

AN UPDATE OF THE CS/D&CB BIBLIOGRAPHY: REVOLUTION AND EVOLUTION

Debra S. Perkins, Purdue University

ABSTRACT

The CS/D&CB bibliography has been updated to include an additional 1700 entries. New search terms include life, marital, service, product, student, educational, medial, dental and citizen satisfaction/dissatisfaction and complaining.

INTRODUCTION

This bibliography is updated every other year. The original expectation was that the first update (1991) would require a lot of work (and it did) since the bibliography had not been updated for several years. As a result, 1000 entries were added in 1991 to the 700 entries of the prior bibliography to compose the monograph published in 1992. It was expected that the work load would decline thereafter since the updates would be regular. This has not turned out to be accurate.

The revolution in library technology and data processing has allowed the accessing of databases which were impossible only a few years ago. Hunt's bibliography was assembled and produced laboriously via manual index search and typewriter typing. This year's effort was mainly accomplished via computer assisted search of databases and downloading to a disk which was subsequently purged of unwanted material. Due to these revolutionary changes in technology, many more databases and search terms were utilized. Additionally, the computerized databases go back more years.

The bibliography itself is evolving over time as well. When I initially took on the task of "official CS/D&CB bibliographer" I did not feel there was much need to include material written in languages other than English--until I attended the 1991 conference and realized that many of the participants came from non-English speaking countries. This update includes a great many articles written in languages other than English.

The search terms have also been expanded to include life, marital, service, product, student, educational, medical, dental and citizen satisfaction/dissatisfaction and complaining to name a few. Subsequent updates will expand

further to include other terms, such as post purchase, which have been identified as potentially important key search terms.

This year's update to the bibliography includes in excess of 1700 entries. Many of these are non-English language or focus on life or marital satisfaction, but the more traditional areas are well-represented too.

Over time I have found that entries I eliminated for some reason or another have turned out to be of interest to some researcher. For example, Sally Francis had searched the monograph and then asked me about satisfaction with disposal of goods when she could locate no such entries. Only the week before I had eliminated at least one entry on that topic from the update because I could not see its usefulness. I no longer see my job as a gatekeeper, but more as a gatherer; therefore the bibliography will continue the trend to inclusiveness.

If you feel the bibliography is a substantial contribution to the discipline and wish to see it continue or expand, you can help in three specific ways.

1. Notify me of errors and omissions found in this work.
2. Suggest other databases or search terms you feel should be included.
3. Cite this work often. Use it in your course preparations and graduate seminars. Suggest it to other scholars. Word-of-mouth is the most effective promotion and we encourage you to tell others of your satisfaction. Even with our promoting the bibliography to obvious interest groups, seeing it cited is still the best promotion. The importance of this work to the research community will be judged in large part by the number of entries found in the Social Sciences Citation Index.

The next update in 1995 will feature expanded searches of the proceedings of various disciplines. As you know, these are generally not available in databases and so there will be a manual search made to find these. We expect that several hundred entries will be added as the result of the

expansion of the proceedings search.

Your input and use of this work are sincerely solicited. We want to make it maximally useful to you and this is best accomplished with input from the users. If there are proceedings or search terms you wish added, or you have other suggestions, please do not hesitate to contact me through the Journal.

- Abbey, Antonia, Frank M. Andrews and Jill L. Halman, "Gender's Role in Responses to Infertility," *Psychology of Women Quarterly*, (June 1991), 15, 2, pp. 295-316.
- Abrahams, William B., "To Succeed in Japan: Give Customers Service, Then More Service," *Marketing News*, (December 4, 1989), 23, pp. 13.
- Abramowitz, Stephen I. and Hobart H. Sewell, "Marital Adjustment and Sex Therapy Outcomes," *Journal of Sex Research*, (November 1980), 16, 4, pp. 325-337.
- Abrioux, Marie Louise and Harvey W. Zingle, "An Exploration of the Marital and Life Satisfactions of Middle Aged Husbands and Wives," *Canadian Counsellor*, (January 1979), 13, 2, pp. 85-92.
- Ackerman, Norleen M., Glen O. Jenson and DeeVon Bailey, "Management and Involvement Factors Related to Financial Satisfaction," *Proceedings of the American Council on Consumer Interests*, 37th Annual Conference, Virginia Haldeman, editor, (1991), pp. 231.
- Adelman, Howard S., Linda Taylor and Perry Nelson, "Minors' Dissatisfaction with Their Life Circumstances," *Child Psychiatry and Human Development*, (Winter 1989), 20, 2, pp. 135-147.
- Adelman, Marcy, "Stigma, Gay Lifestyles, and Adjustment to Aging: A Study of Later Life Gay Men and Lesbians," *Journal of Homosexuality*, (1990), 20, 3-4, pp. 7-32.
- Ahlbrandt, Roger S. and Paul C. Brophy, "Management: An Important Element of the Housing Environment," *Environment and Behavior*, (December 1976), 8, 4, pp. 505-526.
- Ahmed, Zafar U. and Franklin B. Krohn, "International Tourism, Marketing, and Quality-of-Life in the Third World: India, A Case in Point," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 150-156.
- Ahmed, Ansaruddin, *General Well Being as a Function of Social Participation: A Statistical Test of Correlates and Intermediary Factors*. An unpublished doctoral dissertation, University of Akron, (1989).
- Akerele, Adebayo, "Current Business Attitudes Towards Consumer Satisfaction," *Ohio State University Bulletin of Business Research*, (October 1975), 50, 10, pp. 1-8.
- Akerlind, Ingemar and Jan Olof Hornquist, "Loneliness and Alcohol Abuse: A Review of Evidences of an Interplay," *Social Science and Medicine*, (February 1992), 34, 4, pp. 405-414.
- Alaia, Susan Lines, "Life Effects of Narcolepsy: Measures of Negative Impact, Social Support, and Psychological Well Being," *Loss, Grief and Care*, (1992), 5, 3-4, pp.1-22.
- Alain, Michel, "An Empirical Validation of Relative Deprivation," *Human Relations*, (August 1985), 38, 8, pp. 739-749.
- Albrecht, Don E. and H. Reed Geertsen, "Population Growth in Rural Communities: Residents' Perceptions of Its Consequences," *Journal of the Community Development Society*, (1982), 13, 2, pp.75-90.
- Albrecht, Stan L., "Correlates of Marital Happiness Among the Remarried," *Journal of Marriage and the Family*, (November 1979), 41, 4, pp. 857-867.
- Albrecht, Stan L. and Miles Green, "Attitudes Toward the Police and the Larger Attitude Complex: Implications for Police Community Relationships," *Criminology*, (May 1977), 15, 1, pp. 67-86.
- Alfthan, Torkel, "Industrialisation in the Ivory Coast: Impact on Employment and Basic Needs Satisfaction," *International Labour Review*, (November 1982), 121, 6, pp. 761-74.
- Alland, Sky, "Next Wave Research Moves Beyond the Questionnaire," *Marketing News*, (August 1991), 25, p. 8.
- Allen, Bruce H., Ruel C. Kahler, Ronald L. Tatham and David R. Anderson, "Bargaining Process as a Determinant of Postpurchase Satisfaction," *Journal of Applied Psychology*, (August 1977), 62, 4, pp. 487-492.
- Allen, Lawrence R. and Robert J. Beattie, "The Role of Leisure as an Indicator of Overall Satisfaction with Community Life," *Journal of Leisure Research*, (1984), 16, 2, pp. 99-109.
- Allen, Jeff, Duane Davis, Garland Keesling and William Grazer, "Segmenting the Mature Market by Characteristics of Organizational Response to Complaint Behavior," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone and V. Kuman, editors, (1992), III, pp. 72-78.
- Allen, Lawrence R. and Robert, Gibson, "Perceptions of Community Life and Services: A Comparison between Leaders and Community Residents," *Journal of the Community Development Society*, (1987), 18, 1, pp. 89-103.
- Alspach, Steven, "Women's Sex Role Attitudes and Life Satisfaction," *Sociological Focus*, (August 1982), 15, 3, pp. 279-287.
- Altany, David, "One Step Beyond Customer Satisfaction," *Industry Week*, (September 3, 1990), 239, pp. 11-15.
- Altrocchi, John, "Happy Traditional and Companionship Marriages," *Social Casework*, (September 1988), 69, 7, pp. 434-442.
- American Bankers Association, *Steps to Improving Service*

- Quality & Customer Satisfaction*, (1991), American Bankers Association.
- Ammassari, Elke Koch Weser, "Television and Cultural Innovation among Rural Youth, Televisione e innovativita culturale: il caso dei giovani in un ambiente rurale," *Studi di Sociologia*, (April-June 1982), 20, 2, pp. 91-111.
- Amos, Orley M., Jr., "A Reevaluation of Long Cycle Theories: Development as the Satisfaction of Hierarchical Needs," *Social Science Quarterly*, (June 1989), 70, 2, pp. 341-55.
- Amruthraj, Brunda and Indira J. Prakash, "Development of a Marital Satisfaction Scale," *India Psychological Studies*, (July 1985), 30, 2, pp. 124-126.
- Anantharaman, R. N., "A Study of Institutionalised and Noninstitutionalised Older People," *India Psychological Studies*, (January 1980), 25, 1, pp. 31-33.
- Anantharaman, R. N., "Activity vs Disengagement for Successful Ageing in Old Age," *Journal of Psychological Researches*, (May 1979), 23, 2, pp. 110-112.
- Anantharaman, R. N., "Physical Health and Adjustment in Old Age," *Journal of Psychological Researches*, (January 1981), 25, 1, pp. 46-50.
- Anantharaman, R. N., "Reliability and Validity of Life Satisfaction Questionnaire," *Indian Journal of Clinical Psychology*, (March 1980), 7, 1, pp. 59-61.
- Andersen, Ronald M., Ross M. Mullner, and Llewellyn J. Cornelius, "Black White Differences in Health Status: Methods or Substance?" *Milbank Quarterly*, (1987), 65, supplement 1, pp. 72-99.
- Anderson, Stephen A., et al., "Dropping out of Marriage and Family Therapy: Intervention Strategies and Spouses' Perceptions," *American Journal of Family Therapy*, (Spring 1985), 13, 1, pp. 39-54.
- Anderson, Royce, "The Elderly Mall Maven: In Pursuit of Quality-of-Life," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 12-15.
- Anderson, Elaine A., Alexander Chen, and Richard C. Hula, "Housing Strategies for the Elderly: Beyond the Ecological Model," *Journal of Housing for the Elderly*, (Fall 1984), 2, 3, pp. 47-60.
- Anderson, Ronald D., Jack L. Engledow and Helmut Becker, "Evaluating the Relationships among Attitude Toward Business, Product Satisfaction, Experience, and Search Effort," *Journal of Marketing Research*, (August 1979), 16, 3, pp. 394-400.
- Andresen, Gary D., "Vietnam's Central Highlanders: Adjustment and Adaptation in Greensboro, North Carolina," *Migration World Magazine*, (1990), 18, 5, pp. 5-10.
- Andrews, Vivian and David Baskin, "Patient Satisfaction with Treatment in a Psychiatric Partial Hospitalization Program in the South Bronx, New York City," *Psychology A Quarterly Journal of Human Behavior*, (1982), 19, 4, pp. 12-17.
- Andrus, David, Richard Ott, and David Donnally, "Tax Season Tips: Keeping the Customer Satisfied," *National Public Accountant*, (December 9, 1989), 34, p. 36.
- Andrus, David, and James Buchheister, "Major Factors Affecting Dental Consumer Satisfaction," *Health Marketing Quarterly*, (Fall 1985), 3, 1, pp. 57-68.
- Andrus, David, Richard Ott, and David Donnelly, "What Keeps Business Clients Happy with Tax Services?" *The Practical Accountant*, (January 3, 1989), 22, p. 82.
- Appelberg, Kirsi, Kalle Romanov, Marja Liisa Honkasalo, and Markku Koskenvuo, "Interpersonal Conflicts at Work and Psychosocial Characteristics of Employees," *Social Science and Medicine*, (1991), 32, 9, pp. 1051-1056.
- Applegate, Jane H., "Perceived Problems of Secondary School Students," *Journal of Educational Research*, (September-October 1981), 75, 1, pp. 49-55.
- Appleton, Sheldon, "Survey Research on Taiwan," *Public Opinion Quarterly*, (Winter 1976), 40, 4, pp. 468-481.
- Arias Galicia, Fernando, "Some Organizational Factors and Psychological Quality-of-Life," *Organization Development Journal*, (Spring 1984), 2, 1, pp. 2-3.
- Arias, Ernesto G., "The Contingent Nature of Participation and Housing Research," *Journal of Sociology*, (April-October 1989), 10, 1-2, pp. 81-99.
- Arias, Ileana, and K. Daniel O'Leary, "Semantic and Perceptual Discrepancies in Discordant and Nondiscordant Marriages," *Cognitive Therapy and Research*, (February 1985), 9, 1, pp. 51-60.
- Arntson, Paul, and David Droge, "Addressing the Value Dimension of Health Communication: A Social Science Perspective," *Journal of Applied Communication Research*, (Spring 1988), 16, 1, pp. 1-15.
- Aron, Elaine N. and Arthur Aron, "Transcendental Meditation Program and Marital Adjustment," *Psychological Reports*, (December 1982), 51, 3, Part 1, pp. 887-890.
- Asbjornsen, Thor O., Stig B. Matthiesen, Brit M. Stokka, and Rolf Eide, "Arbeidsloshet og helse. Effekter av psykososiale belastningsfaktorer pa psykisk og somatisk helse blant unge arbeidsledige" "Unemployment and Health: The Effects of Psychosocial Stressors on Psychic and Somatic Health among Unemployed Young People," *Forskningssenter for Arbeidsmiljo, Helse og Sikkerhet*, Bergen, Norway Tidsskrift for Norsk Psykologforening, (January 1985), 22, 1, pp. 3-13.
- Asher, Steven R., Shelley Hymel, and Peter D. Renshaw, "Loneliness in Children," *Child Development*, (August 1984), 55, 4, pp. 1456-1464.
- Atchley, Robert C., "Retirement: Leaving the World of

- Work," *Annals of the American Academy of Political and Social Science*, (November 1982), 464, pp. 120-131.
- Attkisson, C. Clifford, Robert E. Roberts, and Gregory C. Pascoe, "The Evaluation Ranking Scale: Clarification of Methodological and Procedural Issues," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 349-358.
- Awasthi, Bina, and D. S. Janbandhu, "Effect of Socio Economic Status and Intellectual Ability on Self Ideal Disparity among Adolescents," *Psycho Lingua*, (July 1988), 18, 2, pp. 99-106.
- Baccigalupo, Alain, "The Protector of the Citizen, Le Protecteur Du Citoyen," *Recherches Sociographiques*, (September-December 1975), 16, 3, pp. 353-373.
- Bach, Robert L. and Joel Smith, Joel, "Community Satisfaction, Expectations of Moving, and Migration," *Demography*, (May 1977), 14, 2, pp. 147-67.
- Baer, Douglas E., Edward Grabb, and William A. Johnston, "Economic Dissatisfaction, Potential Unionism, and Attitudes toward Unions in Canada," *Revue Canadienne de Sociologie et d'Anthropologie / Canadian Review of Sociology and Anthropology*, (February 1991), 28, 1, pp. 67-83.
- Bagarozzi, Dennis A. and John S. Wodarski, "A Social Exchange Typology of Conjugal Relationships and Conflict Development," *Journal of Marriage and Family Counseling*, (October 1977), 3, 4, pp. 53-60.
- Bagarozzi, Dennis A. and John S. Wodarski, "Behavioral Treatment of Marital Discord," *Clinical Social Work Journal*, (Summer 1978), 6, 2, pp. 135-154.
- Bagarozzi, Dennis A., "Marital Power Discrepancies and Symptom Development in Spouses: An Empirical Investigation," *American Journal of Family Therapy*, (Spring 1990), 18, 1, pp. 51-64.
- Bagozzi, Richard P., "The Nature and Causes of Self Esteem, Performance, and Satisfaction in the Sales Force: A Structural Equation Approach," *Journal of Business*, (July 1980), 53, 3, Part 1, pp. 315-31.
- Bahr, Stephen J., C. Bradford Chappell, and Geoffrey K. Leigh, "Age at Marriage, Role Enactment, Role Consensus, and Marital Satisfaction," *Journal of Marriage and the Family*, (November 1983), 45, 4, pp. 795-803.
- Bailey, Earl L., "Creating Customer Satisfaction," The Conference Board, Incorporated, (1990).
- Bailey, Robert, Jr., "Militants and Conventionalists: Role Behavior and Neighborhood Participation," *Journal of Voluntary Action Research*, (April 1973), 2, 2, pp. 102-111.
- Baird, Robert M. "Meaning in Life: Discovered or Created?" *Journal of Religion and Health*, (Summer 1985), 24, 2, pp. 117-124.
- Bajoit, Guy, "Exit, Voice, Loyalty and Apathy: Individual Reactions to Dissatisfaction," *Revue française de Sociologie*, (April-June 1988), 29, 2, pp. 325-345.
- Bakx, Keith, "The 'Eclipse' of Folk Medicine in Western Society," *Sociology of Health and Illness*, (March 1991), 13, 1, pp. 20-38.
- Baldassare, Mark, "The Effects of Household Density on Subgroups," *American Sociological Review*, (February 1981), 46, 1, pp. 110-118.
- Baldassare, Mark, Sarah Rosenfield, and Karen S. Rook, "The Types of Social Relations Predicting Elderly Well Being," *Research on Aging*, (December 1984), 6, 4, pp. 549-559.
- Ball, Richard E., "Marital Status, Household Structure, and Life Satisfaction of Black Women," *Social Problems*, (April 1983), 30, 4, pp. 400-409.
- Ball, Richard E. and Lynn Robbins, "Black Husbands' Satisfaction with Their Family Life," *Journal of Marriage and the Family*, (November 1986), 48, 4, pp. 849-855.
- Bamundo, Paul J. and Richard E. Kopelman, "The Moderating Effects of Occupation, Age, and Urbanization on the Relationship between Job Satisfaction and Life Satisfaction," *Journal of Vocational Behavior*, (August 1980), 17, 1, pp. 106-123.
- Bamundo, Paul J. and Richard E. Kopelman, "The Moderating Effects of Occupation, Age, and Urbanization on the Relationship between Job Satisfaction and Life Satisfaction," *Journal of Vocational Behavior*, (August 1980), 17, 1, pp. 106-123.
- Band, William, "Ten Good Excuses Keep Customers at a Distance," *Marketing News*, (March 13, 1989), 23, pp. 17-18.
- Band, William, "The Three I's of Customer Satisfaction Need Your Vision," *Marketing News*, (October 23, 1989), 23, pp. 17.
- Band, William, "Customer Satisfaction Research can Improve Decision Making," *Marketing News*, (February 5, 1990), 24, pp. 13+.
- Band, William, "Use Baldrige Criteria as Guide to Improving Quality," *Marketing News*, (October 1, 1990), 24, pp. 2+.
- Banner, David K. and Helen LaVan, "Implications of the Work/Leisure Relationship for Managerial Decision Making," *Leadership and Organization Development Journal*, (1985), 6, 1, pp. 12-15.
- Barbee, Cliff, and Valerie Bott, "Customer Treatment as a Mirror of Employee Treatment: Case Studies from Hospitality/Hotel Industry," *Advanced Management Journal*, (Spring 1991), 56, pp. 27-32.
- Barling, Julian, Stephen Bluen, and Verne Moss, "Type A Behavior and Marital Dissatisfaction: Disentangling the Effects of Achievement Striving and Impatience Irritability," *Journal of Psychology*, (May 1990), 124, 3, pp. 311-319.
- Barling, Julian, "Effects of Husbands' Work Experiences on Wives' Marital Satisfaction," *Journal of Social Psychology*, (December 1984), 124, 2, pp. 219-225.
- Barnes, Howard L., Walter R. Schumm, Anthony P. Jurich, and Stephan R. Bollman, "Marital Satisfaction:

