

DAFTAR PUSTAKA

- Aprilia, C., & Suryani, A. I. (2020). Coffee shop atmospheric effect on customer satisfaction and behavioural intention. *BISMA (Bisnis Dan Manajemen)*, 13(1), 1. <https://doi.org/10.26740/bisma.v13n1.p1-13>
- Arifin, M. F., Hartoyo, H., & Yusuf, E. Z. (2020). The Importance of Service Quality in Building Customer Satisfaction and Loyalty in the Service Industry: A Case Study of Hunky Dory Barbershop. *Binus Business Review*, 11(2), 79–89. <https://doi.org/10.21512/bbr.v11i2.6268>
- Atsnawiyah, D., Mohamad Rizan, & Rahmi. (2021). The Influence of Cafe Atmosphere and Food Quality on Customer Satisfaction in Building Customer Loyalty of Masalalu Café Rawa Domba Jakarta. *Jurnal Dinamika Manajemen Dan Bisnis*, 5(1), 113–138. <https://doi.org/10.21009/jdmb.05.1.6>
- Azzahra, F., Azizah, H., Aruan, L. S., Nita, & Suhud, U. (2020). Revisit Intention Pelanggan Coffee Shop Lokal: Bagaimana Peran Life Style dan Service Quality? *Jurnal Bisnis, Manajemen, Dan Keuangan*, 21(1), 1–9.
- Bahrin, S., Alifah, S., & Mulyono, S. (2018). Rancang Bangun Sistem Informasi Survey Pemasaran dan Penjualan Berbasis Web. *Jurnal Transistor Elektro Dan Informatika*, 2(2), 81–88. <http://jurnal.unissula.ac.id/index.php/EI/article/view/3054>
- Baş, Y. N., & Güzel, S. Ö. (2020). Understanding the Relationship Between Physical Environment, Price Perception, Customer Satisfaction and Loyalty in Restaurants. *Journal of Tourism and Gastronomy Studies*, 8(2), 762–776. <https://doi.org/10.21325/jotags.2020.577>
- Baskoro, D. A., & Mahmudah, F. (2021). Pengaruh Harga dan Suasana Café terhadap Keputusan Pembelian. *Global Research on Tourism Development and Advancement*, 3(2), 136–162. <https://doi.org/10.21632/garuda.3.2.136-162>
- Bernarto, I., Purwanto, A., & Masman, R. R. (2022). The Effect of Perceived Risk, Brand Image and Perceived Price Fairness on Customer Satisfaction. *Jurnal Manajemen*, 26(1), 35–50. <http://dx.doi.org/10.24912/jm.v26i1.833>
- Cakici, A. C., Akgunduz, Y., & Yildirim, O. (2019). The impact of perceived price justice and satisfaction on loyalty: the mediating effect of revisit intention. *Tourism Review*, 74(3), 443–462. <https://doi.org/10.1108/TR-02-2018-0025>
- Carranza, R., Díaz, E., & Martín-Consuegra, D. (2018). The influence of quality on satisfaction and customer loyalty with an importance-performance map analysis: Exploring the mediating role of trust. *Journal of Hospitality and Tourism Technology*.
