

DAFTAR PUSTAKA

- Abduh Malik Ahmad Arrasyid, & Nurbaiti, N. (2022). Analisis Kualitas Produk Dan Pelayanan Terhadap Loyalitas Pelanggan Di Amaro Coffee Shop. *Profit: Jurnal Manajemen, Bisnis Dan Akuntansi*, 1(4), 139–146. <https://doi.org/10.58192/profit.v1i4.316>
- Adnyana, I. M., Yulianah, & Primasari, A. H. (2020). Analysis of the Effect of Service Quality on Customer Loyalty in Mediation by Customer Satisfaction at Loka Supermarket Cibubur. *International Journal of Science and Society*, 2(4), 147-158. <https://doi.org/10.54783/ij soc.v2i4.200>
- Astuti, W. P., 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.
- C. Naully, and S. Saryadi, "Pengaruh Brand Image dan Kualitas Produk terhadap Loyalitas Konsumen melalui Kepuasan Konsumen (Studi Pada J.Co Donuts & Coffee Java Supermall Kota Semarang)," *Jurnal Ilmu Administrasi Bisnis*, vol. 10, no. 2, pp. 974-983, Oct. 2021. <https://doi.org/10.14710/jiab.2021.28800>
- Chandra, T., Chandra Stefani, & Hafni, L. (2020). *Service Quality, Customer Satisfaction, dan Customer Loyalty: Tinjauan Teoritis*.
- Chandra, T., Chandra, S., & Hafni, L. (2020). Service quality, consumer satisfaction, dan consumer loyalty: Tinjauan teoritis. CV IRDH.
- Coffee, F. (2025, January 30). [Press Release] Fore Coffee in 2024: Innovation Strategy in Expansion to lead Indonesia's F&B Industry. Fore Coffee. Retrieved December 6, 2025, from <https://kopifore.id/fore-coffee-in-2024-innovation-strategy-in-expansion-to-lead-indonesias-fb-industry/>
- Emanuella. (2024, November 26). Ini ramalan terbaru Amerika soal kopi Indonesia, Bakal Makin Mahal? *CNBC Indonesia*. <https://www.cnbcindonesia.com/research/20241125113750-128-590841/ini-ramalan-terbaru-amerika-soal-kopi-indonesia-bakal-makin-mahal>
- Ferawati, D., & Aminah, M., (2023). Pengaruh Harga dan Kualitas Produk Terhadap Kepuasan dan Loyalitas Pelanggan Restoran Chicken Geprek Ken Dedes. (2023). *MANAJEMEN IKM: Jurnal Manajemen Pengembangan Industri Kecil Menengah*, 18(2), 113-124. <https://doi.org/10.29244/mikm.18.2.113-124>
- Ferdinand. (2020). *Metode Penelitian Manajemen Ferdinand*.
- Firmansyah, A. (2019). *Pemasaran Produk dan Merek (Planning & Strategy)*.

- Firmansyah, M. A. (2018). *PERILAKU KONSUMEN*.
<https://www.researchgate.net/publication/329587407>
- Gulam B, M. I., Suryadi, N., & Prima Waluyowati, N. (2023). The effect of service quality and perceived value on customer loyalty in Tuban restaurants with customer satisfaction mediation. *International Journal of Research in Business and Social Science* (2147-4478), 12(5), 62–73.
<https://doi.org/10.20525/ijrbs.v12i5.2667>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION*. www.cengage.com/highered
- Hair, J., Hult, T., Ringle, C., & Sarstedt, M. (2022). *A Primer on PARTIAL LEAST SQUARES STRUCTURAL EQUATION MODELING (PLS-SEM) Third Edition*.
- Hair, Ringle, & Marko. (2022). *Partial Least Squares Structural Equation Modeling (PLS-SEM)*.
- Hoyer, D. W., Macinnis, D. J., & Pieters, R. (2023). *Consumer Behaviour*.
- Intan, D. R., Ginting, L. N., Purba, K. F., & Pirngadi, R. S. (2024). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Atmosfir Toko Terhadap Kepuasan Dan Loyalitas Konsumen. *Jurnal Bisnis Dan Kewirausahaan*, 20(1), 7–15.
<https://doi.org/10.31940/jbk.v20i1.7-15>
- Intan, D. R., Ginting, L. N., Purba, K. F., & Pirngadi, R. S. (2024). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Atmosfir Toko Terhadap Kepuasan Dan Loyalitas Konsumen. *Jurnal Bisnis Dan Kewirausahaan*, 20(1), 7–15.
<https://doi.org/10.31940/jbk.v20i1.7-15>
- Kharisma, N. R. (2024, October 14). Tren Minum Kopi di Kalangan Anak Muda Meningkat Tajam. *Radio Republik Indonesia*. Retrieved November 17, 2025, from <https://rri.co.id/lain-lain/1045316/tren-minum-kopi-di-kalangan-anak-muda-meningkat-tajam>
- Kompas. (2023). Work from café tren baru pekerja muda, tingkatkan kreativitas dan produktivitas. *Kompas.com*. <https://www.kompas.com>
- Kotler, P., & Keller, K. L. (2024). *Marketing management* (19th ed.). Pearson.
- Kotler, P., Armstrong, G., & Balasubramanian, S. (2024). *Principles of Marketing NINETEENTH EDITION*.
- Kotler, P., Armstrong, G., & Opresnik, M. O. (2021). *Principles of Marketing*. <https://support.pearson.com/getsupport/s/contactsupport>

