

DAFTAR KEPUSTAKAAN

- Akkus, Gulizar dan Ali Caglar Gulluce. (2016). Effect of memorable tourism experience to destination competitiveness : winter tourist – oriented research. *American Internasional Jurnal of Social Science*, Vol. 5, No. 4. Agustus 2016.
- Ali ,Faizan, Kashif Hussain, dan Neethiahnanthan Ari Ragavan. (2014). Romance of Experience, Satisfaction and Behavioral Intentions: An Empirical Examination of International Delegates in Academic Conferences. *SHS Web of Conferences*, 12, 01009 (2014).
- Amsal , Ares Albirru dan Harryadin Mahardika. (2017). Pendekatan experience economy pada pemasaran festival pariwisata : Pengaruh terhadap kepribadian festival yang dirasakan pengunjung dan reputasi festival. *Jurnal Ilmiah Manajemen*, Vol. VII, No. 2, Juni 2017.
- Anderson, J. C. dan David W. Gerbing. (1988). Structural equation modeling in practice: a review and recommended two-step approach. *Psychological Bulletin*, Vol. 103, No. 3, 411-423. DOI: 10.1.1.540.4887.
- Anjani, Erna. (2015). Understanding Customer Experience Management in Retailing. *Jurnal Social and Behavioral Sciences* 211 (2015) 629-633.
- Babin, B. J., Darden, W. R., dan Griffin, M. (1994). Work and/or Fun: Measuring Hedonic and Utilitarian Shopping Value. *The Journal of Consumer Research*, 20(4) (p.644-656).
- Biscaia, Ana Rita, Maria J. Rosa, Patrícia Moura e Sá, dan Cláudia S. Sarrico. (2017). Assessing customer satisfaction and loyalty in the retail sector. *International Journal of Quality & Reliability Management*, DOI: 10.1108/IJQRM-03-2015-0039.
- Bitner, M. J., Ostrom, A. L., dan Morgan, F. N. (2008). Service Blueprinting: A Practical Technique For Service Innovation. *California Management Review*, 50(3), 66-94.
- Bonn, M. A., S. M. Joseph-Mathews, M. Dai, S. Hayes, dan J. Cave .(2007). Heritage/Cultural Attraction Atmospherics: Creating the Right Environment for the Heritage/Cultural Visitor. *Journal of Travel Research*, 45 (3): 345-54.
- Caru, A. dan Cova, B. (2003). Revisiting consumption experience: A more humble but complete view of the concept. *Marketing Theory*, Vol. 3(2), p.267–286.

- Chang, T.-Y., dan Horng, S.-C. (2010). Conceptualizing and measuring experience quality: the customer's perspective. *The Service industries journal*, 30(14), 2401-2419.
- Choi, T.Y. dan Chu, R. (2001). Determinants of hotel guests' satisfaction and repeat patronage in the Hong Kong hotel industry. *Hospitality Management*, Vol. 20, pp. 277-297.
- Churchill, G.A. dan Surprenant C. (1982). An investigation into the determinants of customer satisfaction. *Journal of Marketing Research*, Vol. 19, No. 4, Special Issue on Causal Modeling (Nov.,1982), pp. 491-504.
- Dick, A. S. dan Basu, K. (1994). Customer loyalty: toward an integrated conceptual framework. *Journal of the Academy of Marketing Science*, Vol. 22 No. 2, pp. 99-113.
- Gilmore, J.H. dan B.J. Pine. (2002). Differentiating Hospitality Operations via Experiences : Why Selling Services Is Not Enough. *Cornell Hotel and Restaurant Administration Quarterly*.
- Ghozali, Imam. (2013). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Edisi 7*. Semarang : Badan Penerbit Universitas Diponegoro.
- Hair, Jr, J. F, Black, W. C, Babin, B. J, & Anderson, R. E. (2010). *Multivariate Data Analysis: A global perspective (7th ed.)* Upper Saddle River, NJ: Pearson Prentice Hall.
- Holbrook, M.B. dan Hirschman, E.C. (1982). The experiential aspects of consumption: Consumer fantasies, feelings and fun. *Journal of Consumer Research*, Vol. 9(2), (p.132-140).
- Hosany, Sameer, dan Mark Witham. (2010). Dimensions of Cruisers' Experiences, Satisfaction, and Intention to Recommend. *Jurnal of Travel Research*, 49(3), 351-364.
- Kartajaya, Hermawan. (2006). *Hermawan Kartajaya on Service*. Bandung: Penerbit Mizan.
- Kotler, Philip dan Kevin L. Keller. (2009). *Manajemen pemasaran jilid 1, edisi Ketiga belas*. Jakarta: Erlangga.
- Martin, D. , Martin O'Neill, Susan Hubbard, dan Adrian Palmer, (2008), The role of emotion in explaining consumer satisfaction and future behavioural intention. *Journal of Services Marketing*, Vol. 22 Iss 3 pp. 224 – 236. DOI: 10.1108/08876040810871183

