

DAFTAR PUSTAKA

- Airlinertings.com (12 Juni, 2013). *Worst Airlines Revealed*. Diunduh Juli 2015, dari:
<http://www.airlineratings.com/news.php?s&id=32>
- Anderson, J.C. –Narus, J.A. (1999) *Business market management, Understanding, creating and delivering value*, New Jersey, Prentice Hall
- Aryee, S., Budhwar, P. S., & Chen, Z. X. (2002). Trust as a mediator of the relationship between organizational justice and work outcomes: Test of a social exchange model. *Journal of Organizational Behavior*, 23, 267–285.
- Barclay, L. J., & Skarlicki, D. P. (2008). Shifting perspectives: Helping victims recover from organizational justice violations. Vol. 6 in *Research in Social Issues in Management*. Greenwich, CT: Information Age Publishing.
- Bardhi, F., Price, L. L., & Arnould, E. J. (2005). Extreme service failures. Working paper, University of Nebraska
- Bardhi,. Price, L. L., & A, E. J. (2005), Extreme service failures, Working paper University of Nebraska-Lincoln.
- Bechwati, Nada N. & Morrin, M (2003). Outraged Consumers: Getting Even at the Expense of Getting a Good Deal, *Journal of Consumer Psychology*, 13 (4), 440–53.
- Bhattacharya, C. B., & Sen, S. (2003). Consumer-company identification: A framework for understanding consumers' relationship with companies. *Journal of Marketing*, 67, 76–88.
- Bhattacharya, C. B., & Sen, S. (2003). Consumer-company identification: a framework for understanding consumers; relationship with companies. *Jouurnal of Marketing*, 67, 76-88.

- Bhattacharya, C. B., Rao, H., & Glynn, M. A. (1995). Understanding the bond of identification: An investigation of its correlates art museum members. *Journal of Marketing*, 59, 46-57.
- Blodgett, J., Hill, D. and Tax, S. (1997), "The effects of distributive, procedural, and interactional justice on postcomplaint behavior", *Journal of Retailing*, Vol. 73 No. 2, pp. 185-210.
- Bps.go.id. Lalu lintas penerbangan dalam negeri Indonesia 2003-2014. Retrived November 2014, dari: http://www.bps.go.id/tab_sub/view.php?kat=2&tabel=1&daftar=1&id_subyek=17¬ab=1
- Brockner, J., & Batia, Wiesenfeld, B. M. (1996). An integrative framework for explaining reactions to decisions; interactive effects of outcomes and procedures. *Psychological Bulletin*, 120 (2), 189-208.
- Centreforaviation.com (16 Januari, 2014). *Lion Air 2014 outlook: more market share gains in Indonesia as aircraft delivery rate increases*. Diunduh November 2014, dari: <http://centreforaviation.com/analysis/lion-air-2014-outlook-more-market-share-gains-in-indonesia-as-aircraft-delivery-rate-increases-148126>
- Centreforaviation.com (16 Mei, 2014). *Lion Air has opportunity to accelerate LCC growth in Indonesia after modest traffic gains in 2013*. Diunduh November 2014, dari: <http://centreforaviation.com/analysis/lion-air-has-opportunity-to-accelerate-lcc-growth-in-indonesia-after-modest-traffic-gains-in-2013-166898>
- Centreforaviation.com (5 September, 2013). Competition in Southeast Asia's low cost airline sector heats up as capacity surges. Diunduh November 2014, dari:

<http://centreforaviation.com/analysis/competition-in-southeast-asias-low-cost-airline-sector-heats-up-as-capacity-surges-126798>

- Choi, K. S., Cho, W. H., Lee, S., Lee, H., & Kim, C. (2002). The Relationship among quality, value, satisfaction and behavioural intention in health care provider choice: A South Korean Study. *Journal of Business Research*, 57, 1-9.
- Colquitt, J. A. (2001). On the dimensionality of organizational justice: a construct validation of a measure. *Journal of Applied Psychology*, 86 (3), 386-400.
- De Wulf, K., Oderkerken-Schröder, G., & Iacobucci, D. (2001). Investment in consumer relationships: A cross-country and cross-industry exploration. *Journal of Marketing*, 65, 33–50.
- Elangovan, A. R., & Shapiro, D. L. (1998). Betrayal of trust in organizations. *Academy of Management Review*, 23(3): 547-566.
- Ferdinand, A. (2002). Structural equation modeling dalam penelitian manajemen: Aplikasi model-model rumit dalam penelitian untuk tesis magister & disertasi doktor. Semarang: Badan penerbit UNDIP.
- Garbarino, Ellen; Johnson, Mark S. (1999), “The Different Roles of Satisfaction, Trust, and Commitment in Customer Relationships”, *Journal of Marketing*, 63 (2), 70-87.
- Gilliland, S. (2008). The tails of justice: A critical examination of the dimensionality of organizational justice constructs. *Human Resource Management Review*, 18271-281.
- Grégoire, Y., & Fisher, R. J. (2006). The effects of relationship quality on customer retaliation. *Marketing Letters*, 17, 31–46.