- Positive Regard Versus Effective Communications as Explanatory Variables," *Journal of Social Psychology*, (June 1984), 123, 1, pp. 71-78.
- Barnett, Elyse Ann, *Perceptions of Menopause: Importance of Role Satisfaction in a Peruvian Town*. Unpublished doctoral dissertation, Stanford University.
- Barrier, Michael, "A New Sense of Service: Customer Satisfaction at Stew Leonard's Wegmans Food Markets and Wallace Co.," *Nation's Business*, (June 1991), 79, pp. 16-19+.
- Barsky, Arthur J., "The Paradox of Health," *New England Journal of Medicine*, (February 1988), 318, 7, pp. 414-418.
- Barth, Richard P., Betty J. Blythe, Steven Paul Schinke, and Robert F. Schilling II, "Self Control Training with Maltreating Parents," *Child Welfare*, (July-August 1983), 62, 4, pp. 313-324.
- Bartlett, Edward E. and Richard A. Windsor, "Health Education and Medicine: Competition or Cooperation?" *Health Education Quarterly*, (Fall 1985), 12, 3, pp. 219-229.
- Bartol, Kathryn M., "The Effect of Male versus Female Leaders on Follower Satisfaction and Performance," *Journal of Business Research*, (January 1975), 3, 1, pp. 33-42.
- Barusch, Amanda Smith, and Marc L. Spaulding, "The Impact of Americanization on Intergenerational Relations: An Exploratory Study on the U.S. Territory of Guam," *Journal of Sociology and Social Welfare*, (September 1989), 16, 3, pp. 61-79.
- Baucum, Donald H., "Conceptual and Psychometric Issues in Evaluating the Effectiveness of Behavioral Marital Therapy," *Advances in Family Intervention, Assessment and Theory*, (1983), 3, pp. 91-117.
- Bauer, Martin, "Near Death Experiences and Attitude Change," *Anabiosis*, (Spring 1985), 5, 1, pp. 39-47.
- Baucum, Donald H. and Pamela A. Aiken, "Sex Role Identity, Marital Satisfaction, and Response to Behavioral Marital Therapy," *Journal of Consulting and Clinical Psychology*, (June 1984), 52, 3, pp. 438-444.
- Baucum, Donald H., "Assessing Change in the Clinical Practice of Marital Therapy," *American Journal of Family Therapy*, (Summer 1983), 11, 2, pp. 67-70.
- Bauersfeld, Judith Lynne, *A Step Away*. Unpublished doctoral dissertation, University of Pittsburgh, (1990).
- Bazargan, Mohsen, Tai S. Kang, and Shahrzad Bazargan, "A Multivariate Comparison of Elderly African Americans and Caucasians Voting Behavior: How Do Social, Health, Psychological, and Political Variables Affect Their Voting?" *International Journal of Aging and Human Development*, (1991), 32, 3, pp. 181-198.
- Beach, Steven R. and Joan E. Broderick, "Commitment: A Variable in Women's Response to Marital Therapy," *American Journal of Family Therapy*, (Winter 1983), 11, 4, pp. 16-24.
- Bean, Frank D., Russell L. Curtis, and John P. Marcum, "Familism and Marital Satisfaction among Mexican Americans: The Effects of Family Size, Wife's Labor Force Participation, and Conjugal Power," *Journal of Marriage and the Family*, (November 1977), 39, 4, pp. 759-767.
- Beatty, Sharon E. and Benton E. Gup, "A Guide to Building a Customer Service Orientation," *Journal of Retail Banking*, (Summer 1989), 11, pp. 15-22.
- Bebko, Charlene P., Rajendar Garg, and Krish S. Krishnan, "Satisfying Healthcare Case Needs of Elderly: Applying the Servqual Model," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 20-25.
- Becker, Marshall H. and Lois A. Maiman, "Strategies for Enhancing Patient Compliance," *Journal of Community Health*, (Winter 1980), 6, 2, pp. 113-135.
- Bedeian, Arthur G. and Larry D. Marbert, "Individual Differences in Self Perception and the Job-Life Satisfaction Relationship," *Journal of Social Psychology*, (October 1979), 109, 1, pp. 111-118.
- Bedeian, Arthur G., Beverly G. Burke, and Richard G. Moffett, "Outcomes of Work Family Conflict among Married Male and Female Professionals," *Journal of Management*, (September 1988), 14, 3, pp. 475-491.
- Bedeian, Arthur G., Kevin W. Mossholder, and Achilles A. Armenakis, "Role Perception Outcome Relationships: Moderating Effects of Situational Variables," *Human Relations*, (February 1983), 36, 2, pp. 167-183.
- Bekker, Simon, Kirk Helliker, and Eileen Lambie, "Quality-of-Life in Grahamstown, East London and Mdantsane: Preliminary Results," *Suid Afrikaanse Tydskrif vir Sosiologie / South African Journal of Sociology*, (April 1981), 12, 1, pp. 48-64.
- Beland, Francois, "The Effect of Co-Residence on the Lodging Wishes of Aged Persons, L'Effet de la coresidence sur les desirs d'hebergement des personnes agees," *Recherches Sociographiques*, (May-August 1984), 25, 2, pp. 267-283.
- Belanger, Lucie and Marc Andre Delisle, "Relationships between Compulsory Activities, Leisure, Life Satisfaction and Boredom in a Group of Aged People, Les Relations entre les activites obligatoires, les loisirs, la satisfaction de vivre et l'ennui dans un groupe de personnes agees," *Loisir and Societe / Society and Leisure*, (November 1979), 2, 2, pp. 427-447.
- Belk, Russel W., "Materialism: Trait Aspects of Living in the Material World," *Journal of Consumer Research*, (December 1985), 12, 3, pp. 265-280.
- Bell, Bill D., "Life Satisfaction and Occupational Retirement: Beyond the Impact Year," *Omaha International Journal of Aging and Human Development*, (1978), 9, 1, pp. 31-50.
- Belsky, Jay, and Emily Pensky, "Marital Change across

- the Transition to Parenthood," *Marriage and Family Review*, (1988), 12, 3 4, pp. 133-156.
- Bendo, Audree A. and Harold Feldman, "A Comparison of the Self Concept of Low Income Women with and without Husbands Present," *Cornell Journal of Social Relations*, (Spring 1973), 9, 1, pp. 53-85.
- Benin, Mary Holland, and Barbara Cable Nienstedt, "Happiness in Single and Dual Earner Families: The Effects of Marital Happiness, Job Satisfaction, and Life Cycle," *Journal of Marriage and the Family*, (November 1985), 47, 4, pp. 975-984.
- Bennett, Christine, and Alton M. Okinaka, "Factors Related to Persistence among Asian, Black, Hispanic, and White Undergraduates at a Predominantly White University: Comparison between First and Fourth Year Cohorts," *Urban Review*, (March 1990), 22, 1, pp. 33-60.
- Bennett, Rex, "Marketing and Competitive Advantage: How to Satisfy the Customer, Profitably," *Bank Marketing*, (January 1992), 24, pp. 36-7.
- Bennun, Ian, "Evaluating Marital Therapy: A Hospital and Community Study," *British Journal of Guidance and Counselling*, (January 1984), 12, 1, pp. 84-91.
- Bennun, Ian, "Prediction and Responsiveness in Behavioural Marital Therapy," *England Behavioural Psychotherapy*, (July 1985), 13, 3, pp. 186-201.
- Berg, Stig, Boo Johansson, and Bo Ensamhet Malmberg, "Loneliness," *Nordisk Psykologi*, (1982), 34, 3, pp. 303-311.
- Berg, Phyllis, and Douglas K. Snyder, "Differential Diagnosis of Marital and Sexual Distress: A Multidimensional Approach," *Journal of Sex and Marital Therapy*, (Winter 1981), 7, 4, pp. 290-295.
- Berger, Raymond M., "Passing: Impact on the Quality of Same Sex Couple Relationships," *Social Work*, (July 1990), 35, 4, pp. 328-332.
- Berger, Raymond M., "The Unseen Minority: Older Gays and Lesbians," *Social Work*, (May 1982), 27, 3, pp. 236-242.
- Berger, Regina, and Hans Michael Mohr, "Quality-of-Life in the Federal Republic of Germany 1978 and 1984, Lebensqualität in der Bundesrepublik 1978 und 1984," *Soziale Welt*, (1986), 37, 1, pp. 25-47.
- Bergermaier, Rene, Ingwer Borg, and Joseph E Champoux, "Structural Relationships among Facets of Work, Nonwork, and General Well Being," *Work and Occupations*, (May 1984), 11, 2, pp. 163-181.
- Berla, Nancy, and Susan Hlesciak Hall, *Beyond the Open Door: A Citizens Guide to Increasing Public Access to Local School Boards*, (1989), National Committee for Citizens in Education.
- Berman, Ellen M., William R. Miller, Neville Vines, and Harold I. Lief, "The Age 30 Crisis and the 7 Year Itch," *Journal of Sex and Marital Therapy*, (Fall 1977), 3, 3, pp. 197-204.
- Berry, Bernita C., *The Global Well Being of the Older Black Woman*. Unpublished doctoral dissertation, Kent State University (1989).
- Berry, Dick, "Modeling Customer Satisfaction," *Business Marketing*, (October 1989), 74, pp. 62+.
- Berry, Ruth E. and Flora L. Williams, "Assessing the Relationship between Quality-of-Life and Marital and Income Satisfaction: A Path Analysis Approach," *Journal of Marriage and the Family*, (February 1987), 49, 1, pp. 107-116.
- Bertakis, Klea D., "The Communication of Information from Physician to Patient: A Method for Increasing Patient Retention and Satisfaction," *Journal of Family Practice*, (August 1977), 5, 2, pp. 217-222.
- Berther, Harvey, "Group Participation Techniques Instruction: A Teacherless Approach," *Journal for Specialists in Group Work*, (August 1981), 6, 3, pp. 148-154.
- Bertrand, Kate, "With Customers, the Closer the Better" *Business Marketing*, (July 1989), 74, pp. 68-9.
- Bertrand, Kate, "In Service, Perception Counts," *Business Marketing*, (April 1989), 74, pp. 44 6+.
- Beswick, D., G. Rao, and G. Lakshmana, "Cultural Differences and Similarities in Academic Motivation: A Comparison of Indian and Australian Student Attitudes," *Australian Journal of Education*, (June 1976), 20, 2, pp. 184-201.
- Better, Shirley Jean, *Black Working Women: Role Perception, Role Strain, and Life Satisfaction*. Unpublished doctoral dissertation, University of California, Los Angeles (1988).
- Bettman, James R., "Consumer Psychology," *Annual Review of Psychology*, (1986), 37, pp. 257-289
- Betz, Ellen L. "Two Tests of Maslow's Theory of Need Fulfillment," *Minneapolis Journal of Vocational Behavior*, (April 1984), 24, 2, pp. 204-220.
- Beutell, Nicholas, and J. Jeffrey H. Greenhaus, "Interrole Conflict among Married Women: The Influence of Husband and Wife Characteristics on Conflict and Coping Behavior," *Journal of Vocational Behavior*, (August 1982), 21, 1, pp. 99-110.
- Bhagat, Rabi S. and Marilyn B. Chassie, "The Role of Self Esteem and Locus of Control in the Differential Prediction of Performance, Program Satisfaction, and Life Satisfaction in an Educational Organization," *Journal of Vocational Behavior*, (December 1978), 13, 3, pp. 317-326.
- Bharadwaj, Sundar A., Charles M. Futrell, and Donna M. Kantak, "Antecedents of Student Satisfaction: A Causal Analysis," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, p. 525.
- Bhasin, Roberta, "Finding Out What the Customer Wants," *Pulp & Paper*, (April 1991), 65, p. 41.
- Bhote, Keki R., "The Next Operation is Your Customer," *Supervisory Management*, (January 1992), 39, p. 8.
- Biggs, Donald A., Joel Brown, and Gordon Kingston, "Citizens' Educational Values and Their Satisfaction with a State University," *Research in Higher*

- Education*, (April 1977), 6, 2, pp. 157-167
- Bigulov, Vladimir Kharitonovich, Aleksandr Olegovich Kryshtanovskiy, and A. S. Michurin, "Welfare and Prosperity: Index Construction and Interconnections Analysis, Material'noe blagosostoyanie i sotsial'noe blagopoluchie: opty postroeniya indeksov i analiz vzaimosvyasi," *Sotsiologicheskije Issledovaniya*, (October-December 1984), 11, 4, pp. 88-93.
- Birren, James E. and V. Jayne Renner, "Concepts and Criteria of Mental Health and Aging," *American Journal of Orthopsychiatry*, (April 1981), 51, 2, pp. 242-254.
- Bishop, Lowell Jay, *Predictors of Life Satisfaction in Dual Career Marriages*. Unpublished doctoral dissertation, Case Western Reserve University, (1988).
- Bitner, Mary Jo, "Evaluating Service Encounters: The Effects of Physical Surroundings and Employee Responses," *Journal of Marketing*, (April 1990), 54, pp. 69-82.
- Bitran, Gabriel R. and Johannes Hoech, "The Humanization of Service: Respect at the Moment of Truth," *Sloan Management Review*, (Winter 1990), 31, pp. 89-96.
- Bjorklund, Birgitta, "The Landslide in Tuve: The Family and Its Housing Situation, Skredet i Tuve: familjen och dess bostadssituation," *Disaster Studies*, (1981), 13, pp.1-74.
- Black, Joseph T., *The Attitude Connection: Focus on Quality*, (1991), Life Vision Books.
- Blais, Marc R., Robert J. Vallerand, Nathalie M. Briere, Alain Gagnon, Luc G. Pelletier, "Significance, Structure, and Gender Differences in Life Domains of College Students," *Sex Roles*, (February 1990), 22, 3 4, pp. 199-212.
- Blake, Judith, "The Only Child in America: Prejudice versus Performance," *Population and Development Review*, (March 1981), 7, 1, pp. 43-54.
- Blake, Brian F. and Vernon Ryan, "Toward a Broader Scope for Community Development," *Journal of the Community Development Society*, (Spring 1976), 7, 1, pp. 107-115.
- Blake, Robert L., Jr. and Priscilla A. Guild, "Mid Level Practitioners in Rural Health Care: A Three Year Experience in Appalachia," *Journal of Community Health*, (Fall 1978), 4, 1, pp. 15-22.
- Blanchard Fields, Fredda, and Larry Friedt, "Age as a Moderator of the Relation between Three Dimensions of Satisfaction and Sex Role," *Sex Roles*, (June 1988), 18, 11-12, pp. 759-768.
- Blandford, Audrey A. and Neena L. Chappell, "Subjective Well Being among Native and Non-Native Elderly Persons: Do Differences Exist?" *Canadian Journal on Aging / Revue Canadienne du Vieillessement*, (Winter 1990), 9, 4, pp. 386-399.
- Blom, Svein, and Ola Listhaug, "Family and Quality-of-Life, Familie og livskvalitet," *idsskrift for samfunnsforskning*, (1988), 29, 1, pp. 5-28.
- Bloom, Bernard L., Robert L. Niles, and Anna M. Thatcher, "Sources of Marital Dissatisfaction among Newly Separated Persons," *Journal of Family Issues*, (September 1985), 6, 3, pp. 359-373.
- Blyth, Dale A., Roberta G. Simmons, Richard Bulcroft, Debbie Felt, Edward F. Van Cleave, and Diane Mitsch Bush, "The Effects of Physical Development on Self Image and Satisfaction with Body Image for Early Adolescent Males," *Research in Community and Mental Health*, (1981), 2, pp. 43-73.
- Boettcher, Richard E., "Interspousal Empathy, Marital Satisfaction, and Marriage Counseling," *Journal of Social Service Research*, (Fall 1977), 1, 1, pp. 105-113.
- Bokor, Agnes, "Public Opinion in Relation to the Change of System in Hungary, Die offentliche Meinung im Zuge des Systemwandels in Ungarn," *Journal fur Sozialforschung*, (1991), 31, 1, pp. 51-87.
- Bolles, Richard N., *How to Find Your Mission in Life*, (1991), Ten Speed Press.
- Bolton, Ruth N. and James H. Drew, "A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes," *Journal of Marketing*, (January 1991), 55 pp. 1-9.
- Bond, John B., "Volunteerism and Life Satisfaction among Older Adults," *Canadian Counsellor*, (April 1982), 16, 3, pp. 168-172.
- Booth, Alan and Lynn White, "Thinking about Divorce," *Journal of Marriage and the Family*, (August 1980), 42, 3, pp. 605-616.
- Booth, Alan, David R. Johnson, Lynn White, and John N. Edwards, "Women, Outside Employment, and Marital Instability," *American Journal of Sociology*, (November 1984), 90, 3, pp. 567-583.
- Borawski, Paul E., "Implementing Quality," *Association Management*, (June 1992), 44, pp. 26-9+.
- Borden, William, "Beneficial Outcomes in Adjustment to HIV Seropositivity," *Social Service Review*, (September 1991), 65, 3, pp. 434-449.
- Borges, Marilyn A., Joseph R. Levine, and Linda J. Dutton, "Men's and Women's Ratings of Life Satisfaction by Age of Respondent and Age Interval Judged," *Sex Roles*, (August 1984), 11, 3-4, pp. 345-350.
- Bornstein, Philip H. and Robert G. Rychtarik, "Consumer Satisfaction in Adult Behavior Therapy: Procedures, Problems, and Future Perspectives," *Behavior Therapy*, (March 1983), 14, 2, pp. 191-208.
- Bouchard, Camil, and Sylvie Drapeau, "The Psychological Adjustment of Children from Separated Families: The Role of Selected Social Support Variables," *Journal of Primary Prevention*, (Summer 1991), 11, 4, pp. 259-276.
- Bowen, Gary L., "Family Life Satisfaction: A Value Based Approach," *Family Relations*, (October 1988), 37, 4, pp. 458-462.
- Bowen, Gary Lee, "Families in Blue: Insights from Air