- Mehmetoglu , Mehmet dan Marit Engen. (2011). Pine and Gilmore's concept of experience economy and its dimensions: An Empirical Examination in Tourism. *Jurnal of Quality Assurance in Hospitality & Tourism*, 12:4, 237 – 255.
- Mykletun, Reidar J. dan Maira Rumba. (2014). Athletes' experiences, enjoyment, satisfaction, and memories from the Extreme Sport Week in Voss, Norway". *Sport, Business, and Management: An International Journal*, Vol. 4 Iss 4 pp. 317 – 335.
- Oliver, R. L. (1999). Whence consumer loyalty?. *Journal of Marketing*, Vol. 63 No. 4, pp. 33-44.
- Parasuraman, A., Zeithaml, A. V. dan Berry, L. L. (1988). Servqual: A multiple item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, Vol. 64 No.1, pp. 12-40.
- Petrick, J.F. (2004), The roles of quality, value, and satisfaction in predicting cruise passengers behavioral intentions. *Journal of Travel Research*, Vol. 42 No. 4, pp. 397-407.
- Pine, B.J. II, dan Gilmore, J.H. (1998). Welcome to the Experience Economy. *Harvard Business Review*, 76(04) : 97 -105
- Pine, J. dan Gilmore, J.H. (1999). The experience economy: Work is theatre and every business a stage. *Harvard Business School Press*, Boston.
- Prahalad, C. K., dan V. Ramaswamy (2004). Co-Creation Experiences: The Next Practice in Value Creation. *Journal of Interactive Marketing*, 18 (3): 5-14
- Quadri-Felitti , Donna L. dan Ann Marie Fiore. (2013). Destination loyalty: Effects of wine tourists' experiences, memories, and satisfaction on intentions. *Jurnal and Hospitality Research*, 0(0) 1 – 16.
- Rais, Noreldzaihan Mohd, Rosidah Musa, dan Mazzini Muda. (2016). Reconceptualisation of Customer Experience Quality (CXQ) Measurement Scale. *Jurnal Economics and Finance* 37 (2016) 299 – 303.
- Sekaran, Uma. (2014). *Research Methods For Business Edisi 4 Buku 1*. Jakarta: Selemba Empat.
- Sekaran, Uma. (2006). *Research Methods For Business Edisi 4 Buku 2*. Jakarta : Selemba Empat.
- Schmitt, B.H. (1999). Experiential Marketing. *Jurnal of Marketing Management*, 15:1-3, 53 - 67

- Soliha, Euis. (2008). Analisis Industri Ritel di Indonesia. *Jurnal Bisnis dan Ekonomi (JBE)*, Hal. 128 – 142, ISSN : 1412-3126.
- Takur, R. (2016). Understanding customer engagement and loyalty: A case of mobile devices for shopping. *Journal of Retailing and Consumer Services*, Vol. 32, pp. 151-163.
- Teixeira, Jorge, Lia Patrício, Raymond P. Fisk, dan Larry Constantine. (2012). Customer experience modeling: from customer experience to service design. *Journal of Service Management*, Vol. 23 No. 3, pp. 362-376. DOI: 10.1108/09564231211248453.
- Xu, Jing (Bill) dan Andrew Chan. (2010). Service experience and package tours. *Asia Pacific Journal of Tourism Research*, 15:2, 177-194, DOI: 10.1080/10941661003629987.
- Yoo, J. dan Park, M. (2016). The effects of e-mass customization on consumer perceived value, satisfaction and loyalty toward luxury brands. *Journal of Business Research*. DOI: 10.1016/j.jbusres.2016.04.174.
- <http://www.kemendagri.go.id/news/2017/09/10/mendagri-lebih-175-juta-wni-telah-merekam-data-kependudukan>. Diakses 25 Oktober 2017
- <https://finance.detik.com/berita-ekonomi-bisnis/3414745/pendapatan-per-kapita-ri-naik-jadi-rp-4796-jutatahun>. Diakses 25 Oktober 2017
- <http://www.bpn.go.id/BERITA/Siaran-Pers/realisasi-investasi-triwulan-ii-tahun-2017-mencapai-rp-1709-triliun-68746>. Diakses 25 Oktober 2017
- <http://www.bkpm.go.id/id/investasi-di-indonesia/statistik>. Diakses 25 Oktober 2017
- <http://id.beritasatu.com/opini/menegakkan-dni-di-industri-ritel/157908>. Diakses 25 Oktober 2017
- <https://ekbis.sindonews.com/read/1202726/34/mendag-kontribusi-ritel-pada-perekonomian-nasional-makin-besar-1493963949>. Diakses 25 Oktober 2017
- <http://industri.bisnis.com/read/20170518/100/655159/resmikan-gerai-ke-97-di-padang-transmart-tawarkan-konsep-4-in-1>. Diakses 25 Oktober 2017
- <https://finance.detik.com/berita-ekonomi-bisnis/3706734/amburadul-bisnis-ritel-pasar-tradisional-ikutan-sepi>. Diakses 9 Januari 2018