho, E. S. (2013). Kelas Menengah Indonesia Akan Melonjak 250 Persen. Diambil 30 September 2016, dari <https://m.tempco.co/read/news/2013/05/29/090484222/kelas-menengah-indonesia-akan-melonjak-250-persen>
- Vazquez, D., & Bruce, M. (2002). Design management – the unexplored retail marketing competence. *International Journal of Retail & Distribution Management*, 30(4), 202–210.
- Widiatmati, H. (2015). Penghasilan Kelas Menengah Naik = Potensi Pajak. Diambil 30 September 2016, dari <http://www.bppk.kemenkeu.go.id/publikasi/artikel/167-artikel-pajak/21014-penghasilan-kelas-menengah-naik-potensi-pajak%0A>
- Wu, J., Won Ju, H., Kim, J., Damminga, C., Kim, H.-Y., & K.P. Johnson, K. (2013). Fashion product display. *International Journal of Retail & Distribution Management*, 41(10), 765–789.

Yi-Sheng, G., Priambodo, N., & Meng-Dar, S. (2012). Online Shopping Behavior in Taiwan and Indonesia. In *The Asian Conference on Media and Mass Communication, Osaka*.

Yildirim, K., Cagatay, K., & Hidayetoğlu, M. L. (2015). The effect of age, gender and education level on customer evaluations of retail furniture store atmospheric attributes. *International Journal of Retail & Distribution Management*, 43(8), 712–726.