

DAFTAR PUSTAKA

- Andreassen . Tor Wallin (2000) Antecedents to satisfaction with service recovery, *European Journal of Marketing*, Vol 34 No 1, h 156-175.
- Assael, Henry (1998).*Consumer Behavior and Marketing Action*. 6th Ed., New York South Western College Publishing..
- Blodgett, JG, Hill DJ dam Tax SS (1997), The Effects of Distributive, Procedural and Interactional Justice on Postcomplaint Behavior, *Journal of Retailing*, Vol 73, Summer, h 185-210.
- Budisatrio, Tjahjanto (2002), Divestasi atau Revitalisasi Badan Usaha Milik Daerah, *Manajemen Usahawan Indonesia*, No. 2 (31).
- Byrne, Barbara M (2001). *Structural Equation Modeling with AMOS, Basic Concepts, Applications and Programming*, Lawrence Erlbaum Associates Publisher, London.
- Carrel, MR dan Dittrich J.E (1978) Equity Theory: The Recent Literature, Methodological Considerations and New Directions, *Academy of Management Review* 3 h 202-210 .
- Darke, Peter dan Dahl, Darren W (2003) Fairness and Discounts: The Subjective Value of a Bargain, *Journal Of Consumer Psychology*, 13(3), h 328–338.
- Gilliland SW (1993), The Perceived Fairness of Selection Systems: An Organizational Justice Perspective, *Academy of Management Review*, Vol 18 No 4, h 697-734.
- Greenberg J. (1990), Organizational Justice: Yesterday, Today and Tomorrow, *Journal of Management*, Vol 16, h 399-432.
- Haryanto (2003) Analisis Kepuasan Konsumen Terhadap Pelayanan Kantor Pemerintahan, Studi Empirik Kabupaten Karanganyar, *Laporan Penelitian*, Lembaga Penelitian dan Pengabdian Masyarakat UMS.
- Hirschman, A.O,(1970) *Exit, Voice, and Loyalty: Responses to Decline in Firms, Organizations and States*, Harvard University Press, Cambridge, MA.
- Hoffman, Douglas K dan Scott W Kelley (2000), Perceived Justice Needs and Recovery Evaluation: A Contingency Approach, *European Journal of Marketing*, Vol 34 No. 3, h 418-432.

- Hooley GJ, Greenley, GE, Cadogan JW dan Fahy J (2005), The Performance Impact of Marketing Resources, *Journal of Business Research* 58 h 18-27.
- Huff, Lenard dan Kelley, Lane (2005) Is collectivism a liability? The impact of culture on organizational trust and customer orientation: a seven-nation study, *Journal of Business Research* 58, h 96– 102.
- Hunsberger Croff *et al* (1980), *Statistical Inference for Management and Economic*, Iowa State University.
- Huppertz, J, Arenson S dan Evans R (1978), An Applications of Equity Theory on Consumer-Merchant Exchant Situations, *Journal of Marketing Research*, 15 (2) h 250-260.
- Laufer, Daniel (2002), Are Antecedents of Consumer Dissatisfaction and Custumer Attributions for Product Failures Universal? *Advances in Consumer Research*, Vol 29, h 312-317.
- Lerner , Melvin J.(2003) The Justice Motive: Where Social Psychologists Found It, How they Lost It, and Why They May Not Find It Again, *Personality and Social Psychology Review*, Vol. 7, No. 4, 388–399.
- Lind E.A dan Tyler T.R (1988), *The Social Psychology of Procedural Justice*, New York, Plenum.
- Nunnally, J (1978). *Psychometric Theory*, 2nd Edition, NY: McGraw Hill.
- Oliver R dan Swan J (1989) Equity and Disconfirmation Perceptions as Influences on Merchant and Product Satisfaction, *Journal of Consumer Research*, 16, h 372-383.
- Oliver, R.L. (1997), *Satisfaction : A Behavioral Perspective on The Customer*, New York : The Mc Graw Hill Companies Inc.
- Prasetyantono, Tony A ,(2006), The Political Economy of Privatization of State-owned Enterprises in Indonesia: The Case of Semen Gresik, *Makalah Kerja dalam Kongres ISEI XVI*, Meletakkan Kembali Dasar-Dasar Pembangunan Ekonomi yang Kokoh, Manado 18-20 Juni.
- Purwanto, BM (2001) Pelatihan Pengukuran dan Teknik Statistik untuk Riset Keperilakuan, *Modul*, QUE Project Management dan Program Magister Sains Ilmu-Ilmu Ekonomi UGM.

- Setyawan Anton A. & Riyardi A. (2000). Pengembangan Intellectual Capital Pada BUMD Kabupaten Sukoharjo, *Jurnal Penelitian Ilmu Ilmu Sosial*, Lembaga Penelitian Universitas Muhammadiyah Surakarta, (1) 2
- Setyawan, Anton A (2004), Kenaikan Tarif dan Efisiensi PDAM Solo, *Harian Bengawan Pos*, edisi 16 Juli.
- Setyawan, Anton A, (2005), Pengukuran Intellectual Capital Pada Karyawan BUMD, *Laporan Penelitian DP2M Dikti*.
- Sheppard, BH, Lewicki RJ dan Minton JW (1992), *Organizational Justice: The Search for Fairness in The Workplace*, Don Mills, Lexington Books, Lexington MA.
- Skarlicki, D dan Folger R, Retaliation in The Work Place: The Role of Distributive, Procedural and Interactional Justice, *Journal of Applied Psychological*, (1997), 82, h 434-443.
- Tarigan, Antonius (2003), Transformasi Model *New Governance* Sebagai Kunci Menuju Optimalisasi Pelayanan Publik di Indonesia, *Manajemen Usahawan Indonesia*, No.2 (32).
- Tyler TR (1994), Psychological Models of the Justice Motive: Antecedents of Distributive and Procedural Justice, *Journal of Personality and Social Psychology* 67, h 850-863.
- Wilkie, W.L (1990), *Consumer Behavior*, 2nd Ed, New York : John Wiley & Sons.