

## **Daftar Pustaka:**

Abd Rashid, Muhammad Hafiz , Fauziah. A & Abdul, K. (2014). *“Does Service Recovery Affect Customer Satisfaction? A Study on Co-Created Retail Industry”*, Procedia - Social and Behavioral Sciences, 130, 455 – 460

Ajzen, I. & Fishbein, M. (1980). *Understanding Attitudes and Predicting Social Behavior*. Prentice Hall, Englewood Cliffs, NJ.

Anderson, E. W., & Sullivan, M. (1993). *The antecedents and consequences of customer-satisfaction, market share, and profitability: findings from Sweden*. *Journal of Marketing*, 58 (3), 53-66.

Sujana, Asep. (2005). *Paradigma Baru Dalam Manajemen Ritel Modern*. Yogyakarta : Graha Ilmu

Augusto C., Jorge Luis., & Carlos Alberto (2007). *Service Recovery Paradox: A Meta-Analysis*. *Journal of Service Research* 2007; 10; 60.

Aurier, Philippe & Be´atrice Siadou-Martin (2007). *Perceived justice and consumption experience evaluations A qualitative and experimental investigation*. *International Journal of Service Industry Management* Vol. 18 No. 5, 2007 pp. 450-471.

Balaji, M.S. & Aditi Sarkar (2013). *“Does successful recovery mitigate failure severity? A study of the behavioral outcomes in Indian context.”* *International Journal of Emerging Markets* Vol. 8 No. 1, 2013 pp. 65-81.

Baran, R. J., Strunk, D. P., & Galka, R. J. (2008). *“Principles of Customer Relationship Management”*. Ohio: Thomson South-Western.

Bowen, J. T., & Chen, S.-L. (2001). *The Relationship between Customer Loyalty and Customer Satisfaction*. *International Journal of Contemporary Hospitality Management* , 5(13), 213-217.

Dunn, Jennifer R. and Maurice E. Schweitzer (2005), "*Feeling and Believing: The Influence of Emotion on Trust*," *Journal of Personality and Social Psychology*, 88 (5), 736-748.

Gye-Soo Kim, (2007). "*The Service Recovery Strategies, Customer Satisfaction, Customer Loyalty*", *Asian Journal on Quality*, Vol. 8 Iss 1 pp. 76 – 86

Hawkins, Del I & Motherbaugh (2014). *Consumer Behavior: Building Marketing Strategy*. New York: Mc Graw Hill.

Hess, R.L. Jr, Ganesan, S. and Klein, N.M. (2003), "*Service failure and recovery: the impact of relationship factors on customer satisfaction*", *Journal of the Academy of Marketing Science*, Vol. 31 No. 2, pp. 127-145.

Karande, K., Magnini, V.P. and Tam, L. (2007), "*Recovery voice and satisfaction after service failure: an experimental investigation of mediating and moderating factors*", *Journal of Service Research*, Vol. 10 No. 2, pp. 187-203.

Kotler, P. (2000), *Marketing Management*, Prentice-Hall, Upper Saddle River, NJ.

Malhotra, Naresh K. (2010). *Marketing Research: An Applied Orientation Sixth Edition*. New Jersey: Pearson.

Maria, Sandra, Francisco J., & Michael B. (2014) "*Who Needs Delight? The Greater Impact of Value, Trust and Satisfaction in Utilitarian, Frequent-Use Retail*." *Journal of Service Management* Vol. 25 No. 1, 2014pp. 101-124.

Mattila, A.S. and Patterson, P.G. (2004). "*The impact of culture on consumers' perceptions of service recovery efforts*", *Journal of Retailing*, Vol. 80 No. 3, pp. 196-206.

Morgan, R.M. and Hunt, S.D. (1994). "*The commitment-trust theory of marketing*", *Journal of Marketing*, Vol. 58 No. 3, pp. 20-38.

Nikbin, Davoud & Sunghyup Sean Hyun (2015). "An empirical study of the role of failure severity in service recovery evaluation in the context of the airline industry." *Rev anag Sci* 9:731–749

Oliver. (1997). *Satisfaction: A Behavioral Perspective on the Consumer*. New York: McGraw-Hill.

Oliver, Richard L. (1980). "A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions." *Journal of Marketing Research* pp. 460-469.

Pizzutti, Cristiane & Kenny Basso. (2012) "Do ongoing relationships buffer the effects of servicerecovery on customers' trust and loyalty?", *International Journal of Bank Marketing*, Vol. 30 Issue: 3, pp. 168-192.