- Force Families," *Social Casework*, (October 1985), 66, 8, pp. 459-466.
- Bowerman, Charles E. and Stephen J. Bahr, "Conjugal Power and Adolescent Identification with Parents," *Sociometry*, (September 1973), 36, 3, pp. 366-377.
- Bowles, Jerry, "Is American Management Really Committed to Quality?" *Management Review*, (April 1992), 81, pp. 42-6.
- Brackbill, Yvonne, and Donna Kitch, "Intergenerational Relationships: A Social Exchange Perspective on Joint Living Arrangements among the Elderly and Their Relatives," *Journal of Aging Studies*, (Spring 1991), 5, 1, pp. 77-97.
- Brackney, Barbara E., "The Impact of Home Hemodialysis on the Marital Dyad," *Journal of Marital and Family Therapy*, (January 1979), 5, 1, pp. 55-60.
- Brady, Helen V., "A Case Study Method of Assessing Consumer Satisfaction with School Psychology Services," *School Psychology Review*, (1985), 14, 2, pp. 216-221.
- Brand, H. J., S.S. Roos, and A.B. van der Merwe, "Die invloed van geslagsverskille op die aanvaarding van infertiliteit" (The influence of sex differences on the acceptance of infertility), *South African Journal of Psychology*, (1981), 11, 4, pp. 148-152. Afrikaans
- Brady, John P., "An Empirical Study of Behavioral Marital Therapy in Groups," *Behavior Therapy*, (June 1977), 8, 3, pp. 512-513.
- Brennan, Geoffrey and Michael Brooks, "On Information and Satisfaction," *Southern Economic Journal*, (April 1980), 46, 4, pp. 1157-62.
- Brenner, Gail F., Nancy K. Norvell, and Marian Limacher, "Supportive and Problematic Social Interactions: A Social Network Analysis," *American Journal of Community Psychology*, (December 1989), 17, 6, pp. 831-836.
- Breslau, Naomi, and Marie R. Haug, "Service Delivery Structure and Continuity of Care: A Case Study of a Pediatric Practice in Process of Reorganization," *Journal of Health and Social Behavior*, (December 1976), 17, 4, pp. 339-352.
- Brewton, Charles, "Quality Circles can Improve Guest Satisfaction," *Hotel & Motel Management*, (November 5, 1990), 205, pp. A38+.
- Brichacek, Vaclav, and Oldrich Miksik, "Relationship between the Structure of Actual Psychological States and General Life Satisfaction," *Studia Psychologica*, (1981), 23, 1, pp. 29-35.
- Brief, Arthur P. and John R. Hollenbeck, "Work and the Quality-of-Life," Special Issue: Job Satisfaction, *International Journal of Psychology*, (April 1985), 20, 2, pp. 199-206.
- Brinkerhoff, David B. and Lynn K. White, "Marital Satisfaction in an Economically Marginal Population," *Journal of Marriage and the Family*, (May 1978), 40, 2, pp. 259-267.
- Briscoe, Monica E., "Sex Differences in Perception of Illness and Expressed Life Satisfaction," *Psychological Medicine*, (May 1978), 8, 2, pp. 339-345.
- Brock, Gregory W. and Harvey Joanning, "A Comparison of the Relationship Enhancement Program and the Minnesota Couple Communication Program," *Journal of Marital and Family Therapy*, (October 1983), 9, 4, pp. 413-421.
- Brockett, Ralph G., "The Relationship between Self Directed Learning Readiness and Life Satisfaction among Older Adults," *Adult Education Quarterly*, (Summer 1985), 35, 4, pp. 210-219.
- Brockway, Barbara Stephens, "The Evaluation of Physician Competency: A Reply to Tremblay," *Evaluation and Program Planning*, (1979), 2, 3, pp. 229-230.
- Brod, Rodney L., Philip A. May, and Thomas J. Stewart, "Recruitment and Retention of Federal Physicians on the Navajo Reservation," *Social Science Journal*, (October 1982), 19, 4, pp. 47-66.
- Broderick, Joan E. and K. Daniel O'Leary, "Contributions of Affect, Attitudes, and Behavior to Marital Satisfaction," *Journal of Consulting and Clinical Psychology*, (August 1986), 54, 4, pp. 514-517.
- Brody, Gene H. and Rex Forehand, "The Efficacy of Parent Training with Maritally Distressed and Nondistressed Mothers: A Multimethod Assessment," *Behaviour Research and Therapy*, (1985), 23, 3, pp. 291-296.
- Brody, E. W., "Public Relations Management: Remember Customer Satisfaction," *Public Relations Quarterly*, (Winter 1991-1992), 36, p. 22.
- Broman, Clifford L., "Satisfaction among Blacks: The Significance of Marriage and Parenthood," *Journal of Marriage and the Family*, (February 1988), 50, 1, pp. 45-51.
- Bronzaft, Arline L. and Roslyn F. Hayes, "Family Characteristics and Life Satisfaction of High Academic Achievers," *Mankind Quarterly*, (Fall 1983), 24, 1, pp. 37-59.
- Brook, Judith A., "The Link between Self Esteem and Work/Nonwork Perceptions and Attitudes," *Applied Psychology: An International Review / Psychologie Appliquee: Revue Internationale*, (July 1991), 40, 3, pp. 269-280.
- Brookings, Jeffrey B., Brian Bolton, Clifford E. Brown, and Alan McEvoy, "Self Reported Job Burnout among Female Human Service Professionals," *Journal of Occupational Behaviour*, (April 1985), 6, 2, pp. 143-150.
- Broomhall, Helen S. and Anthony H. Winefield, "A Comparison of the Affective Well Being of Young and Middle Aged Unemployed Men Matched for Length of Unemployment," *British Journal of Medical Psychology*, (March 1990), 63, 1, pp. 43-52.
- Brown, Stanley A., "Yes, Please Complain!" *Canadian Banker*, (March-April 1990), 97, pp. 26-7.
- Brown, Stephen W., *Patient Satisfaction Pays: Quality Service for Practice Success*, (1993), Aspen

- Publishers, Incorporated.
- Brown, Timothy P., "Internal Research Helps to Define Service Quality (Internal Focus Groups Spotlight Customer Satisfaction Problems)," *Marketing News*, (February 4, 1991), 25, p. 11.
- Brownbridge, Garry, Guy A. Herzmark, and Toby D. Wall, "Patient Reactions to Doctors' Computer Use in General Practice Consultations," *Social Science and Medicine*, (1985), 20, 1, pp. 47-52.
- Brown, Ralph B., H. Reed Geertsen, and Richard S. Krannich, "Community Satisfaction and Social Integration in a Boomtown: A Longitudinal Analysis," *Rural Sociology*, (Winter 1989), 54, 4, pp. 568-586.
- Brown, Anita C. and Dennis K. Orthner, "Relocation and Personal Well Being among Early Adolescents," *Journal of Early Adolescence*, (August 1990), 10, 3, pp. 366-381.
- Brown, William R. and David Brown, "Enhancing Life Satisfaction for Older Adults," *Journal of Applied Sociology*, (1988), 5, pp. 73-87.
- Browne, J. Patrick and Timothy J. Lukes, "Women Called Catholics: The Sources of Dissatisfaction with the Church, Santa Clara County, California," *Journal for the Scientific Study of Religion*, (June 1988), 27, 2, pp. 284-290.
- Brownstein, Cynthia D. and David A. Hardcastle, "The Consistent Variable: Gender and Income Differences of Social Work Administrators," *California Sociologist*, (Winter 1984), 7, 1, pp. 69-81.
- Bruch, Monroe A. and Thomas Skovholt, "Congruence of Holland Personality Type and Marital Satisfaction," *Measurement and Evaluation in Counseling and Development*, (October 1985), 18, 3, pp. 100-107.
- Bryant, Fred B. and John T. Marquez, "Educational Status and the Structure of Subjective Well Being in Men and Women," *Social Psychology Quarterly*, (June 1986), 49, 2, pp. 142-153.
- Bubolz, Margaret M., Joanne B. Eicher, Sandra J. Evers, and M. Suzanne Sontag, "A Human Ecological Approach to Quality-of-Life: Conceptual Framework and Results of a Preliminary Study," *Social Indicators Research*, (January 1980), 7, 1-4, pp. 103-136.
- Buehler, Cheryl, "The Social and Emotional Well Being of Divorced Residential Parents," *Sex Roles*, (March 1988), 18, 5-6, pp. 247-257.
- Bugaighis, Margaret A., Walter R. Schumm, Stephen R. Bollman, and Anthony P. Jurich, "Locus of Control and Marital Satisfaction," *Journal of Psychology*, (July 1983), 114, 2, pp. 275-279.
- Bulcock, Jeffrey W., Morley E. Whitt, and Mona J. Beebe, "Gender Differences, Student Well Being and High School Achievement," *Alberta Journal of Educational Research*, (September 1991), 37, 3, pp. 209-224.
- Burekhardt, Carol S., Susan L. Woods, Alyce A. Schultz, and Donna M. Ziebarth, "Quality-of-Life of Adults with Chronic Illness: A Psychometric Study," *Research in Nursing and Health*, (December 1989), 12, 6, pp. 347-354.
- Burke, Ronald J., Tamara Weir, and Denise Harrison, "Disclosure of Problems and Tensions Experienced by Marital Partners," *Psychological Reports*, (April 1976), 38, 2, pp. 531-542.
- Burke, Ronald J. and Tamara Weir, "Impact of Occupational Demands on Nonwork Experiences," *Group and Organization Studies*, (December 1981), 6, 4, pp. 472-485.
- Burke, Ronald J. and Tamara Weir, "Occupational Locking In: Some Empirical Findings," *Journal of Social Psychology*, (December 1982), 118, 2, pp. 177-185.
- Burke, Ronald J., "Occupational Demands on Administrators and Spouses' Satisfaction and Well Being," *Psychological Reports*, (December 1982), 51, 3, (Pt 1), pp. 823-836.
- Burke, Ronald J. and Patricia Bradshaw, "Occupational and Life Stress and the Family," *Small Group Behavior*, (August 1981), 12, 3, pp. 329-375.
- Burke, Ronald J. and Tamara Weir, "The Type A Experience: Occupational and Life Demands, Satisfaction and Well Being," *Journal of Human Stress*, (December 1980), 6, 4, pp. 28-38.
- Burke, Ronald J., "Impact of Occupational Demands on Nonwork Experiences of Senior Administrators," *Journal of Psychology*, (November 1982), 112, 2, pp. 195-211.
- Burke, Ronald J., "Type A Behaviour of Administrators and Spouses' Reports of Marital Satisfaction and Well Being: Only a Partial Replication," *Psychological Reports*, (February 1982), 50, 1, pp. 315-325.
- Burke, Ronald J., Tamara Weir, and Richard E. DuWors, "Type A Behavior of Administrators and Wives' Reports of Marital Satisfaction and Well Being," *Journal of Applied Psychology*, (February 1979), 64, 1, pp. 57-65.
- Burke, Ronald J., "The Closing at Canadian Admiral: Correlates of Individual Well Being Sixteen Months After Shutdown," *Psychological Reports*, (August 1984), 55, 1, pp. 91-98.
- Burke, Ronald J. and Tamara Weir, "Helping Responses of Parents and Peers and Adolescent Well Being," *Journal of Psychology*, (May 1979), 102, 1, pp. 49-62.
- Burns, Ailsa and Ross Homel, "Sex Role Satisfaction among Australian Children: Some Sex, Age, and Cultural Group Comparisons," *Psychology of Women Quarterly*, (September 1986), 10, 3, pp. 285-296.
- Burt, Ronald S., James A. Wiley, Michael J. Minor, and James R. Murray, "Structure of Well Being: Form, Content, and Stability Over Time," *Sociological Methods and Research*, (February 1978), 6, 3, pp. 365-407.
- Bush, Victoria and Emin Babakus, "Explaining Consumer Complaint Behavior Via the Learned Helplessness Paradigm," *AMA Summer Educator's Conference*

- Proceedings*, Robert P. Leone and V. Kuman, editors, (1992), III, pp. 389-390.
- Byrne, Mary, "A Zest for Life," *Journal of Gerontological Nursing*, (April 1985), 11, 4, pp. 30-33.
- Calasanti, Toni Marie, *Work, Gender and Retirement Satisfaction*. Unpublished doctoral dissertation, University of Kentucky, (1988).
- Byrne, Patrick M. and William J. Markham, "How the Flow of Materials Can Lead to Customer Satisfaction: A Study Points the Way," *National Productivity Review*, (Spring 1992), 11, pp. 169-80.
- Calkins, Laurel B., "Managers Make the Grade," *Business Month*, (June 1989), 133, pp. 14-15.
- Callan, Victor J., "Childlessness and Marital Adjustment," *Australian Journal of Sex, Marriage and Family*, (November 1984), 5, 4, pp. 210-214.
- Callan, Victor J., "Single Women, Voluntary Childlessness and Perceptions about Life and Marriage," *Journal of Biosocial Science*, (October 1986), 18, 4, pp. 479-487.
- Cannon, Hugh M. and Fred W. Morgan, "A Strategic Pricing Framework," *Journal of Consumer Marketing*, (Summer 1990), 7, pp. 57-68.
- Cannon, Hugh M. and Fred W. Morgan, "A Strategic Pricing Framework," *Journal of Business & Industrial Marketing*, (Summer-Fall 1991), 6, pp. 59-70.
- Cantor, Nancy, Julie Norem, Christopher Langston, Sabrina Zirkel, William Cook Fleeason, and Carol Flannagan, "Life Tasks and Daily Life Experience," *Journal of Personality*, (September 1991), 59, 3, pp. 425-451.
- Cappelli, Peter and Peter D. Sherer, "Satisfaction, Market Wages, and Labor Relations: An Airline Study," *Industrial Relations*, (Winter 1988), 27, 1, pp. 57-73.
- Card, Josefina J. and Lauress L. Wise, "Teenage Mothers and Teenage Fathers: The Impact of Early Childbearing on the Parents' Personal and Professional Lives," *Family Planning Perspectives*, (July/August 1978), 10, 4, pp. 199-205.
- Carmel, Sara, "Hospital Patients' Responses to Dissatisfaction," *Sociology of Health and Illness*, (September 1988), 10, 3, pp. 262-281.
- Carnegie Foundation for Advancement of Teaching, "The Satisfied Faculty," *Change*, (March/April 1986), 18, 2, pp. 31-34.
- Carnegie, Dale and Z.P. Vol'skoy, "How to Find Rest and Happiness, Kak obresti spokoystvie i schast'e," *Sotsiologicheskie Issledovaniya*, (March/April 1988), 15, 2, pp. 98-103.
- Carnegie Foundation for Advancement of Teaching, "The Faculty: Deeply Troubled," *Change*, (September/October 1985), 17, 5, pp. 31-34.
- Carp, Frances M., Abraham Carp, and Roger Millsap, "Equity and Satisfaction among the Elderly," *International Journal of Aging and Human Development*, (1982), 15, 2, pp. 151-166.
- Carr, Alan and Matteo Selvini, "Milan Systemic Family Therapy: A Review of Ten Empirical Investigations," *Journal of Family Therapy*, (August 1991), 13, 3, pp. 237-263.
- Carscaddon, David M., Martin George, and Gordon Wells, "Rural Community Mental Health Consumer Satisfaction and Psychiatric Symptoms," *Health Services*.
- Carsky, Mary L., "An Investigation of the Relationship between Consumer Information and Satisfaction with Food Marketing Services," *Proceedings of the American Council on Consumer Interests*, 33rd Annual Conference, Vickie L. Hampton, editor, (1987), pp. 78-86.
- Carstensen, Laura L. and John D. Cone, "Social Desirability and the Measurement of Psychological Well Being in Elderly Persons," *Journal of Gerontology*, (November 1983), 38, 6, pp. 713-715.
- Caspi, Avshalom and Glen H. Elder, "Life Satisfaction in Old Age: Linking Social Psychology and History," *Psychology and Aging*, (March 1986), 1, 1, pp. 18-26.
- Cassidy, Margaret L., "Role Conflict in the Postparental Period: The Effects of Employment Status on the Marital Satisfaction of Women," *Research on Aging*, (September 1985), 7, 3, pp. 433-454.
- Castaneda, Maria B. and Nancy M. Johnson, "Face to Face with Service," *Best's Review* (Property/Casualty Insurance Edition), (April 1990), 90, pp. 56+.
- Castleberry, Stephen B. and Anna V. A. Resurreccion, "Communicating Quality to Consumers," *Journal of Consumer Marketing*, (Summer 1989), 6, pp. 21-8.
- Caston, Richard J. and Rita Braitto, "A Specification Issue in Job Satisfaction Research: What Happens to Job Satisfaction Models When Workers Place High Value on Increasing Their Satisfaction?" *Sociological Perspectives*, (April 1985), 28, 2, pp. 175-197.
- Caston, Richard J. and Rita Braitto, "A Specification Issue in Job Satisfaction," *Sociological Perspectives*, (April 1985), 28, 2, p. 175.
- Catton, Katherine, "Children in the Courts: A Selected Empirical Review," *Canadian Journal of Family Law / Revue Canadienne de Droit Familial*, (July 1978), 1, 3, pp. 329-362.
- Caycedo, Julio C. and Boyd C. Rollins, "Employment Status and Life Satisfaction of Women in Nine Western European Countries," *International Journal of Sociology of the Family*, (Autumn 1989), 19, 2, pp. 1-17.
- Caycedo, Julio Cesar, *Employment Status and Life Satisfaction of Women in Nine Western European Countries*. Unpublished doctoral dissertation, Brigham Young University, (1988).
- Cernovsky, Zack Z., "Escape Stress, Sleep Disorders, and Assimilation of Refugees," *Social Behavior and Personality*, (1990), 18, 2, pp. 287-297.
- Chacko, Thomas I., "Job and Life Satisfaction: A Causal Analysis of their Relationships," *Academy of Management Journal*, (March 1983), 26, 1, pp. 163-

- 169.
- Chadwick, Kathy Gardner, "Some Caveats Regarding the Interpretation of Data from 800 Number Callers," *Journal of Consumer Marketing*, (Fall 1991), 8, pp. 53-9.
- Chadwick, Bruce A., Stan L. Albrecht, and Phillip R. Kunz, "Marital and Family Role Satisfaction," *Journal of Marriage and the Family*, (August 1976), 38, 3, pp. 431-440.
- Chadwick, Sid, "It Takes More than Statistics," *American Printer*, (February 1992), 208, p. 78.
- Chadwick, Sid, "Customer Satisfaction Key Investment," *American Printer*, (April 1992), 209, p. 67.
- Chalmers, Douglas K., Chester A. Bowyer, and Nancy L. Olenick, "Problem Drinking and Obesity: A Comparison in Personality Patterns and Life Style," *International Journal of the Addictions*, (July 1990), 25, 7, pp. 803-817.
- Chamberlain, Kerry, and Sheryl Zika, "Religiosity, Life Meaning and Well Being: Some Relationships in a Sample of Women," *Journal for the Scientific Study of Religion*, (September 1988), 27, 3, pp. 411-420.
- Chambers, David L., "Accommodation and Satisfaction: Women and Men Lawyers and the Balance of Work and Family," *Law and Social Inquiry*, (Spring 1989), 14, 2, pp. 251-287.
- Chandrika, P. and R.N. Anantharaman, "Life Changes and Adjustment in Old Age," *Journal of Psychological Researches*, (September 1982), 26, 3, pp. 137-141.
- Chapman, Randall G., "Assessing Nonresponse Bias the Right Way: A Customer Satisfaction Case Study," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone and V. Kuman, editors, (1992), III, pp. 322-326.
- Chappell, Neena L. and Betty J. Havens, "Old and Female: Testing the Double Jeopardy Hypothesis," *Sociological Quarterly*, (Spring 1980), 21, 2, pp. 157-171.
- Charyulu, U. V. N. and G. Narayana Reddy, "Rural Women: Decision Making, Public Participation and Other Basic Needs: A Study of Two South Indian Villages," *Indian Journal of Social Work*, (January 1987), 47, 4, pp. 407-415.
- Chassie, Marilyn B. and Rabi S. Bhagat, "Role Stress in Working Women: Differential Effect on Selected Organizational Outcomes," *Group and Organization Studies*, (June 1980), 5, 2, pp. 224-233.
- Checketts, Darby, *Baseball, Bouillabaisse & the Best of Class: How to Increase Your Personal Power, Energize Your Team & Astonish Your Customers*, (1992), Cornerstone Professional Development.
- Chen, Paul C. Y., "Family Support and the Health of the Elderly Malaysian," *Journal of Cross Cultural Gerontology*, (April 1987), 2, 2, pp. 187-193.
- Cherry, Thelma M. and David Lester, "An Exploratory Study of Police Officers' Satisfaction in Marriage," *Psychological Reports*, (December 1979), 45, 3, p. 794.
- Chilman, Catherine S., "Parent Satisfaction Dissatisfactions & Their Correlates," *Social Service Review*, (June 1979), 53, 2, pp. 195-213.
- Chilman, Catherine S., "Parent Satisfaction, Concerns, and Goals for Their Children," *Family Relations*, (July 1980), 29, 3, pp. 339-345.
- Chilman, Catherine S., "Major Trends of Families and Their Mental Health in the United States: 1957-1978," *International Journal of Sociology of the Family*, (Autumn 1982), 12, 2, pp. 217-227.
- Chisholm, Rupert F., Donald E. Gauntner, and Robert F. Munzenrider, "Pre-Enlistment Expectations/Perceptions of Army Life, Satisfaction, and Re-Enlistment of Volunteers," *Journal of Political and Military Sociology*, (Spring 1980), 8, 1, pp. 31-42.
- Cho, Byung Eun, *Relationships and Life Satisfaction among Korean Aged Parents*. Unpublished doctoral dissertation, (1989).
- Christensen, Andrew and Charles E. King, "Telephone Survey of Daily Marital Behavior," *Behavioral Assessment*, (Summer 1982), 4, 3, pp. 327-338.
- Christenson, James A. and Gregory S. Taylor, "The Socially Constructed and Situational Context for Assessment of Public Services," *Social Science Quarterly*, (June 1983), 64, 2, pp. 264-274.
- Christianson, Jon B. and Walter McClure, "Competition in the Delivery of Medical Care," *New England Journal of Medicine*, (October 11, 1979), 301, 15, pp. 812-818.
- Chubon, Robert A., "Quality-of-Life Measurement of Persons with Back Problems: Some Preliminary Findings," *Journal of Applied Rehabilitation Counseling*, (Summer 1985), 16, 2, pp. 31-34.
- Cimballo, Richard S. and Patricia M. Mousaw, "Crowding and Satisfaction in a Banking Environment, an Ethological Approach," *Psychological Reports*, (August 1975), 37, 1, pp. 201-202.
- Cina, Craig, "Creating an Effective Customer Satisfaction Program," *Journal of Business & Industrial Marketing*, (Summer/Fall 1989), 4, pp. 33-42.
- Cina, Craig, "Creating an Effective Customer Satisfaction Program," *Journal of Consumer Marketing*, (Fall 1989), 6, pp. 31-40.
- Clark, Gary L., Peter F. Kaminski, and David R. Rink, "Consumer Complaints: Advice on How Companies Should Respond Based on an Empirical Study," *Journal of Consumer Marketing*, (Summer 1992), 9, pp. 5-14.
- Clark, W. A. V. and Jun L. Onaka, "Life Cycle and Housing Adjustment as Explanations of Residential Mobility," *Urban Studies*, (February 1983), 20, 1, pp. 47-57.
- Cleary, Paul D., Susan Edgman Levitan, William McMullen, and Thomas L. Delbanco, "The Relationship between Reported Problems and Patient

