

## DAFTAR KEPUSTAKAAN

Ajzen, Icek dan Martin Fishbein. 1980. "Understanding Attitudes and Predicting Social Behavior". Englewood Cliffs, NJ; Prentice Hall.

Bansal, Harvir S. dan Shirley F. Taylor. 1999a. " Beyond Service Quality and Customer Satisfaction: Investigating Additional Antecedents of Service Provider Switching Intentions". In *Developments in mArketing Science*. Vol. 22. Ed.Charles H. Noble. Coral Gables, FL; Academy Marketing Science.

\_\_\_\_\_ 1999b, "The Service- Provider Switching Model: A Model of Consumer Switching Behavior in the Service Industry:.. *Journal of Service Research* 2.

\_\_\_\_\_ dan Y.St. James.2005. "Migrating to New Service Providers: Toward Unifying Framework of Consumers Switching Behaviors. *Journal of the Academy Marketing Science*. Vol. 33 No.1.

Berry, Leonard L dan Parasuraman. 1991. "Marketing Services: Competing Through Quality. New York. Free Press.

Bejou, David and Adrian palmer. 1998. "Service Failure and Loyalty: An Exploratory Empirical Study of Airline Service." *Journal of Service Marketing* 12 (1): 7-22.

Berry, Leonard L. and Parasuraman . 1991. *Marketing Service: Competing Through Quality*. New York: Free Press.

Blackwell, Steven A., Sheryl L. Szeinbach, James H. Barnes, D. W. Garner, and V. Bush. 1999. "The Antecedents of Customer Loyalty An Empirical Investiogation of The Role of Personal and Situational Aspects on Repurchase Decisions." *Journal of Service Research* 1 (4): 362-375.

Bogue, D. J. 1977. "A Migrant's–Eye View of The Cost and Benefits of Migration to a Metropolis ." In *Internal Migration: A Comparative Perspective*. New York: Academic Press, 167-182.

Boyle, Paul, Keith Halfacree, and Vaughan Robinson. 1998. *Exploring Contemporary Migration*. New York: Longman.

Chaudhuri, Arjun and Morris B. Holbrook. 2001. "The Chain of Effects From Brand Trust and Brand Affect to Brand Performance: The Role of Brand Loyalty." *Journal of Marketing* 65 (2): 81-93.

Clark, David E. and Thomas A Knapp. 1996. "Personal and Location-Specific Characteristics and Elderly Interstate Migration." *Growth and Change*. 27 (3):327-352.

Colgate, Mark R. Rachel Hedge. 2001. "An Investigation Into The Switching Process in Retail Banking Services." *International Journal of Bank Marketing* 19 (5): 201-212.

Dabholkar, Pratibha A. and Simon Walls. 1999. "Service Evaluation and Switching Behavior for Experiential Service: An Empirical Test of Gender Differences Within a Broader Conceptual Framework." *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior* 12: 123-137.

De Jong, Gordon F. and Robert W. Gardner. 1981. "Introduction and Overview." In *Migration Decision Making: Multidisciplinary Approaches to Microlevel*

*Studies in Developed and Developing Countries*. Eds. G. F. De Jong and R. W. Gardner Elmsford, NY. Pergamon.

Desbarats, Jacqueline. 1983. "Spatial Choice and Constraints and Behavior." *Annals of Association of American Geographers* 73 (3): 340-357.

Dorigo, Guido and Waldo Tobler 1983. "Push Pull Migration Laws." *Annals of Association of American Geographers* 73 (1): 1-17.

Ganesh, Jaishankar, Mark J. Arnold, and Kirty E. Reynolds. 2000. "Understanding to Customer Base of Service-Providers: An Examination of The Differences Between Switchers and Stayers." *Journal of Marketing* 64 (July): 65-87.

Garbarino, Ellen and Mark S. Johnson. 1990. "The Different of Role of Satisfaction, Trust, and Commitment in Customer Relationships." *Journal of Marketing* 63 (2): 70-87

Gardner, Robert W. 1981. "Macrolevel Influences on The Migration Decision Process." In *Migration Decision Making: Multidisciplinary*

*Approaches to Microlevel Studies in Developed and Developing Countries*. Eds. Gordon F. De Jong and Robert W. Gardner. Elmsford, NY: Pergamon.

Greenwood, Michael J., Peter R. Mueser, David A. Plane and Alan M. Schlottmann. 1991. "New Directions in Migration Research:

Perspectives From Some North American Regional Science Disciplines.” *The Annals of Regional Science* 25 (Springer-Verlag): 237-270.

Hennig-Thurau, Thorsten, Kevin P. Gwinner, and Dwayne D. Gremler. 2002. “Understanding Relationship Marketing Outcomes.” *Journal of Service Research* 4 (3): 230-247.

Jackson , John A. 1986. “Migration” In *Aspects of Modern Sociology: Social Processes*. London and New York: Longman.

Jones, Michael. A., David L. Mothersbaugh, and Sharon E. Beatty. 2000. “Switching Barriers and Repurchase Intention in Service.” *Journal of Retailing* 72:259-274.

Keaveney, Susan M. 1995. “Customer Switching Behavior in Service Industries: An Exploratory Study.” *Journal of Marketing* 58 (April): 71-82.

Liu, Ben Saw-Ching, Oliver Furrer, and D. Sudharshan. 2001. “The Relationships Between Cultures and Behavioral Intentions Toward Services.” *Journal of Service Research* 4 (2): 118-129.

Moon, Bruce 1995. “Paradigms in Migration Research: Exploring ‘Mooring’ as Schema.” *Progress in Human Geography* 19 (4): 504-524.

Morgan, Robert M. and Shelby D. Hunt. 1994. “The Commitment-Trust Theory of Relationship Marketing.” *Journal of Marketing* 58:20-38.

Oliver, Richard L. and John E. Swan. 1993. “Consumer Perceptions of Interpersonal Equity and Satisfaction in Transactions: A Field Survey Approach.” *Journal of Marketing* 53 (April): 21-35.

Patterson, Paul. G. and Richard A. Spreng. 1997. “Modeling The Relationship Between Perceived, Value, Satisfaction and Repurchase Intentions in a Business-to-Business, Service Context: An Empirical Examination.” *International Journal of Service Industry Management* 8 (5) 414-434.

Richmond, Anthony H. 1988. “Sociological Theories of International Migration: The Case of Refugees.” *Current Sociology* 36:7-25.

Sell, Ralph and Gordon F. De Jong. 1978 .“Toward a Motivational Theory of Migration Decision Making.” *Journal of Population* 1 (4):313-335.

Sharma, Neeru and Paul G. Patterson. 2000. “Switching Costs, Alternative Attractiveness and Experience as Moderators of Relationship Commitment in Professional, Consumer Services.” *International Journal of Service Industry Management* 11 (5): 470-490.

Wolpert, Julian. 1965. "Behavioral Aspects of The Decision of Migrate" *Papers of Regional Science Association* 15: 159-169.

Zeithaml, Valarie A., Leonard L. Berry and A. Parasuraman. 1996. "The Behavioral Consequence of Services Quality." *Journal of Marketing* 60 (April): 31-46.