- Chen, Y., & Gayle, P. G. (2019). Mergers and product quality: Evidence from the

- airline industry. *International Journal of Industrial Organization*, 62, 96–135. <https://doi.org/10.1016/j.ijindorg.2018.02.006>
- Cheng, B. L., Gan, C. C., Imrie, B. C., & Mansori, S. (2019). Service recovery, customer satisfaction and customer loyalty: evidence from Malaysia's hotel industry. *International Journal of Quality and Service Sciences*, 11(2), 187–203. <https://doi.org/10.1108/IJQSS-09-2017-0081>
- Darma, B. (2021). *Statistika Penelitian Menggunakan SPSS (Uji Validitas, Uji Reliabilitas, Regresi Linier Sederhana, Regresi Linier Berganda, Uji t, Uji F, R2)*. Guepedia. https://scholar.google.com/scholar?hl=id&as_sdt=0%2C5&as_ylo=2018&q=Uji+Validitas+dimaksudkan+untuk+mengukur+sejauh+mana+24+pertanyaan%2Fpernyataan+yang+digunakan+benar-benar+valid+dalam+penelitian+%28Darma%2C+2021%29.+&btnG=
- Dewi, S. K., & Sudaryanto, A. (2020). Validitas dan Reliabilitas Kuesioner Pengetahuan, Sikap dan Perilaku Pencegahan Demam Berdarah. *Seminar Nasional Keperawatan Universitas Muhammadiyah Surakarta (SEMNASKEP) 2020*, 73–79.
- Dhasan, D., & Aryupong, M. (2019). Effects of product quality, service quality and price fairness on customer engagement and customer loyalty. *ABAC Journal*, 39(2), 82–102.
- 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>
- Diputra, I. G. A. W., & Yasa, N. N. (2021). The Influence of Product Quality, Brand Image, Brand Trust on Customer Satisfaction and Loyalty. *American International Journal of Business Management (AIJBM)*, 4(1), 25–34. <http://118.97.187.12/pustaka/files/17726/jurnal/the-impact-of-service-quality-product-quality-and-price-on-customer-satisfaction.pdf>
- Duli, N. (2019). *Metodologi Penelitian Kuantitatif: Beberapa konsep dasar untuk penulisan skripsi & analisis data dengan SPSS*. Deepublish. https://books.google.co.id/books?hl=id&lr=&id=A6fRDwAAQBAJ&oi=fnd&pg=PR5&dq=Metodologi+Penelitian+Kuantitatif:+Beberapa+konsep+dasar+untuk+penulisan+skripsi+%26+analisis+data+dengan+SPSS.+Deepublish.&ots=G6djX5J7_D&sig=_2sQThvt6Plo8BhPgD-e97UXTLM&redir_es
- Effendy, F. H. (2019). Effect of Quality Service, Price and Store Atmosphere on Customer Satisfaction (Study on Cangkir Coffee Shop in Surabaya). *Ekspektra: Jurnal Bisnis Dan Manajemen*, 3, 123–148. <https://doi.org/10.25139/ekt.v3i2.2033>
- Fiqih, M. N. (2023). The Effect of Perceived Price Fairness, Product Quality, and Service Quality on Customer Loyalty with Customer Satisfaction Mediation on Shopee Consumers. In *Atlantis Press*. Atlantis Press International BV. https://doi.org/10.2991/978-94-6463-008-4_35

- Furoida, F., & Maftukhah, I. (2018). The influence of service quality and store atmosphere on customer loyalty through customer satisfaction. *Management Analysis Journal*, 7(2), 163–170.
- Gunawan, C. B., & Syahputra, S. (2020). Analisis perbandingan pengaruh store atmosphere terhadap loyalitas pelanggan coffee shop di Bandung. *Jurnal Manajemen Maranatha*, 20(1), 51–62. <https://doi.org/10.28932/jmm.v20i1.2935>
- Haifa, B. M., Jakarta, U. N., Suhud, U., Jakarta, U. N., Aditya, S., & Jakarta, U. N. (2022). Predicting Customer Satisfaction and Intention to Revisit a Local Coffee Shop with Industrial Concept. *Jurnal Dinamika Manajemen Dan Bisnis*, 1–17.
- Haile, M., & Kang, W. H. (2019). The Role of Microbes in Coffee Fermentation and Their Impact on Coffee Quality. *Journal of Food Quality*, 2019. <https://doi.org/10.1155/2019/4836709>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis*. Pearson Education Limited. <https://books.google.co.id/books?id=VvXZnQEACAAJ>
- Haryono, S. (2016). Metode SEM untuk Penelitian Manajemen dengan AMOS, LISREL, PLS. *Badan Penerbit PT. Intermedia Personalia Utama*, 450. <http://repository.ums.ac.id/handle/123456789/12640?show=full>
- Hasoloan, A. (2018). Peranan Etika Bisnis dalam Perusahaan Bisnis. *Peranan Etika Bisnis Dalam Perusahaan Bisnis*.