- Summary Evaluations of Hospital Care," *Quality Review Bulletin (QRB)*, (February 1992), 18, 2, pp. 53-59.
- Clemens, Audra W. and Leland J. Axelson, "The Not So Empty Nest: The Return of the Fledgling Adult," *Family Relations*, (April 1985), 34, 2, pp. 259-264.
- Clement, F. J. "The Variation of Certain Personality Traits in Relation to Age, Sex, and Intellectual Level, De la variation de quelques traits de personnalite en fonction, notamment, de l'age, du sexe et du niveau intellectuel," *Psychologie francaise*, (July 1980), 25, 2, pp. 95-113.
- Clemente, Frank, and William J. Sauer, "Life Satisfaction in the United States," *Social Forces*, (March 1976), 54, 3, pp. 621-631.
- Clemente, Frank, and William J. Sauer, "Racial Differences in Life Satisfaction," *Journal of Black Studies*, (September 1976), 7, 1, pp. 3-10.
- Clifford, Patrick R., Elizabeth W. Edmundson, William R. Koch, and Barbara G. Dodd, "Drug Use and Life Satisfaction among College Students," *International Journal of the Addictions*, (January 1991), 26, 1, pp. 45-53.
- Clow, Kenneth E., "The Impact of Monetary Expenditures Upon Service Performance and Complaint Behavior Within the Airline Industry," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1991), pp. 42-49.
- Coates, Robert, "Measuring Service Productivity," *Small Business Reports*, (March 1991), 16, pp. 22-5.
- Cogswell, Betty E., John J. Aluise, Edward J. Shahady, and Krista K. Thomas, "Family Medicine from Consumers' Perspectives," *Marriage and Family Review*, (Spring/Summer 1987), 10, 3 4, pp. 165-89.
- Cohen, P. M. and C.A. Burdsal, "Factor Analytic Examination of Role Attitudes of Married Women," *Psychological Reports*, (April 1978), 42, 2, pp. 423-434.
- Cohn, Richard M., "The Effect of Employment Status Change on Self Attitudes," *Social Psychology*, (June 1978), 41, 2, pp. 81-93.
- Cohen, Judy, "Family Decision Making for Family Planning in Developing Countries: Obstacles to an Improved Quality-of-Life," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 126-127.
- Cohen Mansfield, Jiska, "Perceived Control, Reinforcement, Satisfaction, and Depression in Community Elderly," *Journal of Applied Gerontology*, (December 1990), 9, 4, pp. 492-503.
- Coke, Marguerite Margee, *Correlates of Life Satisfaction among the Elderly African American*. Unpublished doctoral dissertation, Fordham University, (1990).
- Coke, Marguerite M., *Correlates of Life Satisfaction Among the African-American Elderly*, (1991), Garland Publishing, Incorporated.
- Colangelo, Nicholas, David M. Rosenthal, and David F. Dettmann, "Maternal Employment and Job Satisfaction and Their Relationship to Children's Perceptions and Behaviors," *Sex Roles*, (May 1984), 10, 9-10, pp. 693-702.
- Cole, Richard L., "Citizen Participation in Municipal Politics," *American Journal of Political Science*, (November 1975), 19, 4, pp. 761-781.
- Coleman, Mick, Marth A. Washington, and Sharon Price, "Physical Exercise, Social Background, and the Well Being of Older Adult Women," *Perceptual and Motor Skills*, (June 1985), 60, 3, pp. 737-738.
- Coleman, Lynn G., "Those Were the Days: Satisfaction was King this Year, Focus Shifted to Service, Employees," *Marketing News*, (December 10, 1990), 24, p. 2.
- Coleman, Peter and Andrew McCulloch, "Societal Change, Values and Social Support: Exploratory Studies into Adjustment in Late Life," *Journal of Aging Studies*, (Winter 1990), 4, 4, pp. 321-332.
- Coleman, Lynn G., "Blueprint Sets Foundation for Better Service and Customer Satisfaction," *Marketing News*, (December 18, 1989), 23, p. 14.
- Colletta, Nancy Donohue, "Support Systems after Divorce: Incidence and Impact," *Journal of Marriage and the Family*, (November 1979), 41, 4, pp. 837-846.
- Committee on Alternative Work Patterns, "Alternatives in the World of Work," (1976), *National Center for Productivity and Quality of Working Life*.
- Condie, Spencer J. and Han T. Doan, "Role Profit and Marital Satisfaction Throughout the Family Life Cycle," *Journal of Comparative Family Studies*, (Summer 1978), 9, 2, pp. 257-267
- Conner, Karen A., Edward A. Powers, and Gordon L. Bultena, "Social Interaction and Life Satisfaction: An Empirical Assessment of Late Life Patterns," *Journal of Gerontology*, (January 1979), 34, 1, pp. 116-121.
- Connidis, Ingrid, "The Construct Validity of the Life Satisfaction Index A and Affect Balance Scales: A Serendipitous Analysis," *Social Indicators* (August 1984), 15, 2, pp. 117-129.
- Conner, Karen A. and Edward A. Powers, "Structural Effects and Life Satisfaction among the Aged," *International Journal of Aging and Human Development*, (1975), 6, 4, pp. 321-327.
- Conte, Vincent A. and Michael J. Salamon, "An Objective Approach to the Measurement and Use of Life Satisfaction with Older Persons," *Measurement and Evaluation in Guidance*, (October 1982), 15, 3, pp. 194-200.
- Cook, Daniel W., "Guidelines for Conducting Client Satisfaction Studies," *Journal of Applied Rehabilitation Counseling*, (Summer 1977), 8, 2, pp. 107-114.
- Cook Johnson, Gail, "Empowering Employees: Survey on Customer Satisfaction," *The Canadian Business Review*, (Summer 1991), 18, pp 47-9.

- Cool, Linda E., "Role Continuity or Crisis in Later Life? A Corsican Case," *International Journal of Aging and Human Development*, (1981), 13, 3, pp. 169-181.
- Cooper, Cary L. and Stephen J. Sloan, "The Sources of Stress on the Wives of Commercial Airline Pilots," *Aviation, Space, and Environmental Medicine*, (April 1985), 56, 4, pp. 317-321.
- Cooper, Kristina, Laurie A. Chassin, and Antonette Zeiss, "The Relation of Sex Role Self Concept and Sex Role Attitudes to the Marital Satisfaction and Personal Adjustment of Dual Worker Couples with Preschool Children," *Sex Roles*, (January 1985), 12, 1-2, pp. 227-241.
- Cooper, Cary L. and Enid Mumford, *The Quality of Working Life in Western and Eastern Europe*, (1979), Greenwood Publishing Group, Incorporated.
- Cooper, Philip D. and George Miaoulis, "Altering Corporate Strategic Criteria to Reflect the Changing Environment: The Role of Life Satisfaction and the Growing Senior Market," *California Management Review*, (Fall 1988), 31 pp. 87-97.
- Copeland, J. R. M., M.J. Kelleher, A.M.R. Smith, and P. Devlin, "The Well, the Mentally Ill, the Old and the Old Old: A Community Survey of Elderly Persons in London," *Ageing and Society*, (December 1986), 6, 4, pp. 417-433.
- Corah, Norman L., Robert M. O'Shea, Lawrence F. Pace, and Sait K. Seyrek, "Development of a Patient Measure of Satisfaction with the Dentist: The Dental Visit Satisfaction Scale," *Journal of Behavioral Medicine*, (December 1984), 7, 4, pp. 367-373.
- Corbett, Claire L., "Complaints against the Police: The New Procedure of Informal Resolution," *Policing and Society*, (1991), 2, 1, pp. 47-60.
- Cornwall, T. Bettina, Alan David Bligh and Emin Babakus, "Complaint Behavior of Mexican American Consumers to a Third Party Agency," *Journal of Consumer Affairs*, (Summer 1991), 25, 1, pp. 1-18.
- Costa, Janeen Arnold, "Systems Integration and Attitudes toward Greek Rural Life: A Case Study," *Anthropological Quarterly*, (April 1988), 61, 2, pp. 73-90.
- Coughlin, Patricia C., "Premenstrual Syndrome: How Marital Satisfaction and Role Choice Affect Symptom Severity," *Social Work*, (July 1990), 35, 4, pp. 351-355.
- Coughlin, Patricia Groark, *Marital Satisfaction and Premenstrual Syndrome Severity: An Inverse Relationship Mediated by Career Choice*. Unpublished doctoral dissertation, Saint Louis University, (1987).
- Cox, Vern A., *Factor Analysis of the Comprehensive Areas of Change Questionnaire*. Unpublished doctoral dissertation, Brigham Young University, (1989).
- Cox, Harold and Andre Hammonds, "Religiosity, Aging, and Life Satisfaction," *Journal of Religion and Aging*, (1988), 5, 1 2, pp. 1-21.
- Coyne, Kevin, "Beyond Service Fads: Meaningful Strategies for the Real World," *Sloan Management Review*, (Summer 1989), 30, pp. 69-76.
- Craig, Stephen C. and Michael A. Maggiotto, "Political Discontent and Political Action," *Journal of Politics*, (May 1981), 43, 2, pp. 514-522.
- Cramer, Sherman L., "The Relationship of Economic Welfare and Perceived Financial Adequacy and Satisfaction of Midwestern Urban, Retired Families," *Proceedings of the American Council on Consumer Interests*, 28th Annual Conference, Carol Meeks, editor, (1982), p. 44.
- Crandall, James E. and Elizabeth L. Putman, "Relations between Measures of Social Interest and Psychological Well Being," *Journal of Individual Psychology*, (November 1980), 36, 2, pp. 156-168.
- Crane, D. Russell and D. Eugene Mead, "The Marital Status Inventory: Some Preliminary Data on an Instrument to Measure Marital Dissolution Potential," *American Journal of Family Therapy*, (Fall 1980), 8, 3, pp. 31-35.
- Crank, John, "Work Stress and Job Dissatisfaction in the Public Sector: An Examination of Public Safety Directors," *Social Science Journal*, (January 1991), 28, 1, pp. 85-100.
- Crask, Millard F., "The Relationship of Marketing to Quality-of-Life in the Societal Context: A Conceptual Model," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 54-59.
- Creighton Zollar, Ann and Julia A. Honnold, "Marital Status and Life Satisfaction in Black Middletown," *Research in Race and Ethnic Relations*, (1991), 6, pp. 49-62.
- Cripps, Jane Sperry, *The Relationship between Family Life Satisfaction and Job Satisfaction for Employed Hispanic and Anglo Women*. Unpublished dissertation, Texas Tech University, (1987).
- Crnic, Keith A., Mark T. Greenberg, Nancy M. Robinson, and Arlene S. Ragozin, "Maternal Stress and Social Support: Effects on the Mother-Infant Relationship from Birth to Eighteen Months," *American Journal of Orthopsychiatry*, (April 1984), 54, 2, pp. 224-235.
- Crnic, Keith A., et al., "Effects of Stress and Social Support on Mothers and Premature and Full Term Infants," *Child Development*, (February 1983), 54, 1, pp. 209-217.
- Cromie, Stanley and Simon Ayling, "The Motivation, Satisfaction and Company Goals of Business Proprietors," *Frontiers of Management*, Roger Mansfield, editor, London and New York: Routledge, 1989, pp. 221-32.
- Crosby, John F., "A Critique of Divorce Statistics and Their Interpretation," *Family Relations*, (January 1980), 29, 1, pp. 51-58.
- Cunningham, Lynne, *The Quality Connection in Health*

- Care: Integrating Patient Satisfaction & Risk Management*, (1991), Jossey-Bass, Incorporated.
- Curtis, James E. and Rondald D. Lambert, "Status Dissatisfaction and Out-Group Rejection: Cross Cultural Comparisons Within Canada," *Revue Canadienne de Sociologie et d'Anthropologie / Canadian Review of Sociology and Anthropology*, (May 1975), 12, 2, pp. 178-192.
- Curtis, James and Richard Ennis, "Negative Consequences of Leaving Competitive Sport? Comparative Findings for Former Elite Level Hockey Players," *Sociology of Sport Journal*, (June 1988), 5, 2, pp. 87-106.
- Customer Service Institute Staff, *Customer Satisfaction Guaranteed*, (1988), Caddyak Syts.
- Cutler, Neal E., "Voluntary Association Participation and Life Satisfaction: Replication, Revision, and Extension," *International Journal of Aging and Human Development*, (1981 82), 14, 2, pp. 127-137.
- Cutler, Neal E., *Aging, Money & Life Satisfaction: Aspects of Financial Gerontology*, (1992), Springer Publishing Company, Incorporated.
- Czerwenka, Kurt, "School System, Selection, and Satisfaction with Schooling in France, Schulsystem, Selektion und Schulzufriedenheit in Frankreich," *Zeitschrift fur Padagogik*, (December 1990), 36, 6, pp. 849-875.
- D'Amato, Theresa J., "Factors Causing Variation in the Life Satisfaction of the Elderly," *National Journal of Sociology*, (Spring 1987), 1, 1, pp. 54-72.
- D'Arcy, Carl, John Syrotuik, and C.M. Siddique, "Perceived Job Attributes, Job Satisfaction, and Psychological Distress: A Comparison of Working Men and Women," *Human Relations*, (August 1984), 37, 8, pp. 603-611.
- Daccardi, Beatrice A. and Steven K. Baum, "Object Relations in Marriage: A Preliminary Study," *Ontario Psychologist*, (November 1982), 14, 4, pp. 23-26.
- Dadds, Mark R., "Child Behavior Therapy and Family Context: Research and Clinical Practice with Maritally Distressed Families," *Child and Family Behavior Therapy*, (1989), 11, 2, pp. 27-44.
- Dahlgren, R., *The Young Worker. A Sociological Study in an Industrial Environment, Unga Arbetare. En sociologisk studie i mellansvensk industrimiljo*. Unpublished doctoral dissertation, Lund University, Sweden (1986).
- Dalal, Ajit K., Shubha Bhagat, and E.S.K. Ghosh, "Own Group Bias in Social Perception: The Role of Caste and Class Membership," *Psychologia*, (March 1988), 31, 1, pp. 42-46.
- Dalgas, Peggy Lee, *The Impact of the First Child on Marital Happiness, Life Satisfaction, and Self Actualization*. Unpublished doctoral dissertation, University of Nebraska, (1989).
- Daly, Mary B. and Barbara S. Hulka, "Talking with the Doctor," *Journal of Communication*, (Summer 1975), 25, 3, pp. 148-152.
- Danes, Sharon M., Kathryn D. Rettig, and Jean W. Bauer, "Locus of Control, Gap between the Standard and Level of Living and Satisfaction with the Gap: A Path Model Replication," *Proceedings of the American Council on Consumer Interests*, 37th Annual Conference, Virginia Haldeman, editor, (1991), pp. 15-21.
- Daniels, Jack L. and Dan Wallace, "A Comparative Follow up Study of Life Satisfaction and College Impact on College Leaders and Non-Leaders Ten Years After Graduation," *Southern Journal of Educational Research*, (Summer 1978), 12, 3, pp. 161-172.
- Dart, Jack, "Power, Conflict and Satisfaction: Perceptions of Shopping Center Based Small Retailers," *American Journal of Small Business*, (Winter 1988), 12, pp. 35-44.
- Davidovich, Yan Aleksandrovich, and Avtandil Guseyn Kosayev, "Service Personnel: Structure, Professional Skills, Causes of Turnover, Rabochie kadry stery bytovogo obsluzhivaniya: struktura, kvalifikatsiya, prichiny tekuchesti," *Sotsiologicheskie Issledovaniya*, (October 1983), 10, 4, pp. 78-84.
- Davidow, William H., "The Ultimate Marketing Weapon," *Business Marketing*, (October 1989), 74, pp. 56-7+.
- Davis Root, Brenda, and Ernestine Houston Thompson, "The Female Component: A Study of the Life Satisfaction of Elderly Women in Two Neighborhoods," *Sociological Spectrum*, (April/June 1982), 2, 2, pp. 173-186.
- Davis, Tim R. V., "Satisfying Internal Customers: The Link to External Customer Satisfaction," *Planning Review*, (January-February 1992), 20, pp. 34-7.
- Davis, Earl E. and Margret Fine Davis, "Social Indicators of Living Conditions in Ireland with European Comparisons," *Social Indicators Research*, (September 1991), 25, 2 4, pp. 103-365.
- Davis, Betty Evelyn Brewer, *Work/Family Coping, Satisfaction, and Employer Supported Child Care*. Unpublished doctoral dissertation, (1990).
- Davis, Caroline, and Michael Cowles, "Body Image and Exercise: A Study of Relationships and Comparisons between Physically Active Men and Women," *Sex Roles*, (July 1991), 25, 1 2, pp. 33-44.
- Davydov, Andrey Alekseevich, "Is There a Measure of Social Harmony?, Sushchestvuet li mera sotsial'noy garmonii?" *Sotsiologicheskie Issledovaniya*, (September/October 1988), 15, 5, pp. 72-73.
- Day, Ellen and Hiram C. Barksdale, "How Firms Select Professional Services," *Industrial Marketing Management*, (May 1992), 21, pp. 85-91.
- de Kervasdoue, Jean, "Are Health Policies Adapted to the Practice of Medical Care? Les Politiques de sante sont elles adaptees a la pratique de la medecine?" *Sociologie du Travail*, (July/September 1979), 21, 3, pp. 250-273.
- De Rose, Louis J., "Define Value from the Customer's

