## DAFTAR PUSTAKA

- Andreassen, Tor William, 1994, Satisfaction, Loyalty and Reputation as indicators of Customer Orientation in the Public Sector, *International Journal of Public Sector Management*, Vol. 7 No. 2 1994, pp. 16-34
- Bem, Daryl J. (1972), "Self-Perception Theory," in Advances in Experimental Social Psychology, L. Berkowitz, editor, 6, Academic Press, San Diego, California, 1-62
- Bies, Robert J. and Joseph S. Moag (1986), "Interactional Justice: Communication Criteria of Fairness," in Research on Negotiations in Organizations, 1, Roy J. Lewicki, Max H. Bazerman, and Blair H. Sheppard, eds. Greenwich, CT: JAI Press, 43-55.
- Blodgett, Jeffrey G., Donald H. Granbois and Rockney G. Walters (1993), "The Effects of Perceived Justice on Complainants' Negative Word of Mouth Behavior and Repatronage Intentions," Journal of Retailing, 69 (4), 399-428.
- Blodgett, Jeffrey G, Donna Hill and Stephen S. Tax (1997), "The Effects of Distributive, Procedural, and Interactional Justice on Postperilaku komplain," Journal of Retailing, 73 (2), 185-210.
- Blodgett, Jeffrey G. and Stephen S. Tax (1993), "The Effects of Distributive and Interactional Justice on Complainants Repatronage Intentions and Negative Word of Mouth Intentions," Journal of Consumer Kepuasan, Ketidak puasan and Complaining Behavior, 6, 100-110.

- Bowman, Douglas and Das Narayandas (2001), "Managing Customer Initiated Contacts with Manufacturers: The Impact of Share of Category Requirements and Word of Mouth Behavior," Journal of Marketing Research, 38, (August), 281-297
- Churchill, Gilbert A., Jr. (1979), "A Paradigm for Developing Better Measures of Marketing Constructs," Journal of Marketing Research, 16 (February), 64-73.
- Cialdini, Robert B., (1993), Influence: The Psychology of Persuasion, Quill, New York.
- Clemmer, Elizabeth Campbell (1988), "The Role of Fairness in Kepuasan konsumen with Services," Unpublished doctoral dissertation, University of Maryland, College Park, MD.
- Conlon, Donald E. and Noel M. Murray (1996), "Customer Perceptions of Corporate Responses to Product Komplains: The Role of Explanations," Academy of Management Journal, 39 (4), 1040-1056.
- Davidow, Moshe (2003), "Have You Heard The Word? The Effect Of Word Of Mouth On Perceived Justice, Kepuasan And Repurchase Intentions Following Komplain Handling," Journal of Consumer Kepuasan, Ketidak puasan and Complaining Behavior. Provo: 2003.Vol.16 pg. 67
- Deutsch, Morton (1975), "Equity, Equality and Need: What Determines Which Value Will Be Used As The Basis of Distributive Justice," Journal of Social Issues, 31 (3), 137-149.
- Erdogan, H Ekiz, H Arasli Farivardari and Ali Bavik (2008) ,"Measuring organizational responses to the student complaints in the perceived justice framework: Someevidence from northern cyprus universities" Educational Research and Reviews Vol. 3
- File, Karen Maru, Dianne S. P. Cermak and Russ Alan Prince (1994), "Word of Mouth Effects in Professional Services Buyer Behavior," The Service Industries Journal, 14, (3), 301-314

- Folger, Robert and Jerome Greenberg (1985), Procedural Justice: An Interpretive Analysis of Personnel Systems," Research in Personnel and Human Resources Management, 3, 141-183
- Fornell, C., et al. 1996. "The American Customer Satisfaction Index: Nature, Purpose, and findings". Journal of Marketing 60, 7-18.
- Maxham, James G and Netemeyer (2002), Modeling customer perceptions of complaint handling over time: the effects of perceived justice on satisfaction and intent," Journal Of Retailing, 78, 239 -252
- Musanto, Trisno, 2004, "Faktor-Faktor Kepuasan Pelanggan dan Loyalitas Pelanggan: Studi Kasus pada CV. Sarana Media Advertising Surabaya". *Jurnal Manajemen & Kewira-usahaan*, Vol.6, No.2, pp. 123-136.
- Smith, Amy K., Ruth N. Bolton and Janet Wagner (1999), "A Model of Kepuasan konsumen with Service Encounters Involving Failure and Recovery," Journal of Marketing Research, 36, (August), 356-372.
- Spreng,R.A.,S.B.MacKenzie and R.W Olshavsky.(1996). A Reexamination of the determinants of Consumer Satisfaction, Journal of Marketing, Vol 60, No 3(July), pp.15-32
- Sindhav Birud, J Holland A R Rodie P T Adidam and Louis G Poll (2006), "The Impact of Perceived Fairness on Satisfaction : Are Airport Security Measures Fair?Does It Matter?," Journal of Marketing Theory And Practice, 14, (Fall 2006), 323-335.
- TARP (1986), Consumer Komplain Handling in America: An Updated Study. Washington, D.C.: Office of Consumer Affairs, Technical Assistance Research Programs.
- Tax, Stephen Saul (1993), "The Role of Perceived Justice in Komplain Resolutions: Implications for Services and Relationship Marketing," Unpublished doctoral dissertation, Arizona State University, Phoenix, AZ.
- Tax, Stephen Saul, Stephen Brown and Murali Chandrashekaran (1998),
  "Customer Evaluations of Service Komplain Experiences: Implications for Relationship Marketing," Journal of Marketing, 62 (April), 60-76.

- Tax, Stephen Saul and Murali Chandrashekaran (1992), "Consumer Decision Making Following a Failed Service Encounter: A Pilot Study," Journal of Consumer Kepuasan, Ketidak puasan, and Complaining Behavior, 5, 55-68.
- Tax, Stephen Saul; Murali Chandrashekaran and Tim Christiansen (1993), "Word of Mouth in Consumer Decision Making: An Agenda for Research," Journal of Consumer Kepuasan, Ketidak puasan, and Complaining Behavior, 6, 74-80.
- Vermunt, R., W. A. Van der Kloot and J. Van der Meer (1993), "The Effect of Procedural and Interactional Criteria on *Procedural Fairness* Judgments," Social Justice Research, 6 (2), 183-194.
- Yunus, Nek Kamal Y (2009) "Justice Oriented Recovery Strategies and Customer Retention in The Retail Banking Industry in Malaysia" International Review of Business Research PapersVol. 5
- Zeithamel, Bitner, Gremer (2006), "Service Marketing, Integrating Consumer Focus" Mcgraw Hill (Int Edition)