- Kotler, Philip., Keller, K. Lane., & Chernev, Alexander. (2022). *Marketing management*. Pearson Education Limited.
- Lamb, C. W., Hair, J. F., & McDaniel, C. (2021). *Principles of Marketing (13th Edition)*.
- Latan, H., Hair, J., & Noonan, R. (2023). *Partial Least Squares Path Modeling*.
- Lie, D., Sudirman, A., Efendi, E., & Butarbutar, M. (2019). Analysis of mediation Effect of Consumer Satisfaction on the Effect of service Quality, Price and Consumer Trust on Consumer Loyalty. *International Journal of Scientific and Technology Research*, 8(8), 421–428.
- Masdakaty, Y. (2019). FORE COFFEE: THE NEXT GENERATION OF COFFEE SHOP. *Ottten Coffee*. Retrieved December 1, 2025, from <https://otttencoffee.co.id/majalah/fore-coffee-next-generation-coffee-shop>
- Mehta, R., Zhu, R., & Cheema, A. (2012). Is noise always bad? Exploring the effects of ambient noise on creative cognition. *Journal of Consumer Research*, 39(4), 784–799. <https://doi.org/10.1086/665048>
- Meida, F., Astuti, M., & Nastiti, H. (2021). Pengaruh Kualitas Pelayanan Dan Kepercayaan Terhadap Kepuasan Pelanggan E-Commerce Sociolla Di Era Pandemic Covid-19. *IKRAITH-EKONOMIKA*, 5(2), 157-166. Retrieved from <https://journals.upi-yai.ac.id/index.php/IKRAITH-EKONOMIKA/article/view/1326>
- Michael Solomon . (2017) *Consumer Behaviour*. (13th ed.). Pearson.
- Ngatno. (2017). *Manajemen Pemasaran*.
- Nugroho, A., & Fadhilah, R. (2021). Customer satisfaction as a mediation between service quality and loyalty in coffee shop business. *Management Journal*, 12(2), 150–162.
- Pahmi. (2024). *Kualitas Produk Dan Harga Mempengaruhi Minat Beli Masyarakat*.
- Pahrurozi, A., & Nurtjahjadi, E. (2024). Pengaruh Kualitas Produk dan Kualitas Pelayanan terhadap Loyalitas Pelanggan yang di Mediasi oleh Kepuasan Pelanggan Richeese Factory di Kota Cimahi. *J-MAS (Jurnal Manajemen dan Sains)*, 9(2), 1271-1280
- Perilaku Konsumen. (2023). (n.p.): Mega Press Nusantara.
- Rachman, M. (2021). *Manajemen Pelayanan Publik*.