- Point of View," *Marketing News*, (March 4, 1991), 25, p. 24.
- De Jong, Gordon F., Gretchen T. Cornwell, Sandra L. Hanson, and C. Shannon Stokes, "Childless and One Child, but Not by Choice: A Note on Some Long Term Consequences for Life Satisfaction of Rural Reared Married Women," *Rural Sociology*, (Fall 1984), 49, 3, pp. 441-451.
- Dean, Dwight G. and Robert S. Carlson, "Definitions of Life Situation and Marital Adjustment," *Journal of Comparative Family Studies*, (Fall 1984), 15, 3, pp. 441-448.
- Decker, Frederic H., "Socialization and Interpersonal Environment in Nurses' Affective Reactions to Work," *Social Science and Medicine*, (1985), 20, 5, pp. 499-509.
- Deckert, Pamela and Regis Langelier, "The Late Divorce Phenomenon: The Causes and Impact of Ending 20 Year Old or Longer Marriages," *Journal of Divorce*, (Summer 1978), 1, 4, pp. 381-390.
- DeGenova, Mary Kay, "If You Had Your Life to Live Over Again: What Would You Do Differently?" *International Journal of Aging and Human Development*, (1992), 34, 2, pp. 135-143.
- Deighton, John, "Sincerity, Sham and Satisfaction in Marketplace Performance," *Diversity in Consumer Behavior, ACR*, (1992), XIX, pp. 462-463.
- Deimling, Gary T., Zev Harel, and Linda Noelker, "Racial Differences in Social Integration and Life Satisfaction among Aged Public Housing Residents," *International Journal of Aging and Human Development*, (1983), 17, 3, pp. 203-212.
- DeLaski Smith, Deborah L., "Housing the Elderly: Intergenerational Family Settings," *Journal of Housing for the Elderly*, (Fall 1984), 2, 3, pp. 61-70.
- DeLeaire, Robert Nathaniel, *The Inner City Elderly: The Role of Ethnicity in Their Social Supports, Health, and Life Satisfaction*. Unpublished doctoral dissertation, City University of New York (1986).
- DeMaris, Alfred and Gerald R. Leslie, "Cohabitation with the Future Spouse: Its Influence Upon Marital Satisfaction and Communication," *Journal of Marriage and the Family*, (February 1984), 46, 1, pp. 77-84.
- Denner, Bruce and Florence Halprin, "Measuring Consumer Satisfaction in a Community Outpost," *American Journal of Community Psychology*, (March 1974), 2, 1, pp. 13-22.
- Denton, D. Keith, *Horizontal Management: Beyond Total Customer Satisfaction*, (1991), Free Press.
- Denton, D. Keith and Charles Boyd, *Employee Complaint Handling: Tested Techniques for Human Resource Managers*, (1990), Greenwood Publishing Group, Incorporated.
- Denton, Keith, "The Service Imperative," *Personnel Journal*, (March 1990), 69, pp. 66-74.
- Denton, Keith D., "Customer Focused Management," *HRMagazine*, (August 1990), 35, pp. 62-3.
- DeSarbo, Wayne S., Richard L. Oliver, and Arvind Rangaswamy, "A Simulated Annealing Methodology for Clusterwise Linear Regression," *Psychometrika*, 54, (December 1989), pp. 707-736.
- DeSarbo, Wayne S., Richard L. Oliver, and Geert De Soete, "A Probabilistic Multidimensional Scaling Vector Model," *Applied Psychological Measurement*, 10 (March 1986), pp. 79-86.
- DeSouz, Glenn, "Designing a Customer Retention Plan," *Journal of Business Strategy*, (March 1992), 13, pp. 24-8.
- Dhooper, Surjit Singh, "Life Satisfaction of the Rural Elderly: Importance of Environmental, Socio Psychological, and Demographic Factors," *Free Inquiry in Creative Sociology*, (May 1991), 19, 1, pp. 23-29.
- Dhooper, Surjit S. and Lauretta F. Byars, "Stress and the Life Satisfaction of Black Social Workers," *Affilia*, (Spring 1989), 4, 1, pp. 70-78.
- Dickie, Jane R., Thomas E. Ludwig, and David Blauw, "Life Satisfaction Among Institutionalized and Non-Institutionalized Older Adults," *Psychological Reports*, (June 1979), 44, 3 (Pt 1), pp. 807-810.
- Diener, Ed, "Subjective Well Being," *Psychological Bulletin*, (May 1984), 95, 3, pp. 542-575.
- Diener, Ed, Robert A. Emmons, Randy J. Larsen, and Sharon Griffin, "The Satisfaction with Life Scale," *Journal of Personality Assessment*, (February 1985), 49, 1, pp. 71-75.
- Dillard, John, "Life Satisfaction of Nearly Retired and Retired Workers," *Journal of Employment Counseling*, ((September 1982), 19, 3, pp. 131-134.
- Dimatteo, M. Robin, and Angelo Taranta, "Nonverbal Communication and Physician Patient Rapport: An Empirical Study," *Professional Psychology*, (August 1979), 10, 4, pp. 540-547.
- DiMatteo, M. Robin, and Ron Hays, "The Significance of Patients' Perceptions of Physician Conduct: A Study of Patient Satisfaction in a Family Practice Center," *Journal of Community Health*, (Fall 1980), 6, 1, pp. 18-34.
- DiMatteo, M. Robin, "A Social Psychological Analysis of Physician Patient Rapport: Toward a Science of the Art of Medicine," *Journal of Social Issues*, (1979), 35, 1, pp. 12-33.
- Dinka, Frank, Frank Mazzella, and Denny E. Piant, "Reconciliation and Confirmation: Blacks and Whites at a Predominantly White University," *Journal of Black Studies*, (September 1980), 11, 1, pp. 55-76.
- Dobbins, Dorothy Conley, *Retirement Policies: Their Impact on Perceptions of Discrimination and Levels of Life Satisfaction among Older Workers*. Unpublished doctoral dissertation, Case Western Reserve University, (1988).
- Dobos, Jean, Susan E. Kogler, and Margaret H. Bahamiuk, "A Power-Gaining Model of Job Satisfaction and Life Satisfaction," *Developments in*

- Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 120-125.
- Dodson, Robert L., "Quality Means Customer Accountability," *HRMagazine*, (May 1991), 36, pp. 136+.
- Doerpinghaus, Helen I., "An Analysis of Complaint Data in the Automobile Insurance Industry," *Journal of Risk and Insurance*, (March 1991), 58, 1, pp. 120-27.
- Doescher, William F., "Keeping Customers Satisfied," *D&B Reports*, (March/April 1991), 39, pp. 10-11.
- Doessel, D. P. and J. V. Marshall, "A Rehabilitation of Health Outcome in Quality Assessment," *Social Science and Medicine*, (1985), 21, 12, pp. 1319-1328.
- Doherty, William J., Mary Ellen Lester, and Geoffrey Leigh, "Marriage Encounter Weekends: Couples Who Win and Couples Who Lose," *Journal of Marital and Family Therapy*, (January 1986), 12, 1, pp. 49-61.
- Doherty, William J., "Locus of Control Differences and Marital Dissatisfaction," *Journal of Marriage and the Family*, (May 1981), 43, 2, pp. 369-377.
- Dommermuth, William P. and Grady D. Bruce, "Dissonance and Satisfaction: Some Prepurchase Aspects," *University of Washington Business Review*, (Spring 1969), 28, 3, pp. 45-51.
- Donath, Bob, "A Nicer Bunch of Schnooks: Great Customer Service is Ultimate Market Weapon," *Business Marketing*, (October 1989), 74, p. 4.
- Donath, Bob, "For a Leg Up, Try Satisfaction Segmentation," *Marketing News*, (February 4, 1991), 25, p. 14.
- Donnelly, James H., "Customers Cannot be Satisfied Until After they are Not Dissatisfied," *Bank Marketing*, (January 1991), 23, pp. 40-1.
- Donnelly, James H., Jr. and John M. Ivancevich, "Post Purchase Reinforcement and Back Out Behavior," *Journal of Marketing Research*, (August 1970), 7, 3, pp. 399-400.
- Donnenwerth, Gregory V., Rebecca F. Guy, and Melissa J. Norvell, "Life Satisfaction among Older Persons: Rural Urban and Racial Comparisons," *Social Science Quarterly*, (December 1978), 59, 3, pp. 578-583.
- Donohue, Kevin C. and Robert G. Ryder, "A Methodological Note on Marital Satisfaction and Social Variables," *Journal of Marriage and the Family*, (August 1982), 44, 3, pp. 743-747.
- Dorfman, Lorraine T., "Retirement Preparation and Retirement Satisfaction in the Rural Elderly," *Journal of Applied Gerontology*, (December 1989), 8, 4, pp. 432-450.
- Dorfman, Peter W., "Measurement and Meaning of Recreation Satisfaction: A Case Study in Camping," *Environment and Behavior*, (December 1979), 11, 4, pp. 483-510.
- Douthitt, Robin A., Maurice MacDonald, and Randolph Mullis, "The Relationship between Perceived Life Satisfaction and Measures of Economic Well-Being," *Proceedings of the American Council on Consumer Interests*, 36th Annual Conference, Mary L. Carsky, editor, (1990), pp. 6-11.
- Dowd, James J., "Aging as Exchange: A Test of the Distributive Justice Proposition," *Pacific Sociological Review*, (July 1978), 21, 3, pp. 351-375.
- Dowd, James J., "Mental Illness and the Aged Stranger," *International Journal of Health Services*, (1984), 14, 1, pp. 69-87.
- Doyle, Daniel and Marilyn J. Forehand, "Life Satisfaction and Old Age: A Reexamination," *Research on Aging*, (September 1984), 6, 3, pp. 432-448.
- Drege, Steven, "Customer Retention Strategies," *Business Mexico*, (December 1991), 1, pp. 52+.
- Dreher, George F., Ronald A. Ash, and Robert D. Bretz, "Benefit Coverage and Employee Cost: Critical Factors in Explaining Compensation Satisfaction," *Personnel Psychology*, (Summer 1988), 41, pp. 237-54.
- Dreher, George F., "Salary Satisfaction and Community Costs," *Industrial Relations*, (Fall 1980), 19, 3, pp. 340-44.
- Dressel, Paula L., "Policy Sources of Worker Dissatisfactions: The Case of Human Services in Aging," *Social Service Review*, (September 1982), 56, 3, pp. 406-423.
- Dressler, David M., James M. Donovan, and Ruth A. Geller, "Life Stress and Emotional Crisis: The Idiosyncratic Interpretation of Life Events," *Comprehensive Psychiatry*, (August 1976), 17, 4, pp. 549-558.
- Dubas, Khalid M. and Venkatappara Mummolaneni, "Sales Management Course Design Incorporating Student Preferences," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 405-406.
- Dubbey, J. M., C. C. Chipofya, J. A. K. Kandawire, Z. M. Kasomekera, O. J. Kathamalo, and G. G. Machili, "How Effective Is Our University? A Study of Graduates from the University of Malawi," *Higher Education Quarterly*, (Summer 1991), 45, 3, pp. 219-233.
- Dube', Laurette, "The Processing of Emotional and Cognitive Aspects of Product Usage in Satisfaction Judgments," *Advances in Consumer Research*, Rebecca H. Holman, Michael R. Solomon, editors, (1991), XVIII, pp. 52-56.
- Dube-Rioux, Laurette, "The Power of Affective Reports in Reports in Predicting Satisfaction Judgments," *Advances in Consumer Research*, Marvin E. Goldberg, Gerald Gorn, Richard W. Pollay, editors, (1990), XVIII, pp. 571-576.
- Duckitt, J. H., "Social Interaction and Psychological Well Being: A Study of Elderly Persons Living in the Inner City Area of Pretoria," *Humanitas Journal for Research in the Human Sciences*, (1982), 8, 2, pp. 121-129.

- Duckitt, John H., "Psychological Factors Related to Subjective Health Perception among Elderly Women," *Humanitas Journal for Research in the Human Sciences*, (1983), 9, 4, pp. 441-449.
- Duffus, Lee R., "Correlates of Consumer Service Satisfaction in the Residential Real Estate Industry," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1991), pp. 421-427.
- Duffy, Jo Ann, Michael Duffy, and William Kilbourne, "A Comparison of Nursing Home Residents' and Administrators' Judgements of Service Quality," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 7-11.
- Dunham, William H. and Stanley M. Pargellis, *Complaint & Reform in England*, (1967), Hippocrene Books, Incorporated.
- Durand, Roger, "Some Dynamics of Urban Service Evaluations Among Blacks and Whites," *Social Science Quarterly*, (March 1976), 56, 4, pp. 698-706.
- Dusenbury, Linda and Gilbert J. Botvin, "Substance Abuse Prevention: Competence Enhancement and the Development of Positive Life Options," *Journal of Addictive Diseases*, (1992), 11, 3, pp. 29-45.
- Dutka, Alan, *AMA Customer Satisfaction Research*, (1993), NTC Publishing Group.
- Duxbury, Linda, and Louise A. Heslop, "Quality-of-Life and Women's Food Shopping and Preparation Strategies," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 95-100.
- Dyck, Ronald J. and Hassan F. Azim, "Patient Satisfaction in a Psychiatric Walk in Clinic," *Canadian Journal of Psychiatry*, (February 1983), 28, 1, pp. 30-33.
- Ebong, Maurice O., "The Perception of Residential Quality: A Case Study of Calabar, Nigeria," *Third World Planning Review*, (August 1983), 5, 3, pp. 273-285.
- Edwards, Charles C., "Customer Satisfaction: The Driving Force," *HR Focus*, (April 1992), 69, p. 17.
- Eells, Laura Workman, *The Effect of Role Change on Physical Health, Mental Health and General Life Satisfaction: A Panel Analysis*. Unpublished doctoral dissertation, University of Nebraska, (1986).
- Edwards, John N., "Extramarital Involvement: Fact and Theory," *Journal of Sex Research*, (August 1973), 9, 3, pp. 210-224.
- Efraty, David and M. Joseph Sirgy, "Occupational Prestige and Bureaucratization Effects on the Spillover Between Job Satisfaction and Life Satisfaction," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 115-119.
- Eggeman, Kenneth, Virginia Moxley, and Walter R. Schumm, "Assessing Spouses' Perceptions of Gottman's Temporal Form in Marital Conflict," *Psychological Reports*, (August 1985), 57, 1, pp. 171-181.
- Eisenhart, Tom, "Total Quality is the Key to U.S. Competitiveness," *Business Marketing*, (June 1990), 75, pp. 30+.
- Eisenhart, Tom, "Research Role in Customer Satisfaction Probed at Conference," *Business Marketing*, (January 1990), 75, pp. 36-7.
- Eisenthal, Sherman, Cheryl Koopman, and Aaron Lazare, "Process Analysis of Two Dimensions of the Negotiated Approach in Relation to Satisfaction in the Initial Interview," *Journal of Nervous and Mental Disease*, (January 1983), 171, 1, 49-54.
- Ekins, Paul, editor, *The Living Economy: A New Economics in the Making*. London and New York: Routledge and Kegan Paul, (1986).
- el Guebaly, Nady, John Toews, A. Leckie, and D. Harper, "On Evaluating Patient Satisfaction: Methodological Issues," *Canadian Journal of Psychiatry*, (February 1983), 28, 1, pp. 24-29.
- Elbeck, Matt, "Patient Contribution to the Design and Meaning of Patient Satisfaction for Quality Assurance Purposes: The Psychiatric Case," *Health Care Management Review*, (Winter 1992), 17, pp. 91-5.
- Elbeik, Matt A., "Developing and Administering a Patient Satisfaction Survey. Special Issue: Marketing Ambulatory Care Services," *Health Marketing Quarterly*, (Winter/Spring 1984 85), 2, 2-3, pp. 185-197.
- Eldridge, Natalie S. and Lucia A. Gilbert, "Correlates of Relationship Satisfaction in Lesbian Couples," *Psychology of Women Quarterly*, (March 1990), 14, 1, pp. 43-62.
- Elias, Robert, "Alienating the Victim: Compensation and Victim Attitudes," *Journal of Social Issues*, (Spring 1984), 40, 1, pp. 103-116.
- Eliot, Charles W., *Durable Satisfaction of Life*, (1910), (Essay Index Reprint Series) Ayer Company Publishers, Incorporated.
- Elliott, Kevin M. and Carolyn Tripp, "Customer Satisfaction Within the Airline Industry: How Do Airlines Rate with Regard to Meeting Consumer Expectations?" *Southern Marketing Association Proceedings*, Robert L. King, editor, (1992), pp. 282-285.
- Ellis, Elizabeth M., Beverly M. Atkeson, and Karen S. Calhoun, "An Assessment of Long Term Reaction to Rape," *Journal of Abnormal Psychology*, (June 1981), 90, 3, pp. 263-266.
- Ellison, Christopher G., "Religious Involvement and Subjective Well Being," *Journal of Health and Social Behavior*, (March 1991), 32, 1, pp. 80-99.
- Emery, Robert E. and K. Daniel O'Leary, "Children's Perceptions of Marital Discord and Behavior Problems of Boys and Girls," *Journal of Abnormal Child Psychology*, (March 1982), 10, 1, pp. 11-24.
- Emmons, Robert A. and Ed. Diener, "Personality