Ranaweera, Chatura & Jaideep Prabhu. (2003). "On the relative importance of customer satisfaction and trust as determinants of customer retention and positive word of mouth." *Journal of Targeting, Measurement and Analysis for Marketing* Vol. 12, 1, 82–90.

Sedarmayanti & Syarifudin Hidayat (2011). *Metodologi Penelitian*. Bandung: CV. Mandar Maju.

Sekaran, U. & Bougie, R. (2013). *Research Methods for Business: a Skill-Building Approach*. Sixth edition. John Wiley & Sons Ltd.

Siregar, Syofian (2013). *Metode Penelitian Kuantitatif*. Jakarta: Kencana

Singarimbun, Masri & Sofian Effendi. (2008). *Metode Penelitian Survei*. Jakarta: LP3ES.

Smith AK, Bolton RN, Wagner J (1999) A model of customer satisfaction with service encounters involving failure and recovery. *J Mark Res* 36(3):356–373.

Smith, Amy K. & Ruth N. Bolton. (1998). "An Experimental Investigation of Service Failure and Recovery: Paradox or Peril?" *Journal of Service Research*, 1 (1), pp 65-81.

Stanley, Januar Robin. (2012). *Pengaruh customer satisfaction dan membership card loyalty terhadap store loyalty pada industri ritel kategori minimarket di Jakarta*. Jakarta.

Sugiyono.(2011).*Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Penerbit Alfabeta.

Taegoo Kim, Woo Gon & Hong-Bumm (2009). “*The Effects of Perceived Justice on Recovery Satisfaction, Trust, Word-of-Mouth, and Revisit Intention in Upscale Hotels.*” *Journal of Turism Management* Vol.03 pp. 51-62

Taegoo, Kim & Eun Yoo Gyehee Lee, (2012). “*Post recovery customer relationships and customer partnerships in a restaurant setting*”, *International Journal of Contemporary Hospitality Management*, Vol. 24 Iss 3 pp. 381 – 401.

Tax, S.S., & Brown, S.W. (1998). “*Recovering and Learning from Service Failure.*” *Sloan Management Review*, 49 (1), 75–88.

Tax, S.S. and Brown, S.W. (2000), “*Service recovery: research insights and practices*”, in Swartz, T.and Iacobucci, D. (Eds), *Handbook of Services Marketing and Management*, Sage, ThousandOaks, CA, pp. 271-86.

Tax, S.S., Stephen, W.B., & Murali, C. (1998). “*Customer evaluations of service complaint experiences: implications for relationship marketing*”,*Journal of Marketing*, 62, 60-76.

Varela, Conceptio, Rodolfo & Vi'ctor Iglesias (2010). “*Explaining customer satisfaction with complaint handling.*” *International Journal of Bank Marketing* Vol. 28 No. 2, pp. 88-112.

Viktorovna, Elena & Irina Matveevna (2015). “*Evaluation of customer loyalty to different format retailers.*” *Jurnal of Internet Banking and Commerce*, Vol.20, no.S1

Wen, Biyan & Christina Geng-qing Chi (2013). “ *Examine the cognitive and affective antecedents to service recovery satisfaction: A field study of delayed*

*airline passengers.*” International Journal of Contemporary Hospitality Management Vol. 25 No. 3, pp. 306-327.

Wen, Biyan & Gen, Christina (2013). *Examine The Cognitive and Affective Antecedents to Service Recovery Satisfaction: A Field Study of Delayed Airline Passangers*. International Journal of Contemporary Hospitality Management Vol. 25 No.3.

Weun S, Beatty SE, Jones MA (2004) *The impact of service failure severity on service recovery evaluations and post-recovery relationships*. J Serv Mark 18(2):133–146.

Wirtz, Jochen & Anna. S (2004). “*Consumer responses to compensation, speed of recovery and apology after a service failure.*” International Journal of Service Industry Management Vol. 15 No. 2, pp. 150-166.

Wirtz, Jochen& Lovelock, C. (2016). *Services Marketing: People, Technology, Strategy*. New Jersey: World Scientific.

Zeithaml VA, Berry LL, Parasuraman A. (1993).*The nature and determinants of customer expectations of service*. Journal Academic Marketing Science 21(1):1–12.

<http://duniaindustri.com/downloads/data-industri-minimarket-supermarket-hypermarket-di-indonesia> diakses 22 Januari 2017

<http://www.topbrand-award.com/article/brand-switching-analysis-dalam-industri-ritel-modern.html> diakses 22 Januari 2017