- Rahayu, S., & Syafe'i, D. (2022). Pengaruh Kualitas Pelayanan, Harga Dan Promosi Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan. *Jesya (Jurnal Ekonomi Dan Ekonomi Syariah)*, 5(2), 2192-2107. <https://doi.org/https://doi.org/10.36778/jesya.v5i2.808>
- Rasyid, R. ., & Santoso, R. (2025). Pengaruh Online Customer Review, Kualitas Produk, Dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Pada Fast Coffee And Bike Wash Di Kota Surabaya. *Gemah Ripah: Jurnal Bisnis*, 5(02), 312–323. <https://doi.org/10.69957/grjb.v5i02.2213>
- Rifa'i, K. (2019). *Membangun Loyalitas Pelanggan*.
- Rismawardani Wahyu Pratiwi. (2022). Persepsi Anak Muda Di Surabaya Mengenai Coffee Shop Sebagai Gaya Hidup Masyarakat Perkotaan Rismawardani Wahyu Pratiwi Abstrak. 05(02), 238–248.
- Riyanti, A. S., Zulistiani., Purnomo H., (2022) Pengaruh Kualitas Produk, Harga Dan Promosi Penjualan Terhadap Loyalitas Pelanggan Kopi Janji Jiwa Di Nganjuk. *Prosiding Seminar Nasional Manajemen, Ekonomi Dan Akuntansi*, 7(1), 1085-1091. <https://proceeding.unpkediri.ac.id/index.php/senmea/article/view/2129>
- Sahabu, F. C., Aras, M., Arif, M. A., Arabella, C., & Mani, L. (2025). The influence of co-branding, service quality, lifestyle, and brand image to customer's loyalty: A survey of global coffee brand in Indonesia. *Multidisciplinary Science Journal*, 7(12), 2025572. <https://doi.org/10.31893/multiscience.2025572>
- Satriadi, Wanawir, Eka Hendrayani, Leonita, & Nursidah. (2021). *Manajemen Pemasaran*.
- Schiffman, Leon G. - Wisenblit, Joseph - Consumer Behavior-Pearson (2019)
- Septiano, R., Defit, S., & Yulasmi. (2023). *Meningkatkan Loyalitas Melalui Kepuasan Pelanggan*.
- Sholikhah, A. F., & Hadita, H. (2023). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Harga Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan Mie Gacoan Di Bekasi Timur. *Jurnal Economina*, 2(2), 692–708. <https://doi.org/10.55681/economina.v2i2.352>
- Sinurat, Y., & Arnanda, A. (2023). Pengaruh Kualitas Produk Dan Kepercayaan Terhadap Loyalitas Konsumen Dengan Kepuasan Konsumen Sebagai Variabel Intervening : Studi Pada Pelanggan Mie Ayam Abah Di Kecamatan Sei Rampah. *Management And Business Progress*, 2(2), 124–131. <https://doi.org/10.70021/mbp.v2i2.122>

- Solomon, M. R. (2017). *Consumer Behavior Buying, Having, and Being Thirteenth Edition*. www.pearson.com/mylab/marketing
- Sugiyono. (2023). *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D* (Sutopo, Ed.; Edisi kedua). Alfabeta. www.cvalfabeta.com
- Taufik, A., Santoso, S., Fahmi, M. I., Restuanto, F., & Yamin, S. (2022). The role of service and product quality on customer loyalty. *Journal of Consumer Sciences*, 7(1), 68–82. <https://doi.org/10.29244/jcs.7.1.68-82>
- Teori Perilaku Konsumen. (2021). (n.p.): Penerbit NEM.
- The Effect of Product Quality, Service Quality, Customer Satisfaction on Customer Loyalty*. (2022). *Journal of Consumer Sciences*, 7(1), 34-50. <https://doi.org/10.29244/jcs.7.1.34-50>
- Tirtayasa, S. (2022). *Effect Of Product Quality And Service On Customer Loyalty With Customer Satisfaction As An Intervening Variable (Study On Coffee Shop In Medan)*. *International Journal of Science, Technology & Management*, 3(5), 1438-1444. <https://doi.org/10.46729/ijstm.v3i5.633>
- Tjiptono, F. (2022). *Service Management*.
- Top Brand Awards. (2022). Bagaimana penilaian bagi merek dalam survei Top Brand? | Top Brand Award. Retrieved November 17, 2025, from <https://www.topbrand-award.com/article/detail/bagaimana-penilaian-bagi-merek-dalam-survei-top-brand>
- Tsalatsa, M. A., & Sudarwanto, T. (2021). Pengaruh Kualitas Pelayanan Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Pada Diskusi Kopi Kafe Gresik. *Jurnal Pendidikan Tata Niaga (JPTN)*, 9(3), 1464–1471. <https://doi.org/10.26740/jptn.v9n3.p1464-1471>
- Wirtz, J., Lovelock, C., London, J. •, Singapore, •, Beijing, •, Shanghai, •, Kong, H., Taipei, •, Chennai, •, & Tokyo, •. (2022). *Services Marketing: People, Technology, Strategy (Ninth Edition)*. <https://doi.org/10.1142/Y0024#t=suppl>
- Wikantari, M. A. (2023). Analysis of Digital Marketing Determinants on Customer Loyalty with Customer Satisfaction, Online Promotion and Customer Experience as Mediation Variables. *International Journal of Economics Development Research (IJEDR)*, 4(5), 2502–2519. <https://doi.org/10.37385/ijedr.v5i2.4661>
- Zeithaml, V. A. ., Bitner, M. Jo., & Gremler, D. D. . (2018). *Services marketing : integrating customer focus across the firm*. McGraw-Hill Education.

Zhang, H., & Zhao, W. (2021). Product quality, brand image, and customer loyalty: Evidence from the coffee industry. *Asia Pacific Journal of Marketing and Logistics*, 33(7), 1532–1548. <https://doi.org/10.1108/APJML-01-2020-0032>