- Correlates of Subjective Well Being," *Personality and Social Psychology Bulletin*, (March 1985), 11, 1, pp. 89-97.
- Emmons, Robert A. and Ed Diener, "Influence of Impulsivity and Sociability on Subjective Well Being," *Journal of Personality and Social Psychology*, (June 1986), 50, 6, pp. 1211-1215.
- Englund, C. L., "Parenting and Parentage: Distinct Aspects of Children's Importance," *Family Relations*, (January 1983), 32, 1, pp. 21-37.
- Epstein, Joyce L. and James M. McPartland, "The Concept and Measurement of the Quality of School Life," *American Educational Research Journal*, (Winter 1976), 13, 1, pp. 15-30.
- Epstein, Norman, and Roy J. Eidelson, "Unrealistic Beliefs of Clinical Couples: Their Relationship to Expectations, Goals and Satisfaction," *American Journal of Family Therapy*, (Winter 1981), 9, 4, pp. 13-22.
- Epstein, Debbie, "Exclusive Drug Topics Survey: What Older Patients Want from You," *Drug Topics*, (May 4, 1992) 136, pp. 50-2+.
- Erevelles, Sunil and Lawrence S. Lockshin, "The Development of the Concept of Consumer Satisfaction in Marketing Thought," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1991), pp. 406-414.
- Ernst, John, "Daily Assessment of Marital Satisfaction: A Review and Integration of Three Procedures," *Scandinavian Journal of Behaviour Therapy*, (1983), 12, 1, pp. 47-55.
- Espe, Hartmut and Margarete Seiwert, "Television Viewing Types, General Life Satisfaction, and Viewing Amount: An Empirical Study in West Germany," *Communications*, (1987), 13, 2, pp. 95-110.
- Etzion, Dalia, "Burning Out in Management: A Comparison of Women and Men in Matched Organizational Positions," *Israel Social Science Research*, (1987), 5, 1-2, pp. 147-163.
- Evans, Roger W., et al., "The Quality-of-Life of Patients with End Stage Renal Disease," *New England Journal of Medicine*, (February 1985), 312, 9, pp. 553-559.
- Evans, David R., Joan E. Burns, Wendy E. Robinson, and Owen J. Garrett, "The Quality-of-Life Questionnaire: A Multidimensional Measure," *American Journal of Community Psychology*, (June 1985), 13, 3, pp. 305-322.
- Evelyn, John J. and Neil J. DeCarlo, "Customer Focus Helps Utility See the Light," *Journal of Business Strategy*, (January/February 1992), 13, pp. 8-12.
- Eysenck, Hans J., "Personality, Marital Satisfaction, and Divorce," *Psychological Reports*, (December 1980), 47, 3 (Pt 2), pp. 1235-1238.
- Falvo, Donna R. and Jana K. Smith, "Assessing Residents' Behavioral Science Skills: Patients' Views of Physician Patient Interaction," *Journal of Family Practice*, (September 1983), 17, 3, pp. 479-483.
- Farber, Barry and Joyce Wycoff, "Customer Service: Evolution and Revolution," *Sales and Marketing Management*, (May 1991), 143, pp. 44-8+.
- Farid, Basem, Mona Elsherbini, Madeleine Ogden, Graham Lucas, and Roger Williams, Roger, "Alcoholic Housewives and Role Satisfaction," *Alcohol and Alcoholism*, (1989), 24, 4, pp. 331-337.
- Farmer, Tom, "Fit to Manage," *Management Today*, (July 1990), p. 5.
- Farrell, Dan, Caryl Rusbult, Lin Yuan-Huei, and Paul Bernthall, "Impact of Job Satisfaction, Investment Size, and Quality of Alternatives on Exit, Voice, Loyalty, and Neglect Responses to Job Dissatisfaction: A Cross-Lagged Panel Study," *Best Papers Proceedings, Academy of Management*, Lawrence R. Jauch and Jerry L. Wall co-editors, (1990), pp. 211-215.
- Farro, Antimo, "Young People, Creativity, and Consumerism, *Giovani, creativita e consumo*," *Sociologia del Lavoro*, (April/August 1982), 5, 15-16, pp. 39-48.
- Faulk, Leonard E., Jr., "Quality-of-Life Factors in Board and Care Homes for the Elderly: A Hierarchical Model," *Adult Foster Care Journal*, (Summer 1988), 2, 2, pp. 100-117.
- Faulkenberry, G. David and Robert G. Mason, "Matched Samples Analysis for Item Responses," *Public Opinion Quarterly*, (Summer 1976), 40, 2, pp. 256-260.
- Faver, Catherine A., *Women in Transition: Career, Family, & Life Satisfaction in Three Cohorts*, (1984), Greenwood Publishing Group, Incorporated.
- Fawcett, Gayle, David Stonner, and Harold Zepelin, "Locus of Control, Perceived Constraint, and Morale among Institutionalized Aged," *International Journal of Aging and Human Development*, (1980), 11, 1, pp. 13-23.
- Fazel, Mohammed K. and David M. Young, "Life Quality of Tibetans and Hindus: A Function of Religion," *Journal for the Scientific Study of Religion*, (June 1988), 27, 2, pp. 229-242.
- Feather, Norman T. and Gordon E. O'Brien, "A Longitudinal Study of the Effects of Employment and Unemployment on School Leavers," *Journal of Occupational Psychology*, (June 1986), 59, 2, pp. 121-144.
- Feather, N. T. and G. E. O'Brien, "A Longitudinal Analysis of the Effects of Different Patterns of Employment and Unemployment on School Leavers," *British Journal of Psychology*, (November 1986), 77, 4, pp. 459-479.
- Feather, N. T., "Reported Changes in Behaviour after Job Loss in a Sample of Older Unemployed Men," *Australian Journal of Psychology*, (August 1989), 41, 2, pp. 175-185.
- Feiertag, Howard, "Indirect Salesmanship Important to Hotel Success," *Hotel & Motel Management*, (October

- 21, 1991), 206, p. 20.
- Feldman, Paul D., "I Searched for Excellence and Finally Found it in a Cab," *Marketing News*, (August 19, 1991), 25, p. 4.
- Feldman, Stuart, "Keeping the Customer Satisfied Inside and Out," *Management Review*, (November 1991), 80, pp. 58-60.
- Feldman, Harold, "A Comparison of Intentional Parents and Intentionally Childless Couples," *Journal of Marriage and the Family*, (August 1981), 43, 3, pp. 593-600.
- Feldman, S. Shirley, Kathryn R. Wentzel, Daniel A. Weinberger, and Jeffrey A. Munson, "Marital Satisfaction of Parents of Preadolescent Boys and Its Relationship to Family and Child Functioning," *Journal of Family Psychology*, (December 1990), 4, 2, pp. 213-234.
- Felt, Lawrence F. and Peter R. Sinclair, "Home Sweet Home!: Dimensions and Determinants of Life Satisfaction in an Underdeveloped Region," *Canadian Journal of Sociology / Cahiers canadiens de sociologie*, (Winter 1991), 16, 1, pp. 1-21.
- Fengler, Alfred P., "Life Satisfaction of Subpopulations of Elderly: The Comparative Effects of Volunteerism, Employment, and Meal Site Participation," *Research on Aging*, (June 1984), 6, 2, pp. 189-212.
- Fengler, Alfred P. and Nancy Goodrich, "Wives of Elderly Disabled Men: The Hidden Patients," *Gerontologist*, (April 1979), 19, 2, pp. 175-183.
- Fengler, Alfred P., Nicholas L. Danigelis, and Armin Grams, "Marital Status and Life Satisfaction among the Elderly," *International Journal of Sociology of the Family*, (Spring 1982), 12, 1, pp. 63-76.
- Fengler, Alfred P., Nicholas Danigelis, and Virginia C. Little, "Later Life Satisfaction and Household Structure: Living with Others and Living Alone," *Ageing and Society*, (November 1983), 3, 3, pp. 357-377.
- Fenwick, Rudy, and Jon Olson, "Support for Worker Participation: Attitudes among Union and Non Union Workers," *American Sociological Review*, (August 1986), 51, 4, pp. 505-522.
- Ferguson, Lucy R. and Deborah R. Allen, "Congruence of Parental Perception, Marital Satisfaction, and Child Adjustment," *Journal of Consulting and Clinical Psychology*, (April 1978), 46, 2, pp. 345-346.
- Fernandez, Roberto M. and Jane C. Kulik, "A Multilevel Model of Life Satisfaction: Effects of Individual Characteristics and Neighborhood Composition," *American Sociological Review*, (December 1981), 46, 6, pp. 840-850.
- Ferree, Myra Marx, "Class, Housework, and Happiness: Women's Work and Life Satisfaction," *Sex Roles*, (December 1984), 11, 11-12, pp. 1057-1074.
- Ferree, Myra Marx, "Working Class Feminism: A Consideration of the Consequences of Employment," *Sociological Quarterly*, (Spring 1980), 21, 2, pp. 173-184.
- Ferris, Gerald R. and Kendrith M. Rowland, Editors, *Research in Personnel and Human Resources Management. Volume 9 A Research Annual*. Greenwich, Conn. and London: JAI Press, (1991).
- Fielden, Margaret A., "Reminiscence as a Therapeutic Intervention with Sheltered Housing Residents: A Comparative Study," *British Journal of Social Work*, (February 1990), 20, 1, pp. 21-44.
- Fields, Nina S., "Satisfaction in Long Term Marriages," *Social Work*, (January/February 1983), 28, 1, pp. 37-41.
- Filipezak, Bob, "Customer Education (Some Assembly Required)," *Training*, (December 1991), 28, pp. 31-5.
- Filsinger, Erik, and William J. Sauer, "An Empirical Typology of Adjustment to Aging," *Journal of Gerontology*, (May 1978), 33, 3, pp. 437-445.
- Fincham, Frank D., "Attribution Processes in Distressed and Nondistressed Couples: II. Responsibility for Marital Problems," *Journal of Abnormal Psychology*, (May 1985), 94, 2, pp. 183-190.
- Fine, Mark A., Brenda W. Donnelly, and Patricia Voydanoff, "Adjustment and Satisfaction of Parents: A Comparison of Intact, Single Parent, and Stepparent Families," *Journal of Family Issues*, (December 1986), 7, 4, pp. 391-404.
- Fineberg, Beth L., Paul W. Kettlewell, and Stephen K. Sowards, "An Evaluation of Adolescent Inpatient Services," *American Journal of Orthopsychiatry*, (April 1982), 52, 2, pp. 337-345.
- Finkelhor, David, Gerald T. Hotaling, I. A. Lewis, and Christine Smith, "Sexual Abuse and Its Relationship to Later Sexual Satisfaction, Marital Status, Religion, and Attitudes," *Journal of Interpersonal Violence*, (December 1989), 4, 4, pp. 379-399.
- Finkelhor, David, Gerald T. Hotaling, I. A. Lewis, and Christine Smith "Sexual Abuse and Its Relationship to Later Sexual Satisfaction, Marital Status, Religion, and Attitudes," *Journal of Interpersonal Violence*, (December 1989), 4, 4, pp. 379-399.
- Finkelman, Daniel P. and Anthony R. Goland, "Customers Once Can be Customers for Life," *Information Strategy*, (Summer 1990), 6, pp. 5-9.
- Finkelman, Dan, Rich Cetlin, and David Wenner, "Making Customer Satisfaction Efforts Pay Off," *Telephony*, (March 30, 1992), 222, pp. 20-4.
- Fischer, Lorenz, "Dimensionen und Korrelate des Selbstbildes hilfsbedürftiger alter Menschen. (Dimensions and correlates of the self concept in dependent older people.)," *Zeitschrift für Gerontologie*, (November/December 1981), 14, 6, pp. 491-500.
- Fitzpatrick, Ray and Anthony Hopkins, "Problems in the Conceptual Framework of Patient Satisfaction Research: An Empirical Exploration," *Sociology of Health and Illness*, (November 1983), 5, 3, pp. 297-311.

- Fitzsimmons, James A. and B. Gavin, Gavin B. Maurer, "A Walk-Through Audit to Improve Restaurant Performance," *The Cornell Hotel and Restaurant Administration Quarterly*, (February 1991), 31, pp. 94-9.
- Fleming, Peter C., "Empowerment Strengthens the Rock," *Management Review*, (December 1991), 80, pp. 34-7.
- Fleming, Al, "Clunker CSI: Dissatisfied Used Car Owners Affect New Car Market Share," *Automotive News*, (June 29, 1992), p. 20i.
- Fly, Jerry W., George R. Reinhart, and Russell Hamby, "Leisure Activity and Adjustment in Retirement," *Sociological Spectrum*, (April/June 1981), 1, 2, pp. 135-144.
- Flynn, Stephen P., "Continuity of Care During Pregnancy: The Effect of Provider Continuity on Outcome," *Journal of Family Practice*, (November 1985), 21, 5, pp. 375-380.
- Flynn, Todd C., Philip Balch, Susan B. Lewis, and Betty Katz, "Predicting Client Improvement from and Satisfaction with Community Mental Health Center Services," *American Journal of Community Psychology*, (June 1981), 9, 3, pp. 339-346.
- Follingstad, Diane R. and Stephen N. Haynes, "Naturalistic Observation in Assessment of Behavioral Marital Therapy," *Psychological Reports*, (October 1981), 49, 2, pp. 471-479.
- Fookan, Insa, "Patterns of Health Behavior, Life Satisfaction, and Future Time Perspective in a Group of Old Aged Women: Data of 'Survivors' from a Longitudinal Study on Aging," *International Journal of Behavioral Development*, (September 1982), 5, 3, pp. 367-390.
- Forehand, Rex, Douglas L. Griest, Karen Wells, and Robert J. McMahon, "Side Effects of Parent Counseling on Marital Satisfaction," *Journal of Counseling Psychology*, (January 1982), 29, 1, pp. 104-107.
- Forehand, Rex, Gene Brody, and Karen Smith, "Contributions of Child Behavior and Marital Dissatisfaction to Maternal Perceptions of Child Maladjustment," *Behaviour Research and Therapy*, (1986), 24, 1, pp. 43-48.
- Forehand, Rex L. and Gene Brody, "The Association between Parental Personal/Marital Adjustment and Parent Child Interactions in a Clinic Sample," *Behaviour Research and Therapy*, (1985), 23, 2, pp. 211-212.
- Forehand, Rex, "Positive Reinforcement with Deviant Children: Does It Make a Difference?" *Child and Family Behavior Therapy*, (Fall 1986), 8, 3, pp. 19-25.
- Foret, Claire Marie, *Life Satisfaction, Leisure Satisfaction, and Leisure Participation among Young Old and Old Old Adults with Rural and Urban Residence*. Unpublished doctoral dissertation, Texas Woman's University, (1986).
- Forrest, Ray and Alan Murie, "A Dissatisfied State? Consumer Preferences and Council Housing in Britain," *Urban Studies*, (October 1990), 27, 5, pp. 617-635.
- Forsyth, Craig J. and Craig A. Robin, "Grandparents and Self Esteem," *Free Inquiry in Creative Sociology*, (May 1992), 20, 1, pp. 83-86.
- Fotter, Myron D., "Health Care Organizational Performance: Present and Future Research," *Journal of Management*, (Summer 1987), 13, 2, pp. 367-391.
- Foxman, Loretta D. and Walter L. Polsky, "Customer Satisfaction: A Five Star Rating," *Personnel Journal*, (June 1991), 70, pp. 27-8.
- Francisco, Guido, Sue Weidemann and James R. Anderson, "Residential Satisfaction: Its Uses and Limitations in Housing Research," *Housing and neighborhoods: Theoretical and Empirical Contributions*, Willem van Vliet, et al., editors. Contributions in Sociology series, no. 66. Westport, Conn. and London: Greenwood Press, (1987), pp. 43-57.
- Franco, John J., "Customer Satisfaction: The Partnership Imperative," *Training and Development Journal*, (July 1990), 44, pp. 80-2.
- Frank, Rafael, Ken Salzman, and Esther Fergus, "Correlates of Consumer Satisfaction with Outpatient Therapy Assessed by Postcards," *Community Mental Health Journal*, (Spring 1977), 13, 1, pp. 37-45.
- Frankenstein, William, William M. Hay, and Peter E. Nathan, "Effects of Intoxication on Alcoholics' Marital Communication and Problem Solving," *Journal of Studies on Alcohol*, (January 1985), 46, 1, pp. 1-6.
- Franklin, H. Bud, *The Squawk Book: How & Where to Complain & Get Results*, (1993), We Be Jamn Publishing.
- Franz, Gerhard, "Economic Development, Satisfaction, and Trust in Government in the Federal Republic of Germany: The Development of a Dynamic Theoretical Assessment of the Constitution of the Legitimacy of a Regime, *Zeitreihenanalysen zu Wirtschaftsentwicklung, Zufriedenheit und Regierungsvertrauen in der Bundesrepublik Deutschland. Entwicklung eines dynamischen Theorieansatzes zur Konstitution der Legitimität einer Regierung*," *Zeitschrift für Soziologie*, (February 1985), 14, 1, pp. 64-88.
- Frerichs, Petra and Margareta Steinrucke, "Symbolic Interests of Women in the Work Place, Symbolische Interessen von Frauen im Betrieb," *Argument*, (March/April 1989), 31, 2, 174, pp. 209-223.
- Freudiger, Patricia, "Life Satisfaction among Three Categories of Married Women," *Journal of Marriage and the Family*, (February 1983), 45, 1, pp. 213-219.
- Fried, Marc, "The Structure and Significance of Community Satisfaction," *Population and Environment*, (Summer 1984), 7, 2, pp. 61-86.

- Frieden, Karl, "Public Needs and Private Wants," *Social Policy*, (Fall 1986), 17, 2, pp. 19-30.
- Frohlich, Norman and Joe A. Oppenheimer, *Choosing Justice: An Experimental Approach to Ethical Theory*, California Series on Social Choice and Political Economy, vol. 22. Berkeley and Oxford: University of California Press, (1992).
- Frost, Abbie K. and Bilge Pakiz, "The Effects of Marital Disruption on Adolescents: Time as a Dynamic," *American Journal of Orthopsychiatry*, (October 1990), 60, 4, pp. 544-555.
- Fry, P. S. and R. Ghosh, "Attributional Differences in the Life Satisfaction of the Elderly: A Cross Cultural Comparison of Asian and United States Subjects," *International Journal of Psychology*, (September 1980), 15, 3, pp. 201-212.
- Fuller, James Woodrow, Jr., *Shared Caregiving and Traditional Two Provider Families: Implications for Marital Quality and Family Competence*. Unpublished doctoral dissertation, Virginia Commonwealth University, (1989).
- Fullerton, Sam, and Abby J. Davidson, "Patients Who Assume a Proactive Role in Health Care Decisions: Are They More Satisfied with the Health Care Delivery System?" *Southern Marketing Association Proceedings*, Robert L. King, editor, (1991), pp. 415-420.
- Furey, William M. and Rex Forehand, "An Examination of Predictors of Mothers' Perceptions of Satisfaction with Their Children," *Journal of Social and Clinical Psychology*, (Fall 1984), 2, 3, pp. 230-243.
- Fusilier, Marcelline R., Daniel C. Ganster, and Bronston T. Mayes, "The Social Support and Health Relationship: Is There a Gender Difference?" *Journal of Occupational Psychology*, (June 1986), 59, 2, pp. 145-153.
- Gaber, Ahmad Ali, "Satisfaction of Service Customers during the Decision Making Process," Transliterated title not available, *Journal of the Social Sciences*, (Summer 1988), 16, 2, pp. 243-270.
- Gaertner, Karen N., "Work Satisfaction and Family Responsibility Correlates of Employment among Nurses," *Work and Occupations*, (November 1984), 11, 4, pp. 439-460.
- Galland, Blaise, "Architects and Town Planners. What For? Des architectes, des urbanistes. Pour quoi faire?" *Schweizerische Zeitschrift für Soziologie / Revue Suisse de sociologie*, (1991), 17, 1, pp. 81-92.
- Gallup, George H., "Human Needs and Satisfaction: A Global Survey," *Public Opinion Quarterly*, (Winter 1976), 40, 4, pp. 459-467.
- Gambino, Frank M. and Paul M. Lane, "Life-Style Changes and the Quality-of-Life: The Role and Evolution of the Food Store," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 60-65.
- Gannon, Kathi, "Pharmacy's New Mission: The Move to Patient Outcomes," *Drug Topics*, (January 7, 1991), 135, pp. 34-5+.
- Garfield, Sol L., "Some Comments on Consumer Satisfaction in Behavior Therapy," *Behavior Therapy*, (March 1983), 14, 2, pp. 237-241.
- Garling, Tommy, Erik Lindberg and Henry Montgomery, "Beliefs about Attainment of Life Satisfaction as Determinants of Preferences for Everyday Activities," *Understanding Economic Behaviour*, G. Klaus and Folke Olander, editors. Theory and Decision Library Series A: Philosophy and Methodology of the Social Sciences, vol. 11, Norwell, Mass., Dordrecht and London: Kluwer Academic, (1989), pp. 33-46.
- Garner, Kenneth P., "Leading a Rep to Success (needs-satisfaction)," *Graphic Arts Monthly and the Printing Industry*, (April 1988), 60, pp. 156+.
- Gasparini, Alberto, "Country and Town in Housing Models: Some Remarks about Dwelling Quality, Campagna e citta nei modelli abitativi, con considerazioni sulla qualita dell'abitare," *Sociologia e Ricerca Sociale*, (1987), 8, 22, pp. 75-96.
- Gass, Kenneth C., *Standard Operating Procedures*, (1992), Specialized Quality Publications.
- Gatz, Margaret, et al., "Enhancement of Individual and Community Competence: The Older Adult as Community Worker," *American Journal of Community Psychology*, (June 1982), 10, 3, pp. 291-303.
- Gauthier, Howard L. and Ronald L. Mitchelson, "Attribute Importance and Mode Satisfaction in Travel Mode Choice," *Research Economic Geography*, (October 1981), 57, 4, pp. 348-61.
- Gavin, James F. and Robert E. Kelley, "The Psychological Climate and Reported Well Being of Underground Miners: An Exploratory Study," *Human Relations*, (July 1978), 31, 7, pp. 567-581.
- Gay, David Allen, *Life Crisis or Cohort Crunch: A Comparison of the Levinson and Easterlin Hypotheses*. Unpublished doctoral dissertation, Duke University, (1987).
- Gaylor, Susan, "Women and Aging: A Psychological Perspective," *Journal of Women and Aging*, (1989), 1, 1-3, pp. 69-93.
- Gebhardt, Fred, "Now Pharmacists can Deal with Patients from Hell," *Drug Topics*, (October 14, 1991), 135.
- Gee, Ellen M. and Jean E. Veevers, "Religious Involvement and Life Satisfaction in Canada," *Sociological Analysis*, (Winter 1990), 51, 4, pp. 387-394.
- George, Linda K., Morris A. Okun, and Richard Landerman, "Age as a Moderator of the Determinants of Life Satisfaction," *Research on Aging*, (June 1985), 7, 2, pp. 209-233.
- George, Linda K., Gerda G. Fillenbaum, and Erdman B. Palmore, "Sex Differences in the Antecedents and Consequences of Retirement," *Journal of Gerontology*, (May 1984), 39, 3, pp. 364-371.

