

REFERENCES

- Eid, R. (2013). *Managing customer trust, satisfaction, and loyalty through information communication technologies*. IGI Global.
- Hardwick, T. (June 2019) *Amazon suprasess apple and google to become world most valuable brand*. <https://www.macrumors.com/2019/06/11/amazon-surpasses-apple-worlds-most-valuable-brand/>
- Hopkins, J. (2017, October) *How to define social media – An academic summary*. <http://julianhopkins.com/how-to-define-social-media-an-academic-summary/>
- Hughes, S., & Karapetrovic, S. (2006). ISO 10002 complaints handling system: a study. *International Journal of Quality & Reliability Management*.
- Ideoworks.id. (2016). *Services*. www.Ideoworks.id
- Landon Jr, E. L. (1980). The direction of consumer complaint research. *Advances in consumer research*, 7(1).
- Lattimore, D., & Lattimore, D. (2004). *Public relations: The profession and the practice*. New York, NY: McGraw-Hill.
- McCay-Peet, L. & Quan-Haase, A. (2017) *The SAGE Handbook of Social Media Research Methods*.
- Rouse, M. (2017, May). *Instagram*. <https://searchcio.techtarget.com/definition/Instagram>.
- Simon, A., Kafel, P., Nowicki, P., & Casadesus, M. (2015). The development of complaints handling standards in spa companies: a case study analysis in Spain. *International Journal for Quality Research*.
- Sugiarto, E. (1999, May). *Psikologi pelayanan dalam industri jasa*. Jakarta: PT Gramedia Pustaka Utama.