- Hernaeny, U. M. P. (2021). Populasi Dan Sampel. *Pengantar Statistika*, 1, 33. https://books.google.co.id/books?hl=id&lr=&id=Vm1XEAAAQBAJ&oi=fnd&pg=PA33&dq=populasi+ul%27fah&ots=N_Yahrq3Er&sig=2swFZXZCk6UVln71IKsxn38S3a1&redir_esc=y#v=onepage&q=populasi+ul%27fah&f=false
- Islamy, I. (2019). Penelitian Survei dalam Pembelajaran dan Pengajaran Bahasa Inggris. *Japanese Society of Biofeedback Research*, 19(5), 463–466.
- Junaedi, A. T., Wijaya, E., Santoso, P. H., & Chandra, S. (2022). Improving Customer Loyalty Wardah Brand Through Brand Image and Price Fairness: Customer Satisfaction As an Intervening Variable. *Jurnal Aplikasi Manajemen*, 20(2), 379–387. <https://doi.org/10.21776/ub.jam.2022.020.02.14>
- Khoironi, T. A., Syah, H., & Dongoran, P. (2018). Product quality, brand image and pricing to improve satisfaction impact on customer loyalty. *International Review of Management and Marketing*, 8(3), 51–58. <http://www.econjournals.com>
- Kim, S. H., Kim, M., & Holland, S. (2018). How Customer Personality Traits Influence Brand Loyalty in the Coffee Shop Industry: The Moderating Role of Business Types. *International Journal of Hospitality and Tourism Administration*, 19(3), 311–335. <https://doi.org/10.1080/15256480.2017.1324340>

- Kuswara, I., Karimah, K. El, & Widyowati, W. (2019). Hubungan Atmosfir Restoran Dengan Keputusan Pembelian Di Restoran Kfc Cirebon. *Jurnal Manajemen Komunikasi*, 2(2), 118. <https://doi.org/10.24198/jmk.v2i2.21332>
- 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>
- Lenaini, I. (2021). Teknik Pengambilan Sampel Purposive Dan. *Jurnal Kajian, Penelitian & Pengembangan Pendidikan Sejarah*, 6(1), 33–39. p-ISSN 2549-7332 %7C e-ISSN 2614-1167%0D
- Mahsyar, S., & Surapati, U. (2020). Effect of Service Quality and Product Quality on Customer Satisfaction and Loyalty. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(1), 204–211.
- Mandira, D. A., Suliyanto, S., & Nawarini, A. T. (2018). The Influence Customer Trust, Service Quality, and Perceived Price on Customer Satisfaction and Customer Loyalty. *Journal of Research in Management*, 1(1), 16–21. <https://doi.org/10.32424/jorim.v1i1.16>
- Mu'tashim, M. I., & Slamet, A. S. (2019). The Effect of Product Quality and Service Quality on Costumer Satisfaction (A Case Study of Coffee Shops in Bogor City). *Jurnal Manajemen Dan Organisasi (JMO)*, 10(2), 118–132. www.databook.kadata.co.id
- Musyawah, I. Y., & Idayanti, D. (2022). Analisis Strategi Pemasaran Untuk Meningkatkan Penjualan Pada Usaha Ibu Bagas di Kecamatan Mamuju. *Forecasting: Jurnal Ilmiah Ilmu Manajemen*, 1(1), 1–13.
