

BIBLIOGRAPHY

- (1) McCabe, Douglas (1988), *Corporate Nonunion Complaint Procedures And Systems: A Strategic Human Resources Management Analysis*: Praeger Publishers, New York.
- (2) Moore, Chris (1978), *How To Handle Customer Complaints: A Company Guide To Customer Relations and Consumer Rights*: Gower Press Ltd, Hampshire, England.
- (3) Newbrough, E.T. (1967), *Effective Maintenance Management*: McGraw Hill Co, USA.
- (4) Zikmund, William G. (1997), *Business Research Methods*: Dryden Press, Harcourt Brace College Publishers, USA.
- (5) Cummings, T.G. and Worley, C.G. (1999), *Organization Development and Change 7th Edition*: South-Western College Publishing, Ohio, USA.
- (6) McShane, Steven L. and Von Glinow, Mary Anne. (2000), *Organizational Behavior*: Irwin McGraw-Hill, USA.
- (7) *How Happier Customers Can Lead To Healthier Business*, (2000), Prepared by Byrne, Paul for Ministerial Council On Consumer Affairs (MCCA), Australia.
- (8) *Technical and Research Programs (TARP)*, (1986).

- (9) Muhammad, Shamsul Ambia (1990), "Pengalaman Mengendalikan Masaalah-Masaalah Aduan Dari Para Pengguna", *National Complaint Handling Workshop* (1990: Kuala Lumpur)
- (10) Direct Selling Association of Malaysia (1990), "Handling Complaint On Direct Selling Practice," *National Complaint Handling Workshop* (1990: Kuala Lumpur)
- (11) MacDonald, Rosemary. (1996), "Dealing With Client Complaints – A Practical Guide," *Business Law Journal*, 2 (November), xxxvii-xxxviii.
- (12) Nagalingam, T. (1991), "Consumers' Complaint and Good Business Ethics," *Seminar on Increasing Consumers' Satisfaction through Effective Complaint Handling* (12 December 1991: Kuala Lumpur).
- (13) Mann, Jr, Lawrence (1981), *Maintenance Management*: Lexington Books, Massachusetts, USA.
- (14) University of Malaya (1999), *49th Annual Report University of Malaya for the Year 1998*: Public Relation Office, University of Malaya.
- (15) Council of Better Business Bureau (1998), *Effective Customer Relationships and Complaint Handling*: Business Advisory Service Publication, Council of Better Business Bureau, Virginia, USA.
- (16) *Complaint Handling Guidelines For Traders, (2000)*, Prepared by Ministry of Fair Trading, Western Australia.
- (17) *Customer's First-Complaint Management Checklists, (1998)*, Prepared by the Office of Consumer Affairs, Canada.

- (18) Ombudsman's Office (1997). *Ombudsman's Effective Handling Guidelines*: Commonwealth Ombudsman's Office, Australia
- (19) *Complaint Handling System, (2000)*, Prepared by Ministry for The Arts, Australia.