- Gerber, Gwendolyn L., "The Effect of Competition on Stereotypes about Sex Role and Marital Satisfaction," *Journal of Psychology*, (November 1977), 97, 2, pp. 297-308.
- Gerber, Linda M., "Ethnicity Still Matters: Socio Demographic Profiles on the Ethnic Elderly in Ontario," *Canadian Ethnic Studies / Etudes Ethniques au Canada*, (1983), 15, 3, pp. 60-80.
- Gerner, Jennifer L., "Research on Consumer Satisfaction and Dissatisfaction," *The Frontier of Research in the Consumer Interest: Proceedings of the International Conference on Research in the Consumer Interest*. Scott E. Maynes, editor, Columbia, Mo.: American Council on Consumer Interests, (1988), pp. 749- 52.
- Gerrard, Cynthia K., Marvin Reznikoff, and Manuel Riklan, "Level of Aspiration, Life Satisfaction, and Locus of Control in Older Adults," *Experimental Aging Research*, (Summer 1982), 8, 2, pp. 119-121.
- Gerson, Judith M., "Women Returning to School: The Consequences of Multiple Roles," *Sex Roles*, (July 1985), 13, 1-2, pp. 77-92.
- Gerson, Richard, *Measuring Customer Satisfaction*, (1993), Crisp Publications, Incorporated.
- Gersten, Dan, "Noisy Customers Mask Real Cause of Dissatisfaction," *Marketing News*, (June 10, 1991), 25, p. 19.
- Geva, Aviva and Arieh Goldman, "Duality in Consumer Post Purchase Attitude," *Journal of Economic Psychology*, (March 1991), 12, 1, pp. 141-64.
- Geva, Aviva, Arieh Goldman, "Duality in Consumer Post Purchase Attitude," *Journal of Economic Psychology*, (March 1991), 12, 1, pp. 141-64.
- Gifford, Robert, "Age, Era, and Life Perspective: Emotional Connotations of the 1920's through the 1980's to Individuals in Their Twenties through Their Eighties," *International Journal of Aging and Human Development*, (1984-85), 20, 1, pp. 33-40.
- Gilbert, Faye W. and Tom K. Massey, Jr., "The Moderating Influence of the Situation on Hospital Attribute Importance," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1991), pp. 428-432.
- Gilford, Rosalie and Vern Bengtson, "Measuring Marital Satisfaction in Three Generations: Positive and Negative Dimensions," *Journal of Marriage and the Family*, (May 1979), 41, 2, pp. 387-398.
- Gilford, Rosalie, "Contrasts in Marital Satisfaction Throughout Old Age: An Exchange Theory Analysis," *Journal of Gerontology*, (May 1984), 39, 3, pp. 325-333.
- Gilleard, C. J., M. Willmott, and K. S. Vaddadi, "Self Report Measures of Mood and Morale in Elderly Depressives," *British Journal of Psychiatry*, (March 1981), 138, pp. 230-235.
- Gillette, Joyce L., T. Jean Byrne, and Jay W. Cranston, "Variables Affecting Patient Satisfaction with Health Care Services in the College Health Setting," *Journal of the American College Health Association*, (February 1982), 30, 4, pp. 167-170.
- Gilly, Mary C., William B. Stevenson and Laura J. Yale, "Dynamics of Complaint Management in the Service Organization," *Journal of Consumer Affairs*, (Winter 1991), 25, 2, pp. 295-322.
- Girodo, Michel, "Personality, Job Stress, and Mental Health in Undercover Agents: A Structural Equation Analysis," *Journal of Social Behavior and Personality*, (1991), 6, 7, (special issue), pp. 375-390.
- Glancy, Maureen, Fern K. Willits, and Patricia Farrell, "Adolescent Activities and Adult Success and Happiness: Twenty Four Years Later," *Sociology and Social Research*, (April 1986), 70, 3, pp. 242-250.
- Glass, Shirley P. and Thomas L. Wright, "The Relationship of Extramarital Sex, Length of Marriage, and Sex Differences on Marital Satisfaction and Romanticism: Athanasiou's Data Reanalyzed," *Journal of Marriage and the Family*, (November 1977), 39, 4, pp. 691-703.
- Glass, Shirley P. and Thomas L. Wright, "Sex Differences in Type of Extramarital Involvement and Marital Dissatisfaction," *Sex Roles*, (May 1985), 12, 9-10, pp. 1101-1120.
- Glatzer, W. and M. Volkert, "Living Conditions and the Quality-of-Life of Older People," *Zeitschrift für Gerontologie*, (May/June 1980), 13, 3, pp. 247-260.
- Glenn, Norval D. and Charles N. Weaver, "The Contribution of Marital Happiness to Global Happiness," *Journal of Marriage and the Family*, (February 1981), 43, 2, pp. 161-168.
- Glenn, Norval D. and Sara S. McLanahan, "The Effects of Offspring on the Psychological Well Being of Older Adults," *Journal of Marriage and the Family*, (May 1981), 43, 2, pp. 409-421.
- Glick, William, Philip Mirvis, and Diane Harder, "Union Satisfaction and Participation," *Industrial Relations*, (May 1977), 16, 2, pp. 145-51.
- Glicken, Morley D., "Sex Discrimination and the Job Dissatisfaction of Women in Social Work," *Social Development Issues*, (Spring 1979), 3, 1, pp. 35-45.
- Glisson, Charles A., Sherry C. Melton, and Linda Roggow, "The Effect of Separation on Marital Satisfaction, Depression, and Self Esteem," *Journal of Social Service Research*, (Fall 1980), 4, 1, pp. 61-76.
- Gochberg, Howard S., "Satisfy All Customers," *Marketing News*, (September 25, 1989), 23, p. 17.
- Goetting, Ann, "Parental Satisfaction: A Review of Research," *Journal of Family Issues*, (March 1986), 7, 1, pp. 83-109.
- Goldberg, Roberta, *Organizing Women Office Workers: Dissatisfaction, Consciousness & Action*, (1983), Greenwood Publishing Group, Incorporated.
- Goldsmith, Harold F. and David J. Jackson, "Community Dissatisfaction and Depressed Mood in Suburbia," *Evaluation and Program Planning*, (1981), 4, 1, pp. 95-105.

- Goldsteen, Karen and Catherine E. Ross, "The Perceived Burden of Children," *Journal of Family Issues*, (December 1989), 10, 4, pp. 504-526.
- Goltz, Joseph Walter, *Correlates of Marital Commitment*. Unpublished doctoral dissertation, University of Alberta, (1988).
- Gomathi, S., T. Sitharthan, and R. N. Anantharaman, "A Study of Institutionalised and Noninstitutionalised Older People," *Journal of Psychological Researches*, (September 1981), 25, (3) 125-128.
- Gomes, Roger, Gregory Pickett, and Charles Duke, "A High-Technology Marketing Curriculum: An Academic Response to World Class Industrial Evolution," *Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 403-404.
- Goodstein, Richard K. and Katharine Swift, "Psychotherapy with Phobic Patients: The Marriage Relationship as the Source of Symptoms and Focus of Treatment," *American Journal of Psychotherapy*, (April 1977), 31, 2, pp. 284-293.
- Goodwin, Cathy and Ivan Ross, "Consumer Evaluations of Responses to Complaints: What's Fair and Why," *Journal of Consumer Marketing*, (Spring 1990), 7, pp. 39-47.
- Gordon, Virginia B. and Larry K. Goble, "Creative Accommodation: Role Satisfaction for Psychiatric Staff Nurses," *Issues in Mental Health Nursing*, (1986), 8, 1, pp. 25-35.
- Goth Owens, Timothy L., et al., "Marital Satisfaction, Parenting Satisfaction, and Parenting Behavior in Early Infancy," *Infant Mental Health Journal*, (Fall 1982), 3, 3, pp. 187-198.
- Gotlib, Ian H. and Valerie E. Whiffen, "Stress, Coping, and Marital Satisfaction in Couples with a Depressed Wife," *Canadian Journal of Behavioural Science / Revue canadienne des sciences du comportement*, (October 1989), 21, 4, pp. 401-418.
- Gottman, John M., "Emotional Responsiveness in Marital Conversations," *Journal of Communication*, (Summer 1982), 32, 3, pp. 108-120.
- Gottman, John M. and Robert W. Levenson, "A Valid Procedure for Obtaining Self Report of Affect in Marital Interaction," *Journal of Consulting and Clinical Psychology*, (April 1985), 53, 2, pp. 151-160.
- Gottman, John M. and Albert L. Porterfield, "Communicative Competence in the Nonverbal Behavior of Married Couples," *Journal of Marriage and the Family*, (November 1981), 43, 4, pp. 817-824.
- Goudy, Willis J. and John F. Goudeau, Jr., "Social Ties and Life Satisfaction of Older Persons: Another Evaluation," *Journal of Gerontological Social Work*, (Fall 1981), 4, 1, pp. 35-50.
- Gould, R. Bruce, "Air Force Occupational Attitude Inventory Development," Air Force Human Resources Laboratory, 1978.
- Gove, Walter R. and Claire Peterson, "An Update of the Literature on Personal and Marital Adjustment: The Effect of Children and the Employment of Wives," *Marriage and Family Review*, (Fall/Winter 1980), 3, 3-4, pp. 63-96.
- Gove, Walter R., Suzanne T. Ortega, and Carolyn Briggs Style, "The Maturational and Role Perspectives on Aging and Self through the Adult Years: An Empirical Evaluation," *American Journal of Sociology*, (March 1989), 94, 5, pp. 1117-1145.
- Grac, Jan, "Social Relations Problems in Schools," *Jednotna Skola*, (February 1974), 26, 2, pp. 142-159.
- Graham, John R., "Someone's Satisfied Customer Can be Yours, Too," *Marketing News*, (June 5, 1989), 23, p. 9.
- Graham, John R., "Here's One Customer Who Isn't Satisfied: He's Angry," *Marketing News*, (January 2, 1989), 23, p. 4.
- Gray, Heather, Donna Brogan, and Nancy G. Kutner, "Status of Life Areas: Congruence/Noncongruence in ESRD Patient and Spouse Perceptions," *Social Science and Medicine*, (1985), 20, 4, pp. 341-346.
- Gray Little, Bernadette, "Marital Quality and Power Processes among Black Couples," *Journal of Marriage and the Family*, (August 1982), 44, 3, pp. 633-646.
- Gray Little, Bernadette and Nancy Burks, "Power and Satisfaction in Marriage: A Review and Critique," *Psychological Bulletin*, (May 1983), 93, 3, pp. 513-538.
- Greenberg, Eric Rolfe, "The Customer Defines Quality," *Management Review*, (May 1992), 81, p. 8.
- Greene, James Y., Morris Weinberger, and Joseph J. Mamlin, "Patient Attitudes toward Health Care: Expectations of Primary Care in a Clinic Setting," *Social Science and Medicine*, (March 1980), 14A, 2, pp. 133-138.
- Greenley, James R., Rockwell Schulz, Sun Hee, Nam, and Robert W. Peterson, "Patient Satisfaction with Psychiatric Inpatient Care: Issues in Measurement and Application," *Research in Community and Mental Health*, (1985), 5, pp. 303-319.
- Greenley, James R. and Richard A. Schoenherr, "Organization Effects on Client Satisfaction with Humaneness of Service," *Journal of Health and Social Behavior*, (March 1981), 22, 1-2, p. 18.
- Gregory, Mark D., "Occupational Behavior and Life Satisfaction among Retirees," *American Journal of Occupational Therapy*, (August 1983), 37, 8, pp. 548-553.
- Greif, Geoffrey L., "Practice with Single Fathers," *Social Work in Education*, (Summer 1985), 7, 4, pp. 231-243.
- Grenier, Robert, *Customer Satisfaction Through Total Quality Assurance*, (1988), Hitchcock Publishing Company.
- Gronhaug, Kjell, "Consumer Complaining Behavior: Some Empirical Results, Kjøpers klageatferd: Noen

- undersokelsesresultater," *Tidsskrift for samfunnsforskning*, (1977), 18, 3, pp. 240-250.
- Gronhaug, Kjell and Mary C. Gilly, Mary C., "A Transaction Cost Approach to Consumer Dissatisfaction and Complaint Actions," *Journal of Economic Psychology*, (March 1991), 12, 1, pp. 165-83.
- Gross, Ronald H. and Richard D. Arvey, "Marital Satisfaction, Job Satisfaction, and Task Distribution in the Homemaker Job," *Journal of Vocational Behavior*, (August 1977), 11, 1, pp. 1-13.
- Grover, Kelly J., Lois A. Paff Bergen, Candyce S. Russell, and Walter R. Schumm, "The Kansas Marital Satisfaction Scale: A Further Brief Report," *Psychological Reports*, (April 1984), 54, 2, pp. 629-630.
- Gruber, James E., "Sources of Satisfaction among Students in Postsecondary Education," *American Journal of Education*, (May 1980), 88, 3, pp. 320-344.
- Gruber, James E. and Lars Bjorn, "Women's Responses to Sexual Harassment: An Analysis of Sociocultural, Organizational, and Personal Resource Models," *Social Science Quarterly*, (December 1986), 67, 4, pp. 814-826.
- Grunert, Klaus G., Folke Olander, editors, *Understanding Economic Behaviour. Theory and Decision Library Series A: Philosophy and Methodology of the Social Sciences*, vol. 11. Norwell, Mass., Dordrecht and London: Kluwer Academic, (1989).
- Grunig, Larissa A., "An Exploration of the Causes of Job Satisfaction in Public Relations," *Management Communication Quarterly*, (February 1990), 3, 3, pp. 355-375.
- Gruver, Gene G. and Susan K. Labadie, "Marital Dissatisfaction among College Students," *Journal of College Student Personnel*, (November 1975), 16, 6, pp. 454-458.
- Guardiola Mata, Alberto, Jr. and Valerie Castillo, "Rural Female Adolescent Dissatisfaction, Support and Helpseeking," *Free Inquiry in Creative Sociology*, (November 1986), 14, 2, pp. 135-138.
- Gulledge, Larry G., "Simplify Complexity of Satisfying Customers," *Marketing News*, (January 8, 1990), 24, pp. 6-7.
- Gulledge, Larry G., "Satisfying the Internal Customer," *Bank Marketing*, (April 1991), 23, p. 46.
- Gullotta, Thomas P., "Children of Divorce: Easing the Transition from a Nuclear Family," *Journal of Early Adolescence*, (Winter 1981), 1, 4, pp. 357-364.
- Gunther, K., "Special Complaint Procedures Concerning Discrimination in Employment," *International Labour Review*, (November 1971), 104, 5, pp. 351-65.
- Gutek, Barbara A., et al., "The Importance of Internal Referents as Determinants of Satisfaction," *Journal of Community Psychology*, (April 1983), 11, 2, pp. 111-120.
- Guy, Rebecca F., "Religion, Physical Disabilities, and Life Satisfaction in Older Age Cohorts," *International Journal of Aging and Human Development*, (1982), 15, 3, pp. 225-232.
- Haaga, Candice Ann Fogel, *Perceived Equity, Marital Satisfaction, and Sex Role Attitudes among Mothers in Dual Earner Marriages*. Unpublished doctoral dissertation, University of Southern California, Los Angeles, (1989).
- Haas Hawkings, Gwen, Sandra Sangster, Michael Ziegler, and David Reid, "A Study of Relatively Immediate Adjustment to Widowhood in Later Life," Special Issue II: Feminist Psychology: Single Life and Married Life: Women's Sexuality, *International Journal of Women's Studies*, (March/April 1985), 8, 2, pp. 158-166.
- Hablemitoglu, Sengul and Emine Gonen, "Elderly Women in Turkey: An Economic Viewpoint," *International Journal of Sociology of the Family*, (Spring 1991), 21, 1, pp. 85-96.
- Hadaway, Christopher Kirk, "Life Satisfaction and Religion: A Reanalysis," *Social Forces*, (December 1978), 57, 2, pp. 636-643.
- Hadaway, Christopher Kirk and Wade Clark Roof, "Religious Commitment and the Quality-of-Life in American Society," *Review of Religious Research*, (Spring 1978), 19, 3, pp. 295-307.
- Hafner, R. Julian, Andrew Badenoch, Jill Fisher, and Helen Swift, "Spouse Aided Versus Individual Therapy in Persisting Psychiatric Disorders: A Systematic Comparison," *Family Process*, (September 1983), 22, 3, pp. 385-399.
- Hafstrom, Jeanne L. and Vicki R. Schram, "Chronic Illness in Couples: Selected Characteristics, Including Wife's Satisfaction with and Perception of Marital Relationships," *Family Relations Journal of Applied Family and Child Studies*, (January 1984), 33, 1, pp. 195-203.
- Hafstrom, Jeanne L. and Vicki R. Schram, "Chronic Illness in Couples: Selected Characteristics, Including Wife's Satisfaction with and Perception of Marital Relationships," *Family Relations*, (January 1984), 33, 1, pp. 195-203.
- Haight, Barbara K. and Rose T. Bahr, "The Therapeutic Role of the Life Review in the Elderly," *Academic Psychology Bulletin*, (November 1984), 6, 3, pp. 287-299.
- Haight, Barbara K., "Life Review: A Method for Pastoral Counseling: Part I and Part II," *Journal of Religion and Aging*, (1989), 5, 3, pp. 17-41.
- Hale, W. Daniel, "Correlates of Depression in the Elderly: Sex Differences and Similarities," *Journal of Clinical Psychology*, (April 1982), 38, 2, pp. 253-257.
- Hall, James R., Lee H. Matthews, and Helen Keeler, "Demographics, Stress, and Depression in a Community Health Screening," *Journal of Psychology*, (September 1984), 118, 1, pp. 45-50.
- Hall, Barry, "Adult Day Care: A Viable Community

- Option," *Community Alternatives*, (Fall 1989), 1, 2, pp. 65-77.
- Hallstrom, Tore and G. Persson, "The Relationship of Social Setting to Major Depression," *Acta Psychiatrica Scandinavica*, (October 1984), 70, 4, pp. 327-336.
- Halstead, Lauro S., M. G. Halstead, J. T. Salhoot, D. D. Stock, and R. W. Sparks, "Sexual Attitudes, Behavior and Satisfaction for Able Bodied and Disabled Participants Attending Workshops in Human Sexuality," *Archives of Physical Medicine and Rehabilitation*, (November 1978), 59, 11, pp. 497-501.
- Halstead, Diane, "Consumer Attitudes Toward Complaining and the Prediction of Multiple Complaint Responses," *Advances in Consumer Research*, Rebecca H. Holman and Michael R. Solomon, editors, (1991), XVIII, pp. 210-217.
- Hamby, Russell, "Effects of Gender and Sex Role on Tension and Satisfaction in Small Groups," *Psychological Reports*, (April 1978), 42, 2, pp. 403-410.
- Hamilton, Scott B., Rebekah S. Lynch, Judith L. Naginey, Kimberley A. Peters, and Kevin R. Piske, "Relationships between the Life Values of U.S. College Students and Their Cognitive/Affective Responses to the Threat of Nuclear War," *Journal of Adolescence*, (March 1989), 12, 1, pp. 55-68.
- Hanan, Mack and Peter Karp, *Customer Satisfaction: How to Maximize, Measure, & Market Your Company's "Ultimate Product,"* (1991), A M A C O M.
- Hancock, Barry and Paul M. Sharp, "Elderly Alienation, Satisfaction, and Social Class," *Free Inquiry in Creative Sociology*, (May 1983), 11, 1, pp. 78-80.
- Handal, Paul J. and Carolyn Moore, "The Influence of Physical, Psychosocial, and Sociocultural Supplies on Mental Health and Life Satisfaction: A Test of Caplan's Supply Model," *Journal of Primary Prevention*, (Spring 1987), 7, 3, pp. 132-142.
- Hansagi, Helen, Barbro Carlsson, and Bo Brismar, "The Urgency of Care Need and Patient Satisfaction at a Hospital Emergency Department," *Health Care Management Review*, (Spring 1992), 17, pp. 71-5.
- Hansen, Gary L., "Marital Satisfaction and Jealousy among Men," *Psychological Reports*, (April 1983), 52, 2, pp. 363-366.
- Hansen, Mic and Elisabeth Steadman, "The Customer Satisfaction Strategy," *Mortgage Banking*, (November 1991), 52, p. 8-12.
- Hansen, Scott, "A Conceptual Model for Complaint Behavior," *Southern Marketing Association*, Robert L. King, editor, (1989), pp. 407-411.
- Hansson, Robert O. Warren H. Jones, Bruce N. Carpenter, and Jacqueline H. Remondet, "Loneliness and Adjustment to Old Age," *International Journal of Aging and Human Development*, (1986 87), 24, 1, pp. 41-53.
- Harari, Oren, "Thank Heaven for Complainers," *Management Review*, (January 1992), 81, pp. 59-60.
- Hardine, Roseta R., *Consumer & Patient Satisfaction: Index of Modern Information*, (1988), Publishers Association of Washington, D.C.
- Haro, Carlos M., "Truant and Low Achieving Chicano Student Perceptions in the High School Social System," *Aztlan*, (1977), 8, pp. 99-131.
- Harris, John E. and Jack L. Bodden, "An Activity Group Experience for Disengaged Elderly Persons," *Journal of Counseling Psychology*, (July 1978), 25, 4, pp. 325-330.
- Harrison, W. David, "Role Strain and Burnout in Child Protective Service Workers," *Social Service Review*, (March 1980), 54, 1, pp. 31-44.
- Hart, Stephen, "Religion and Changes in Family Patterns," *Review of Religious Research*, (September 1986), 28, 1, pp. 51-70.
- Hartman, Moshe and Harriet Hartman, "International Migration and Household Conflict," *Journal of Comparative Family Studies*, (Spring 1986), 17, 1, pp. 131-138.
- Hartman, Lorne M., "Effects of Sex and Marital Therapy on Sexual Interaction and Marital Happiness," *Journal of Sex and Marital Therapy*, (Summer 1983), 9, 2, pp. 137-151.
- Hasan, Abida, "Punctuality and Life Satisfaction among Working Mothers as Function of Their Age," *Perspectives in Psychological Researches*, (April 1983), 6, 1, pp. 42-43.
- Hasek, Glenn, "Country Lodging Seeks Perfection," *Hotel & Motel Management*, (March 23, 1992), 207, pp. 1+.
- Hatch, Laurie Russell and Donald E. Stull, "Unraveling the Effects of Multiple Life Changes: A Reanalysis," *Research on Aging*, (December 1986), 8, 4, pp. 505-514.
- Hawkes, Glenn R., Gregory A. Guagnano, Curt Acredolo, and Sandra A. Helmick, "Status Inconsistency and Job Satisfaction: General Population and Mexican American Subpopulation Analyses," *Sociology and Social Research*, (April 1984), 68, 3, pp. 378-389.
- Hawkes, Glenn R., Greg A. Guagnano, Jeanne W. Smith, and M. Kathryn Forest, "The Influence of Work and Nonwork Factors on Job Satisfaction for Mexican American Male Workers," *Rural Sociology*, (Spring 1984), 49, 1, pp. 117-126.
- Hawley, Peggy, and John D. Chamley, "Older Persons' Perceptions of the Quality of Their Human Support Systems," *Ageing and Society*, (September 1986), 6, 3, pp. 295-312.
- Hayes, Bob E., *Measuring Customer Satisfaction: Development & Use of Questionnaires*, (1992), ASQC Quality Press.
- Hayes, Susan C., "Dropouts' Dissatisfaction with University," *Australian Journal of Education*, (June 1977), 21, 2, pp. 141-149.

- Haynes, Stephen N., Diane R. Follingstad, and Judy C. Sullivan, "Assessment of Marital Satisfaction and Interaction," *Journal of Consulting and Clinical Psychology*, (August 1979), 47, 4, pp. 789-791.
- Hays, Ron D. and Sharon Arnold, "Patient and Family Satisfaction with Care for the Terminally Ill," *Hospice Journal*, (Fall 1986), 2, 3, pp. 129-150.
- Headey, Bruce, Ruut Veenhoven, and Alex Wearing, "Top Down versus Bottom Up Theories of Subjective Well Being," *Social Indicators Research*, (February 1991), 24, 1, pp. 81-100.
- Heal, Laird W. and Janis Chadsey Rusch, "The Lifestyle Satisfaction Scale (LSS): Assessing Individuals' Satisfaction with Residence, Community Setting, and Associated Services," *Applied Research in Mental Retardation*, (1985), 6, 4, pp. 475-490.
- Heaton, Tim B., "Religious Homogamy and Marital Satisfaction Reconsidered," *Journal of Marriage and the Family*, (August 1984), 46, 3, pp. 729-733.
- Heilweil, Martin, "The Influence of Dormitory Architecture on Resident Behavior," *Environment and Behavior*, (December 1973), 5, 4, pp. 377-412.
- Heins, Terence, "Marital Interaction in Depression," *Australian and New Zealand Journal of Psychiatry*, (December 1978), 12, 4, pp. 269-275.
- Hell, Daniel, "Ehen depressiver und schizophrener Menschen. Eine vergleichende Studie an 103 Kranken und ihren Ehepartnern" (Mates of depressive and schizophrenic persons: A comparative study of 103 patients and their spouses), *Monographien aus dem Gesamtgebiete der Psychiatrie*, (1982), 33, p. 133.
- Heller, Kenneth and William E. Mansbach, "The Multifaceted Nature of Social Support in a Community Sample of Elderly Women," *Journal of Social Issues*, (Winter 1984), 40, 4, pp. 99-112.
- Heller, Martha P., "Money Talks, Xerox Listens," *Business Month*, (September 1990), 136, pp. 91-2.
- Heller, Agnes, "The Dissatisfied Society," *Praxis International*, (January 1983), 2, 4, pp. 359-370.
- Hellman, Karl, "Don't Just Meet Customer Expectations-Exceed Them," *Marketing News*, (March 13, 1989), 23, pp. 5+.
- Hempenius, A. L., "Relative Income Position, Individual and Social Income Satisfaction, and Income Inequality," *De Economist*, (1984), 132, 4, pp. 468-78.
- Hendrick, Susan S., "Self Disclosure and Marital Satisfaction," *Journal of Personality and Social Psychology*, (June 1981), 40, 6, pp. 1150-1159.
- Hendricks, Jon, Timothy P. Johnson, Sharon L. Sheahan, and Stephen Joel Coons, "Medication Use among Older Persons in Congregate Living Facilities," *Journal of Geriatric Drug Therapy*, (1991), 6, 1, pp. 47-61.
- Henig, Jeffrey R. and Dennis E. Gale, "The Political Incorporation of Newcomers to Racially Changing Neighborhoods," *Urban Affairs Quarterly*, (March 1987), 22, 3, pp. 399-419.
- Henry, Mary E., "The Relationship of Life Satisfaction to Patterns of Past Employment and Homemaking Responsibility for Older Women," *Journal of Women and Aging*, (1991), 3, 1, pp. 5-21.
- Hepworth, Michael, "Canadians Need to Learn More about Customer Expectations," *Marketing News*, (March 16, 1992), 26, p. 18.
- Herman, Carolyn Lois, *Dimensions of Religiosity and Life Satisfaction among Episcopalians*. Unpublished doctoral dissertation, North Carolina State University, (1991).
- Hicks, Jack M., "Women in the U.S. Army," *Armed Forces and Society*, (Summer 1978), 4, 4, pp. 647-657.
- Hill, Arthur V., *Field Service Management: An Integrated Approach to Increasing Customer Satisfaction*, (1992), Business One Irwin.
- Hillman, Arthur, "New Communities: Are Residents Satisfied?" *Sociological Focus*, (April 1975), 8, 2, pp. 161-171.
- Himmelfarb, Samuel and Stanley A. Murrell, "Reliability and Validity of Five Mental Health Scales in Older Persons," *Journal of Gerontology*, (May 1983), 38, 3, pp. 333-339.
- Hinshaw, Ada S. and Jan R. Atwood, "A Patient Satisfaction Instrument: Precision by Replication," *Nursing Research*, (May/June 1982), 31, 3, pp. 170-175.
- Hinshaw, Ada S., Rose M. Gerber, Jan R. Atwood, and Janice R. Allen, "The Use of Predictive Modeling to Test Nursing Practice Outcomes," *Nursing Research*, (January/February 1983), 32, 1, pp. 35-42.
- Hipwell, Alison E., Patrick A. Tyler, and Christine M. Wilson, "Sources of Stress and Dissatisfaction among Nurses in Four Hospital Environments," *British Journal of Medical Psychology*, (March 1989), 62, 1, pp. 71-79.
- Hirayama, Hisashi and Kasumi K. Hirayama, "Individuality vs. Group Identity: A Comparison between Japan and the United States," *Journal of International and Comparative Social Welfare*, (Fall/Spring 1985-86), 2, 1-2, pp. 11-20.
- Hirsch, Barton J. and Bruce D. Rapkin, "Social Networks and Adult Social Identities: Profiles and Correlates of Support and Rejection," *American Journal of Community Psychology*, (August 1986), 14, 4, pp. 395-412.
- Hoachlander, E. Gareth, "Considering Deregulation in Education: Experience with the Vocational Education Act," *Education and Urban Society*, (August 1982), 14, 4, pp. 425-441.
- Hockin, Robert J., "Simplifying the Complexities of Customer Satisfaction," *Management Review*, (July 1990), 79, p. 64.
- Hodges, Harold Mellor, Jr., "On Surviving the Day after Tomorrow," *Humanist*, (May/June 1989), 49, 3, pp.

- 25-29, 40.
- Hodgson, Mary L., "Working Mothers: Effects on the Marriage and the Mother," *Family Therapy Collections*, (1984), 10, pp. 40-55.
- Hodson, Randy, "Gender Differences in Job Satisfaction, Why Aren't Women More Dissatisfied?" *Sociological Quarterly*, (September 1989), 30, 3, pp. 385-399.
- Holahan, Carole K., "The Relationship between Information Search in the Childbearing Decision and Life Satisfaction for Parents and Nonparents," *Family Relations Journal of Applied Family and Child Studies*, (October 1983), 32, 4, pp. 527-535.
- Holahan, Carole K., "Marital Attitudes Over 40 Years: A Longitudinal and Cohort Analysis," *Journal of Gerontology*, (January 1984), 39, 1, pp. 49-57.
- Holleran, Michele, "Most Hospitals Measure Satisfaction Incorrectly," *Marketing News*, (September 14, 1992), 26, p. 4.
- Holman, Thomas B. and Marion Woodroffe Patrick, "Family Structure, Conflict and Children's Self Esteem in Trinidad and Tobago," *Journal of Family Issues*, (June 1988), 9, 2, pp. 214-223.
- Holmila, Marja, "Young Families and Alcohol Use in Finland and the Soviet Union," *Contemporary Drug Problems*, (Winter 1987), 14, 4, pp. 649-672.
- Holpp, Lawrence, "A Short History of Constant Improvement," *Training*, (October 1989), 26, p. 8.
- Holtzman, Henry and Louis Papa, "Keeping the Customer Satisfied," *Modern Office Technology*, (June 1989), 34, p. 110.
- Hood, Jane C. and Nancy Milazzo, "Shiftwork, Stress and Wellbeing," *Personnel Administrator*, (December 1984), 29, pp. 95-7+.
- Hooker, Karen and Deborah G. Ventis, "Work Ethic, Daily Activities, and Retirement Satisfaction," *Journal of Gerontology*, (July 1984), 39, 4, pp. 478-484.
- Horley, James, "Life Satisfaction, Happiness, and Morale: Two Problems with the use of Subjective Well Being Indicators," *Gerontologist*, (April 1984), 24, 2, pp. 124-127.
- Hornung, Carlton A. and B. Claire McCullough, "Status Relationships in Dual Employment Marriages: Consequences for Psychological Well Being," *Journal of Marriage and the Family*, (1981), 43, 1, pp. 125-141.
- Horowitz, Joel, "Inferring Willingness to Pay for Housing Amenities from Residential Property Values," U.S. Environmental Protection Agency, Air and Energy Engineering Research Laboratory, 1986.
- Horton, Cleveland, "J.D. Power Branches into Non-Car Surveys," *Advertising Age*, (May 13, 1991), 62, p. 4.
- Hosman, Carol Merz, "Electoral Challenges as Indicators of Community Dissatisfaction," *Urban Education*, (April 1989), 24, 1, pp. 77-92.
- Houghton, D. S., "Resident Satisfaction in an Australian New Town: Kwinana, Western Australia," *Australian Journal of Social Issues*, (November 1976), 11, 4, pp. 263-275.
- House, Peter, Robert Livingston, and Carol Swinburn, "Monitoring Mankind: The Search for Quality," *Behavioral Science*, (January 1975), 20, 1, pp. 57-67.
- House, Elizabeth A., Michael F. Durfee, and Candace K. Bryan, "A Survey of Psychological and Social Concerns of Rural Adolescents," *Adolescence*, (Summer 1979), 14, 54, pp. 361-376.
- Hovik, Mils, "Using Socioeconomic Indicators and Perceived Quality-of-Life in the Marketing of Community," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 128-132.
- Hsieh, Mei O., *Importance and Anticipation as Expectation and Their Relationship to Patient Satisfaction with Health Care*. Unpublished doctoral dissertation, University of Illinois, (1989).
- Hsieh, Mei O. and Jill Doner Kagle, "Understanding Patient Satisfaction and Dissatisfaction with Health Care," *Health and Social Work*, (November 1991), 16, 4, pp. 281-290.
- Hsieh, Yeu Sheng, *Occupational Incongruity and Job Dissatisfaction in Taiwan*. Unpublished doctoral dissertation, Pennsylvania State University, (1986).
- Hudak, Clark J., Jr., Raju Varghese, and Robert M. Politzer, "Family, Marital, and Occupational Satisfaction for Recovering Pathological Gamblers," *Journal of Gambling Behavior*, (Fall 1989), 5, 3, pp. 201-210.
- Hudson, Walter W. and Gerald J. Murphy, "The Non-Linear Relationship between Marital Satisfaction and Stages of the Family Life Cycle: An Artifact of Type I Errors?" *Journal of Marriage and the Family*, (May 1980), 42, 2, pp. 263-267.
- Hudson, Walter W. and Dianne Harrison Glisson, "Assessment of Marital Discord in Social Work Practice," *Social Service Review*, (June 1976), 50, 2, pp. 293-311.
- Hudson, Terese, "Caring Important in ED Patient Satisfaction Survey," *Hospitals*, (February 20, 1992), 66, pp. 36+.
- Huebner, E. Scott, "Correlates of Life Satisfaction in Children," *School Psychology Quarterly*, (Summer 1991), 6, 2, pp. 103-111.
- Hulka, Barbara S., Lawrence L. Kupper, John C. Cassel, and Fitzhugh Mayo, "Doctor Patient Communication and Outcomes among Diabetic Patients," *Journal of Community Health*, (Fall 1975), 1, 1, pp. 15-27.
- Humble, John, "Five Ways to Win the Service War," *Management Review*, (March 1989), 78, pp. 43-5.
- Hunt, Sharyn and Ernest F. Cooke, "It's Basic but Necessary: Listen to the Customer," *Marketing News*, (March 5, 1990), 24, pp. 22-3.
- Hunt, H. Keith, "Consumer Satisfaction/Dissatisfaction and the Consumer Interest," *The Frontier of Research in the Consumer Interest: Proceedings of the*

- International Conference on Research in the Consumer Interest*. E. Scott Maynes, editor, Columbia, Mo.: American Council on Consumer Interests, (1988), pp. 731-47.
- Hunter, Kathleen I. and Margaret W. Linn, "Psychosocial Differences between Elderly Volunteers and Non-Volunteers," *International Journal of Aging and Human Development*, (1980 81), 12, 3, pp. 205-213.
- Husaini, Baqar A., Stephen T. Moore, and Robert S. Castor, "Social and Psychological Well Being of Black Elderly Living in High Rises for the Elderly," *Journal of Gerontological Social Work*, (1991), 16, 3-4, pp. 57-78.
- Husaini, Baqar A. and Stephen T. Moore, "Arthritis Disability, Depression, and Life Satisfaction among Black Elderly People," *Health and Social Work*, (November 1990), 15, 4, pp. 253-260.
- Hutchinson, Ira W., III, "The Significance of Marital Status for Morale and Life Satisfaction Among Lower Income Elderly," *Journal of Marriage and the Family*, (May 1975), 37, 2, pp. 287-293.
- Inglehart, Ronald, "Value Priorities, Life Satisfaction, and Political Dissatisfaction among Western Publics," *Comparative Studies in Sociology*, (1978), 1, pp. 173-202.
- Inglehart, Ronald, and Jacques Rene Rabier, "Aspirations Adapt to Situations: Intercultural Analysis of the Subjective Quality-of-Life, Les Aspirations s'adaptent aux situations: Analyse inter culturelle de la qualite subjective de la vie," *Futuribles*, (September 1984), 80, pp. 29-57.
- Inglehart, Ronald and Natalia Garcia Pardo, "Political Culture and a Stable Democracy, Cultura politica y democracia estable," *Revista Espanola de Investigaciones Sociologicas*, (April/June 1988), 42, pp. 45-65.
- Inglehart, Ronald and Renata Siemienska, "Changing Values and Political Dissatisfaction in Poland and the West: A Comparative Analysis," *Government and Opposition*, (Autumn 1988), 23, 4, pp. 440-457.
- Ingman, Lars C., "Getting Customer Satisfaction," *Pulp & Paper*, (November 1990), 64, p. 145.
- Ingman, Lars C., "Follow the Yellow Brick Road," *Pulp & Paper*, (November 1991), 65, pp. 145+.
- Inguanzo, Joe M., "Taking a Serious Look at Patient Expectations," *Hospitals*, (September 5, 1992), 66, p. 68.
- Iqbal, Muhammad, *Complaint & Answer*, (1987), