

DAFTAR PUSTAKA

- A. Parasuraman, Valerie A. Zeithaml, Leonard Berry. 2011. *A Conceptual Model Of Service Quality And Its Implication For Future Research*. *Journal Of Marketing*, Volume 49
- Adrian Payne, 2000. *Pemasaran Jasa (The Essence of Service Marketing)*. Andi Offset: Yogyakarta.
- Ah-Keng Kau, Elizabeth Wan-Yiun Loh. 2006. "The effects of service recovery on consumer satisfaction: a comparison between complainants and non complainants". *Journal of Services Marketing*. Vol. 20 Iss: 2. pp.101 – 111
- Andreassen, T. W. (2001). *From disgust to delight do customer hold a grudge?*. *Journal of Service Research*, 4(1). 39-49.
- Chen, P., & Kim, Y. G. (2019). *Role of the perceived justice of service recovery: A comparison of first-time and repeat visitors*. *Tourism and Hospitality Research*, 19(1), 98–111. <https://doi.org/10.1177/1467358417704885>
- Gustafsson, A. (2009). *Customer satisfaction with service recovery*. *Journal of Business Research*, 62(11), 1220–1222. <https://doi.org/10.1016/j.jbusres.2008.11.001>
- Gyung Kim, M., Wang, C., & Mattila, A. S. (2010). *The relationship between consumer complaining behavior and service recovery: An integrative review*. *International Journal of Contemporary Hospitality Management*, 22(7), 975–991. <https://doi.org/10.1108/09596111011066635>
- Hair, Joseph F., et al. (2010). *Multivariate Data Analysis*. Pearson Prentice Hall.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). *A new criterion for assessing discriminant validity in variance-based structural equation modeling*. *Journal of the academy of marketing science*, 43(1), 115-135.
- Kau AK, Loh EWY. (2006). *The effects of service recovery on consumersatisfaction: acomparison between complaints and non-complaints*. *Journal of Service*.
- Kamath, P. R., Pai, Y. P., & Prabhu, N. K. P. (2020). *Determinants of recovery satisfaction and service loyalty: the differing effects of service recovery system and service recovery performance*. *Journal of Service Theory and Practice*, 30(6), 643–679. <https://doi.org/10.1108/JSTP-12-2019-0251>
- Kim, Jong-Hyeong, and SooCheong (Shwan) Jang. (2014). *The fanding effect bias: Examining changes in affect and behavioral intentions in restaurant service failures and recoveries*. *International Journal of Hospitality Management*, 40: 109-119.
- Kristaung, Robert, (2005). "Perkembangan Relationship Marketing dan Relevansinya dalam Praktik Pemasaran Jasa". *Jurnal Manajemen dan Pemasaran Jasa*, Vol 1. No. 1, Maret.

- Mattila, A. S., & Ro, H. (2009). *Customer satisfaction, service failure, and service recovery*. In *Handbook of Hospitality Marketing Management (Sixth Edit)*. Elsevier Ltd. <https://doi.org/10.1016/b978-0-08-045080-3.50014-7>
- Mostafa, R. B., Lages, C. R., Shabbir, H. A., & Thwaites, D. (2015). *Corporate Image: A Service Recovery Perspective*. *Journal of Service Research*, 18(4), 468–483. <https://doi.org/10.1177/1094670515584146>
- Nikbin, D., Ismail, I., Marimuthu, M., & Jalalkamali, M. (2010). *Perceived Justice in Service Recovery and Recovery Satisfaction: The Moderating Role of Corporate Image*. *International Journal of Marketing Studies*, 2(2), 47–56. <https://doi.org/10.5539/ijms.v2n2p47>
- Pratama, Y. A. N. P. (2012). *Analisis Persepsi Pelanggan pada Pemulihan Layanan (Service recovery) SBU Garuda Sentra Medika*.
- Putra, Helmi Ruspianono. 2019. “Pengaruh Kualitas Layanan Dan Pemulihan Layanan Terhadap Loyalitas Dengan Kepuasan Sebagai Variabel Intervening (Studi Pada Nasabah Bank Mandiri Di Surabaya)”. *Jurnal Ilmu 56 Manajemen Volume 7 Nomor 1 – Jurusan Manajemen Fakultas Ekonomi Universitas Negeri Surabaya*
- Randhir-Singh dan Sarabjit Kaur, (2021). *Perceived justice and consumer post service failure behaviour: the moderating role of failure severity, attachment styles, and brand authenticity*.
- Siu, N. Y. M., Zhang, T. J. F., & Yau, C. Y. J. (2013). *The roles of justice and customer satisfaction in customer retention: A lesson from service recovery*. *Journal of Business Ethics*. 114 (4), 675-686.
- Smith, A.K., Bolton, R.N. and Wagner, J. (1999). “A model of customer satisfaction with service encounters involving failure and recovery”. *Journal of Marketing Research*, p. 356-72.
- Solimun (2002). *Multivariate Analysis. Structural Equation Modelling (SEM) Lisrel dan Amos*. Unibraw. Malang
- Sparks, B. A., & Mccoll-kennedy, J. R. (2001). *Justice strategy options for increased customer satisfaction in a services recovery setting*. 54, 209–218.
- Suci Pratiwi (2021). *Pengaruh Kegagalan Layanan dan Pemulihan Layanan terhadap Loyalitas Pelanggan Pengguna Jasa Firstmedia dengan Kepercayaan Pelnggan sebagai Variabel Intervening*.
- Suliyanto, S. E., & MM. S. (2017). *Metode penelitian kuantitatif*.
- Sugiyono. 2012. *Metode Penelitian Kuantitatif kualitatif dan R&D*. Bandung: Alfabeta
- Supardiasa, I. P., Maharta Pelayun, A. G., & Rinas, I. W. (2018). *Studi Kualitas Pelayanan Listrik Terhadap Kepuasan Pelanggan Pt Pln (Persero) Rayon Tabanan*. *Jurnal SPEKTRUM*, 4(2), 153.

- Tax, Stephen S., Brown, Stephen W., and Chandrasekaran. (1998). *Customer Evaluation of Service Complaint Experiences: Implications for Relationship Marketing*. *Journal of Marketing*, Vol. 62 (April).
- Tjiptono, Fandy. (2011). *Service, Quality, & Satisfaction*. Yogyakarta: Andi
- Vinartha, Raka Yasta. Suprapti, Ni Wayan dan Sukaatmadja, Putu Gede. (2015). *Persepsi Keadilan dalam Pemulihan Layanan pada Kepuasan yang Dimoderasi Gender, Serta Dampak terhadap Niat Menginap Kembali dan WOM*.
- Wang Y. S., Wu S. C., Lin H. H. (2011). *The relationship of service failure severity, service recovery justice and perceived switching costs with customer loyalty in the context of e-tailing*. *Int. J. Inform. Manag.* 31 350–359. 10.1016/j.ijinfomgt.2010.09.001
- Wen-Cheng Wang, Ying-Chang Chen, and Ying-Chen (2009). *A Study of Customer Loyalty Management in Chinese Retail Supermarket*, *International Journal of Business and Management*, Vol. 4, No. 11.
- Zeithamal, valerie A., Mary Jo Bitner & Dawayne D. Gemler. (2013). *Service marketing integrating customer focus across the firm. 4 th ed*. Mc. New York : Graw Hill.

