

WORKS CITED

- Azwar, S. "*Penyusunan Skala Psikologi*". 7th Edition: Yogyakarta, Pustaka Pelajar 2009. Print. 2009
- Boden, Angelena. "*Handling Complaints Management*", Management Pocketbooks Ltd. 2001. Web. 2003
- Boyle, Peter. "Measure and Improve Customer Satisfaction", Conversion Rate Optimization, 2 Feb. 2016. Web.
- Camden Law wordpress. "Suggestion-box". 26 October 2012. Web.
- Collins English Dictionary. "*Definition of Suggestion Box*", 2018. Web
- Ferris, Tim. "Real Mind of Control: The 21-Day No-Complaint Experiment." *The Blog of Author Tim Ferriss*, Tim Ferriss, 18 Sept. 2007. Web.
- Guerin, Lisa. "*The Essential Guide to Workplace*". Consolidated Printers, INC. 2007. Web. September. 2007
- Institute of Customer Service. Handling Complaint, "*5 Rules of Handling Complaint Services Management for Organizations*", 8 June. 2015. Web.
- Jbacchus, "*Beauty of Face to Face Meeting*", 10 Dec. 2017. Web.
- Mc Pheat, Sean. "*Dealing with conflict and complaint*", MTD Training & Ventus Publishing ApS. 2010. Web. 2010.
- Papandrea, Dawn. "*Call Card Customer Service*". Credit Card News, 17 March. 2016. Web.
- Rusmiwari, Sugeng. "*Six Characteristic of Excellent Service*". 1 Jan. 2012. Web.
- Stefan Garding, Andrea Bruns. "*Complaint Management and channel choice*", Springer International Publishing AG Switzerland, 2015. Web. 2015
- Shuttleworth, Martyn. "Case Study Research Design." *How to Conduct a Case Study*, 1 Apr. 2008. Web. 3 June. 2018.
- The Australian Institute of project management (AIPM). Australian Standard. *Customer Satisfaction—guidelines for complaints handling in organisations*. Sydney; 2006.
- Universal Class Inc. *Understanding The Different Types of Case Study*. Web.
- Writing a letter of a complaint*. Nvtc.ee. 2011. Web.
- www.nvtc.com**