- Niati, W. (2021). The Influence of Price and Store Atmosphere on Cafe Customer Satisfaction in Bengkalis (Case Study at Bikin Betah Cafe). *Inovbiz: Jurnal Inovasi Bisnis Seri Manajemen, Investasi Dan Kewirausahaan*, 1(2), 33. <https://doi.org/10.35314/inovbizmik.v1i2.2238>
- Njei, Z. (2018). Relationship between customer satisfaction and customer loyalty. *Centria University of Applied Sciences Kokkola*, 36.
- Pergikuliner.com. (2021, March 25). Alasan Kenapa Coffee Shop Lebih Disukai Anak Muda. *Pergikuliner.Com*. <https://pergikuliner.com/blog/alasan-kenapa-coffee-shop-lebih-disukai-anak-muda>
- Pojoh, L. S. A., Kindangen, P., & Arie, F. V. (2019). The Influencer Of Product Diversity And Store Atmosphere On Customer Satisfaction At Miniso Manado. *Jurnal EMBA*, 7(4), 4543–4551.
- Prasyanti, P. A., Ningrum, N. R., & Basri, A. I. (2021). Pengaruh Store Atmosphere, Kualitas Produk, Kualitas Pelayanan, dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan. *Equilibrium: Jurnal Ilmu Manajemen*, 1(1), 16–23.
- 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>

- Purwanto, N. (2019). Variabel Dalam Penelitian Pendidikan. *Jurnal Teknodik*, 6115, 196–215. <https://doi.org/10.32550/teknodik.v0i0.554>
- Putera, L. J., & Sugianto, R. (2021). Persepsi Mahasiswa Bipa Australia Terhadap Kegiatan Ekskursi Berkonsep Edu-Tourism Ke Laboratorium Sampah Pamansam. *EDISI: Jurnal Edukasi Dan Sains*, 3(1), 143–158. <https://ejournal.stitpn.ac.id/index.php/edisi>
- Putra, J. S., & Ardini, L. (2022). Influence of Instagram Social Media, Product Quality, and Promotion on Increasing Sales Volume (Case Study at Beneficial Surabaya). *2nd International Conference on Business and Social Sciences*, 304–310.
- Putra, R. R. E. (2021). *Pengaruh Service Quality dan Price Fairness Terhadap Customer Loyalty dengan Customer Satisfaction Sebagai Intervening (Studi Kasus Pada Pengguna Jasa Indihome Jakarta)*.
- Raniya, R. F., Lubis, P. H., & Kesuma, T. M. (2023). the Influence of Social Media Marketing and Store Atmosphere on Purchase Decision Mediated By Consumer Trust in Millennial Coffee Shops in Banda Aceh. *International Journal of Business Management and Economic Review*, 06(01), 144–155. <https://doi.org/10.35409/ijbmer.2023.3466>
- Rosanti, N., Karta Negara Salam, & Panus. (2021). The Effects of Brand Image and Product Quality on Purchase Decisions. *Quantitative Economics and Management Studies*, 2(6), 365–375. <https://doi.org/10.35877/454ri.qems360>
- Septiani, S., Slamet, A. S., & Farhana, F. (2020). the Role of Dining Atmosphere in Shaping Consumer Trust and Loyalty To Improve the Competitiveness of Local Coffee Shops. *Jurnal Aplikasi Manajemen*, 18(3), 437–448. <https://doi.org/10.21776/ub.jam.2020.018.03.04>
- Setiawan, E. al. (2021). How To Build Customer Loyalty: Through Customer Experience, Perceived Price, And Customer Satisfaction. *Turkish Journal of Computer and Mathematics Education (TURCOMAT)*, 12(4), 1546–1554. <https://doi.org/10.17762/turcomat.v12i4.1410>
- Setyawan, R. A., & Atapukan, W. F. (2018). Pengukuran Usability Website E-Commerce Sambal Nyoss Menggunakan Metode Skala Likert. *Compiler*, 7(1), 54–61. <https://doi.org/10.28989/compiler.v7i1.254>
