

DAFTAR PUSTAKA

- Anand KS, Pac MF, Veeraraghavan S (2011) Quality-speed conundrum: trade-offs in customerintensive services. *Manag Sci* 57(1)
- Blodgett JG, Wakefield KL, Barnes JH (1995) The effects of customer service on consumer complaining behavior. *J Serv Mark* 9(4)
- Barnes, James G. 2001. *Secrets Of Customer Relationship Management*, Terjemahan Andreas Winardi, 2003, Yogyakarta: Penerbit Andi Yogyakarta
- Chebat J, Davidow M, Codjovi I (2005) Silent voices: why some dissatisfied consumers fail to complain. *J Serv Res* 7(4)
- Conlon DE, Murray NM (1996) Customer perceptions of corporate responses to product complaints. The role of explanations. *Acad Manag J* 39(4)
- Czarnecki, Christian. 2016. *Reference Architecture for the Telecommunications Industry : Transformation of Strategy, Organization, Processes, Data, and Applications*. Switzerland : Springer Nature.
- Davidow M (2003) Organizational responses to customer complaints: what works and what doesn't. *J Serv Res* 5(3)
- Debra, Stevens (2010) *Brilliant Customer Service*. Great Britain: Pearson Educatuon Limited
- Edvardsson, Bo & Tore Strandvik.2000. "Is a critical incident critical for a customer relationship?", *Managing Service Quality: An International Journal*. Vol. 10 Issue: 2.
- ETSI. 1998. *Telecommunications Management Network (TMN)*. Valbonne
- Faggiano, V, John McNall & Tom Gillespie. 2012. *Critical Incident Management: A Complete Response Guide*. New York: CRC Press.

- Garding, Stefan dan Andrea Bruns. 2015. *Complain Management and Channel Choice*. New York: Springer.
- Ghozali, Imam. 2013. *Aplikasi Analisis Multivariate dengan Program SPSS*. Edisi Ketujuh. Semarang: Badan Penerbit Universitas Diponegoro.
- Haksever, Cengiz & Barry Render. 2013. *Service Management : An Integrated Approach to Supply Chain Management and Operations*. United State of America: Pearson Education
- Halstead D. 1991. Consumer attitudes toward complaining and the prediction of multiple complaint responses. *Adv Consum Res* 18(1).
- Hasan, Iqbal. 2002. *Pokok – Pokok Materi Metodologi Penelitian dan Aplikasinya*. Jakarta: Ghalia Indonesia.
- Indrawati. 2015. *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Aditama.
- Johnston R, Mehra S. 2002. Best-practice complaint management. *Acad Manag Exec* 4(4)
- Kasiram, Mohammad. 2008. *Metode Penelitian Kuantitatif-Kualitatif*. Malang: UIN Malang Press.
- Larivet S, Brouard F. 2010. Complaints are a firm's best friend. *J Strategic Mark* 18(7)
- Martono, Nanang. 2010. *Metode Penelitian Kuantitatif*. Jakarta: PT Raya Grafindo Persada.
- Masyhuri dan Zainuddin,M. (2008). *Metodologi Penelitian: Pendekatan Praktis dan Aplikasi*. Bandung: Refika Aditama.
- McCole P (2004) Dealing with complaints in services. *Int J Contemp Hosp Manag* 16(6)

- Mitchell V, Boustani P (1994) A preliminary investigation into pre- and post-purchase risk perception and reduction. *Eur J Mark* 28(1)
- Samitier, Carlos. 2016. *Utility Communication Networks and Services : Specification, ployment and Operation*. Paris: Cigré
- Sansbury, John. 2014. *OPERATIONAL SUPPORT AND ANALYSIS : A guide for ITIL® exam candidates*. Swindon: AXELOS
- Schnepp R, Ron Vidal, and Chris Hawley. 2017. *Incident Management for Operations*. California : O'Reilly Media
- Sekaran, Uma & Bougie, Roger. 2010. *Research Method for Business A Skill Building Approach (5thEdition)*. United Kingdom: John Wiley & Sons Ltd.
- Singarimbun, Masri dan Effendi. 1995. *Metode Penelitian Survai*. Jakarta: Pustaka LP3ES.
- Singih Santoso. 2000. *Latihan SPSS Statistik Parmetik*. Gramedia, Jakarta.
- Singh J, Wilkes RE (1996) When consumers complain: a path analysis of the key antecedents of consumer complaint response estimates. *J Acad Mark Sci* 24(4)
- Sugiyono. 2013. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Suharyadi dan Purwanto S.K. (2009). *Statistika Untuk Ekonomi dan Keuangan Modern*. Jakarta: Salemba Empat.
- Sulhan. 2009. *Panduan praktis SPSS Untuk Manajemen (Keuangan, SDM, Pemasaran)* Fakultas Ekonomi Universitas Islam Negeri Malang. Malang: UIN Malang Press
- Telkomsel. 2015. *Policy Incident Notification Broadcast*. Jakarta
- _____. 2016. *Telkomsel Operational Excellence 2.0*. Jakarta
- Tjiptono, Fandy. 2004. *Perspektif Manajemen dan Pemasaran Kontemporer*. Yogyakarta: Andi.

- Tronvoll, Bård. 2008. Customer Complaint Behaviour in Service. Karlstad :
Dissertation Karlstad University Studies
- Uma Sekaran. 2006. Metodologi Penelitian Untuk Bisnis, Edisi Keempat. Jakarta:
Penerbit Salemba Empat.
- Venkatesh V, Agarwal R. 2006. Turning visitors into customers: a usability-centric
perspective on purchase behavior in electronic channels. *Manag Sci* 52(3)
- Von der Heyde Fernandes D, Pizzuti dos Santos C. 2008. The antecedents of the
consumer complaining behavior.
- Voorhees CM, Brady MK. 2005. A service perspective on the drivers of complaint
intentions. *J Serv Res* 8(2)
- Wirtz J, McColl-Kennedy JR. 2010. Opportunistic customer claiming during service
recovery. *J Acad Mark*

<http://www.telkomsel.com>