

## REFERENCES

- Aingindra. (2014). *Artikel Mengenai Sejarah Internet*. Retrieved on 17 February 2018 from <http://www.kliktekno.id/artikel-mengenai-sejarah-internet.html>
- APJII. (2014). *Profil Pengguna Internet Indonesia 2014*
- APJII (2017) *Penetrasi & Pelaku Pengguna Internet Indonesia*
- 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.
- 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.
- Berscheid, E., Snyder, M., & Omoto, A. M. (1989). The RelationshipCloseness Inventory: Assessing the closeness of interpersonal relationships. *Journal of Personality and Social Psychology*, 57, 792– 807.
- 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. *Journal of Marketing*, 67, 76-88.
- 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.
- 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.
- Colquitt, J. A. (2001). On the dimensionality of organizational justice: a construct validation of as measure. *Journal of Applied Psychology*, 86 (3), 386-400.
- Colquitt, J. A. (2001). On the dimensionality of organizational justice: a construct validation of a measure. *Journal of Applied Psychology*, 86 (3), 386-400.
- Cooper, D.R. & Schindler, P.S. (2011). Business research methods (10th ed.). New York: McGraw Hill.

- 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.
- digiyan.com. (2017). *Sejarah Internet di Dunia & di Indonesia*. Retrieved on 17 February 2018 from <https://digiyan.com/sejarah-internet/>
- 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. Gilliland, S. (2008). The tails of justice: A critical examination of the dimensionality of organizational justice constructs. *Human Resource Management Review*, 18271-281.
- Gosta, D. (2017). *Jaringan Internet Biznet Bakal Tambah 5000 Kilometer Pada 2017*. Retrieved on 7 April 2018 from <http://industri.bisnis.com/read/20170608/101/660797/jaringan-internet-biznet-bakal-tambah-5.000-kilometer-pada-2017>
- Grégoire, Y., & Fisher, R. J. (2006). The effects of relationship quality on customer retaliation. *Marketing Letters*, 17, 31–46.
- Grégoire, Y., & Fisher, R. (2007). Customer betrayal and retaliation: when your best customers become your worst enemies. *Journal Of The Academy Of Marketing Science*, 36(2), 247-261.
- 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*.
- Finkel, E. J., Rustebult, C.E., Kumashiro, M., Hannon, P. A. (2002). Dealing with betrayal in close relationships: Does commitment promote forgiveness. *Journal of Consumer Research*, 20, 303-316.
- Ferdinand, A. (2002). *Structural equation modeling dalam penelitian manajemen: Aplikasi model-model rumit dalam penelitian untuk tesis magister & disertasi dotor*. Semarang: Badan penerbit UNDIP.
- Ferdinand, A. (2006). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertai Ilmu Manajemen*. . Semarang: Badan penerbit UNDIP.

- 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.
- HibBrad, 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.
- indihome (n.d.) Retrieved on 6 April 2018 from <https://indihome.co.id/>
- indihome (n.d.) Retrieved on 7 April 2018 from <https://indihome.co.id/package>
- Joireman, J., Gregoire, Y., Devezer, B., & Tripp, T. M. (2013). When do customers offer firms a “second chance” following a double deviation? The impact of inferred firm motives on customer revenge and reconciliation. *Journal of Retailing*, 480,23.
- Koehler, J. J., & Gershoff, A. D. (2003). Betrayal aversion: When agents of protection become agents of harm. *Organizational Behavior and Human Decision Processes*, 90, 224-226.
- Kountur, Ronny. (2007). *Metode penelitian untuk penulisan skripsi dan tesis. Edisi revisi*. Jakarta: PPM.
- Lacey, R., & Sneath, J. Z. (2006). Customer loyalty programs: are they fair to consumer?. *Journal of Consumer Marketing*, 23, 458-464
- Maholtra, N.K., & Peterson, M. (2006). Basic marketing research: A decision making approach. New York: Pearson Prentice Hall
- 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.
- Maulana, R. (2018). *Tech in Asia Indonesia*. Retrieved from <https://id.techinasia.com/nilah-4-provider-internet-broadband-di-indonesia>
- mastel.id (2015). *Sejarah Perkembangan Internet di Indonesia*. Retrieved on 17 February 2018 from <http://mastel.id/sejarah-perkembangan-internet-di-indonesia/>

- 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).
- mediakonsumen.com. (2018). Retrieved on 12 April 2018 from <https://mediakonsumen.com/>
- Merdeka. (2018). Telkom: Kegiatan CSR selalu terukur dan berdampak positif bagi lingkungan | merdeka.com. Retrieved from <https://www.merdeka.com/uang/telkom-kegiatan-csr-selalu-terukur-dan-berdampak-positif-bagi-lingkungan.html>
- Murdaningsih, D. (2017). *Telkom Targetkan 3 Juta Pengguna Indihome Hingga Akhir Tahun*. Retrieved on 7 April 2018 from <http://www.republika.co.id/berita/telko-highlight/berita-telkom/17/11/24/ozx277368-telkom-targetkan-3-juta-pengguna-indihome-hingga-akhir-tahun>
- Noor, Juliansyah. (2011). *Metodologi penelitian: skripsi, tesis, desrtasi dan karya ilmiah*. Jakarta: Kencana.
- Oliver, L. R., & Swan, E. J. (1989). Consumer perceptions of interpersonal equity and satisfaction in transactions: a field survey approach, *Journal of Marketing*, 53, 21-35
- 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 business. Jakarta: Selemba Empat.
- Setyaningsih, L. (2017). *Pelanggan First Media Tumbuh 15 Persen per Tahun*. Retrieved on 7 April 2018 from <http://wartakota.tribunnews.com/2017/11/27/pelanggan-first-media-tumbuh-15-persen-per-tahun?page=2>
- Singh, J. (1988),. Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. *Journal of Marketing*, 52 (2), 93–107.
- Tax, S., Brown, W., & Chandrashekaran, M. (1998). Customer evaluations of service complaint experiences: Implications for relationship marketing. *Journal of Marketing*, 62, 60–76.

- Telkom.co.id (n.d.) Retrieved on 18 February 2018 from Retrieved from  
[https://telkom.co.id/servlet/tk/id\\_ID/homepage/halamanutama\\_cons.html](https://telkom.co.id/servlet/tk/id_ID/homepage/halamanutama_cons.html)
- Telkom.co.id (n.d.) Retrieved on 18 February 2018 from Retrieved from  
[https://telkom.co.id/servlet/tk/about/id\\_ID/stocklanding/profil-dan-riwayat-singkat.html](https://telkom.co.id/servlet/tk/about/id_ID/stocklanding/profil-dan-riwayat-singkat.html)
- 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.
- Sugiyono. (2002). *Metode Penelitian Administrasi*. Bandung : CV Alfabeta
- Sugiyono. (2010). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung : CV Alfabeta
- Walster, E., Berscheid, E., & Walster, W. (1973). New directions in equity research. *Journal of Personality & Social Psychology*, 25(2), 151-76.
- 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.
- Waters, M. (2013). Globalization. 2nd ed. London: Routledge.
- Wish, M., M. Deutsch, M., & Kaplan, S. J. (1976). Perceived dimensions of interpersonal relations. *Journal of Personality and Social Psychology*, 33, 409-420.
- Yasa, A. (2017). *MNC Play Incar 150000 Pelanggan Baru*. Retrieved on 7 April 2018 from <http://kalimantan.bisnis.com/read/20170428/435/648889/mnc-play-incar-150.000-pelanggan-baru>