- Sholihuddin, M. A., Rivai, A., & Saragih, B. (2020). The Effect of Location and Price on Consumer Satisfaction through Buying Decisions on PT. Adhi Persada Property. *East African Scholars Journal of Economics, Bussiness, and Management*, 3(4), 302–311. <https://doi.org/10.36349/EASJEBM.2020.v03i04.004>
- Simbolon, F. P. (2019). The Impact of Halal Label, Price, And Brand on the Purchase Decision of Bakso Wagyu in Kota Wisata Cibubur. *The Winners*, 20(2), 111. <https://doi.org/10.21512/tw.v20i2.5891>
- Sitinjak, M. F., Pangaribuan, C. H., & Tafriza, N. (2019). Do Store Atmosphere and

- Perceived Value Matter in Satisfying and Predicting the Millennials' Behavioral Intention in a Café Setting? *Binus Business Review*, 10(1), 31–40. <https://doi.org/10.21512/bbr.v10i1.5345>
- Soebandhi, S., Wahid, A., & Darmawanti, I. (2020). Service quality and store atmosphere on customer satisfaction and repurchase intention. *BISMA (Bisnis Dan Manajemen)*, 13(1), 26. <https://doi.org/10.26740/bisma.v13n1.p26-37>
- Soegoto, A. S., & Karamoy, H. (2020). Competitive Strategy Analysis to Increase Consumer Purchasing Decisions on Minimarket Business. *Etikonomi*, 19(1), 119–130. <https://doi.org/10.15408/etk.v19i1.14337>
- Soliha, E., Aquinia, A., Hayuningtias, K. A., & Ramadhan, K. R. (2021). The Influence of Experiential Marketing and Location on Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 8(3), 1327–1338. <https://doi.org/10.13106/jafeb.2021.vol8.no3.1327>
- Sudarman, E., Madiistriyatno, H., & Sudarman, I. (2021). Investigations of Customer Loyalty: Strengthening Product Quality, Brand Image and Customer Satisfaction. *Mix: Jurnal Ilmiah Manajemen*, 11(1), 78. <https://doi.org/10.22441/mix.2021.v11i1.006>
- Suhud, U., Allan, M., Rahayu, S., & Prihandono, D. (2022). When Brand Image, Perceived Price, and Perceived Quality Interplay in Predicting Purchase Intention: Developing a Rhombus Model. *Academic Journal of Interdisciplinary Studies*, 11(1), 232–245. <https://doi.org/10.36941/ajis-2022-0021>
- Suhud, U., Allan, M., Wibowo, S. F., Sabrina, E., & Willson, G. (2020). Measuring customer satisfaction of a café and coffee shop colony at a traditional market. *Journal of Foodservice Business Research*, 23(1), 78–94. <https://doi.org/10.1080/15378020.2019.1686897>
- Supardin, L., She Melly Anne Dharasta, Y., & Tinggi Teknologi Kedirgantaraan, S. (2022). Penanomics: International Journal of Economics the Effect of Product Quality and Service Quality on Purchase Decision At Mie Gacoan. *International Journal of Economics*, 1, 147–156. <https://penajournal.com/index.php/PENANOMICS/>
- Suryana, P., & Haryadi, M. R. (2019). Stores Atmosphere and Promotion on Customer Satisfaction and Its Impact on Consumer Loyalty. *Trikonomika*, 18(1), 30–34. www.zomato.com
- Thamrin, G., Bernarto, I., & Kawata, Y. (2020). The influence of trust, satisfaction, value, and brand image on loyalty. *BISMA (Bisnis Dan Manajemen)*, 12(2), 168. <https://doi.org/10.26740/bisma.v12n2.p168-185>
- Uddin, M. B. (2019). Customer loyalty in the fast food restaurants of Bangladesh. *British Food Journal*, 121(11), 2791–2808. <https://doi.org/10.1108/BFJ-02-2019-0140>
- Vasić, N., Kilibarda, M., Kaurin, T., Vasić, N., Kilibarda, M., & Kaurin, T. (2019).

- The Influence of Online Shopping Determinants on Customer Satisfaction in the Serbian Market. *Journal of Theoretical and Applied Electronic Commerce Research*, 14(2), 70–89. <https://doi.org/10.4067/S0718-18762019000200107>
- Wahjoedi, T., Harjanti, W., & Rahayu, S. (2022). Product quality and price perception on customer loyalty mediated by customer satisfaction. *World Journal of Advanced Research and Reviews*, 14(2), 14–2. <https://doi.org/10.30574/wjarr.2022.14.2.0486>
- Wantara, P., & Tambrin, M. (2019). The Effect of price and product quality towards customer satisfaction and customer loyalty on madura batik. *International Tourism and Hospitality Journal*, 2(1), 1–9.
- Widia, P. A., Hidayat, N., & Yusuf, M. (2021). The Effect of Price and Product Quality on Customer Loyalty With Customer Satisfaction As an Intervening Variable in the Coffee Shop. *International Journal of Current Economics & Business Ventures*, 1(2), 1–13. <https://scholarsnetwork.org/journal/index.php/ijeb>
- Widiarini, A. D. (2019, July 8). Menyelisik Tren Bisnis Kopi di Masa Depan. *Kompas.Com*. <https://money.kompas.com/read/2019/07/08/070800926/menyelisik-tren-bisnis-kopi-di-masa-depan>
- Witama, A., & Keni, K. (2020). The Impact of Brand Image, Perceived Price and Service Quality Toward Customer Satisfaction. *Tarumanagara International Conference on the Applications of Social Sciences and Humanities*, 439(Ticash 2019). <https://doi.org/10.2991/assehr.k.200515.057>
- Wulandari, & Ariyanti, M. (2019). Pengaruh Store Atmosphere terhadap Minat Beli Konsumen pada Sejiwa Coffee Jurnal Mitra Manajemen (JMM Online). *Mitra Manajemen (JMM Online)*, 1(1), 57–71.
- Wulandari, D. (2022). Customer Satisfaction as a Priority in Excellent Banking Services. *Jurnal Manajemen Organisasi Dan Industri*, 1(1), 27–34.
- Wydyanto, W., & Ilhamalimy, R. R. (2021). Determination of Purchasing Decisions and Customer Satisfaction: Analysis of Service Quality and Product Quality (Marketing Management Literature Review). *Dinasti International Journal of Education Management And Social Science*, 2(3), 565–575. <https://doi.org/10.31933/dijemss.v2i3.822>
- Yudistira, A., & Nugroho, D. A. (2021). The Effect of Brand Image and Perceived Price on Consumer Purchase Decision (A Case from Mac Cosmetics Powder Kiss Lipstick's Customer on Tokopedia in Indones. *Jurnal Ilmiah Mahasiswa FEB*, 9(1). <https://jimfeb.ub.ac.id/index.php/jimfeb/article/view/7043>
- Yusuf, M., Nurhilalia, & Putra, A. H. P. K. (2019). The impact of product quality, price, and distribution on satisfaction and loyalty. *Journal of Distribution Science*, 17(10), 17–26. <https://doi.org/10.15722/jds.17.10.201910.17>
- Zhong, Y., & Moon, H. C. (2020). What drives customer satisfaction, loyalty, and

happiness in fast-food restaurants in China? Perceived price, service quality, food quality, physical environment quality, and the moderating role of gender. *Foods*, 9(4), 460.

Zietsman, M. L., Mostert, P., & Svensson, G. (2019). Perceived price and service quality as mediators between price fairness and perceived value in business banking relationships: A micro-enterprise perspective. *International Journal of Bank Marketing*, 37(1), 2–19. <https://doi.org/10.1108/IJBM-07-2017-0144>