- Grégoire, Y., & Fisher, R. J. (2008). Customer betrayal and retaliation: when your best customers become your worst enemies. *Journal of the Academy of Marketing Science*, 36, 247–261.
- Grégoire, Y., Laufer, D., & Tripp, T. M. (2010). A comprehensive model of customer direct and indirect revenge: understanding the effects of perceived greed and customer power. *Journal of the Academy of Marketing Science*.
- Heskett, J. L., Sasser, W. E., & Schlesinger, L. A. (1997). *The service profit chain: how leading companies link profit to loyalty, satisfaction, and value*. New York: Free Press.
- Hess, R. L., Ganesan, S., & Klein, N. M. (2003). Service failure and recovery: The impact of relationship factors on customer satisfaction. *Journal of the Academy of Marketing Science*, 31, 127–145.
- Hibbard, J. D., Kumar, N., & Stern, L. W. (2001). Examining the impact of destructive acts in marketing channel relationships. *Journal of Marketing Research*, 38 (2), 45-62.
- Huefner, J. C., & Hunt, H. K. (2000). Consumer retaliation as a response to dissatisfaction. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 13, 61–82.
- Indo-aviation.com (26 Januari 2015). YLKI paling banyak terima komplain dari penumpang lion air. Diunduh Maret 2015, dari: <http://indo-aviation.com/2015/01/26/yuki-paling-banyak-terima-komplain-dari-penumpang-lion-air/>
- Joireman, J., Gregoire, Y., Devezer, B., & Tripp, T. M. (2013). When do customers offers firms a “second chance” following a double deviation? The impact of inferred firm motives on customer revenge and reconciliation. *Journal of Retailing*, 480,23.

- Kountur, Ronny. (2007). *Metode penelitian untuk penulisan skripsi dan tesis*. Edisi revisi. Jakarta: PPM.
- Kuncoro, M. (2001). *Metode riset untuk bisnis dan ekonomi: bagaimana meneiliti dan menulis tesis?* Jakarta: Erlangga.
- Lacey, R., & Sneath, J. Z. (2006). Customer loyalty programs: are they fair to consumer?. *Journal of Consumer Marketing*, 23, 458-464
- Mattila, A. S. (2001). The impact on relationship type on customer loyalty in a context of service failures. *Journal of Service Research*, 4, 91–101.
- Mattila, A. S. (2004). The impact of service failures on customer loyalty: The moderating role of affective commitment. *International Journal of Service Industry Management*, 15(2), 134–149.
- Maxham, J. G. & Netemeyer R. G. (2002). A longitudinal study of complaining customers' evaluation of multiple service failures and recovery efforts. *Journal of Marketing*, 66, 57–71
- Mdakene, S., Muhia, A., Rajna, T., & Botha, E. (2012). Customer relationship satisfaction and revenge behavior: Examining the effects of power. *Journal of Business Management*, 6 (39), 10445-10457.
- Noor, Juliansyah. (2011). *Metodologi penelitian: skripsi, tesis, desertasi dan karya ilmiah*. Jakarta: Kencana.
- Olive, R. L., & Swan, J. E. (1989a). Consumer perception of interpersonal equity and satisfaction in transactions: A field survey approach. *Journal of Marketing*, 53 (4), 21-35.
- Olive, R. L., & Swan, J. E. (1989a). Equity and disconfirmation perceptions as influence on merchant and product satisfaction. *Journal of Consumer Research*, 16 (12), 372-383.

- Pinder, C. C. (1998). *Work motivation in organizational behavior*. Prentice Hall: Upper Saddle River, New Jersey.
- Rigby, D.K., F.F. Reichheld, and P. Schefter. (2002). Avoid the four perils of CRM. *Harvard Business Review* 80(2): 101-109.
- Sekaran, U. (2006). *Research methods for busiess*. Jakarta: Selemba Empat.
- Singh, J. (1988),. Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. *Journal of Marketing*, 52 (2), 93–107.
- Skarlicki, D. P., & Folger, R. (1997). Retaliation in the workplace: the role of distributive, procedural and interactional justice. *Journal of Applied Psychology*, 82 (3), 434-443.
- Sugiyono. (2002). *Metode Penelitian Administrasi*. Bandung : CV Alfabeta
- Sugiyono. (2004). *Metode Penelitian Administrasi*. Bandung : CV Alfabeta
- Tax, S., Brown, W., & Chandrashekar, M. (1998). Customer evaluations of service complaint experiences: Implications for relationship marketing. *Journal of Marketing*, 62, 60–76.
- Tsai, C. C., Yang, Y. K., & Cheng, Y. C. (2014). Does relationship matter?- customers' response to service failure. *Managing Service Quality*, 24 no 2, 139-159.
- Ward, J. C., & Ostrom, A. L. (2006). Complaining to the masses: The role of protest framing in customer-created complaint web sites. *Journal of Consumer Research*, 33, 220–230.
- Wish, M., M. Deutsch, M., & Kaplan, S. J. (1976). Perceived dimensions of interpersonal relations. *Journal of Personality and Social Psychology*, 33, 409-420.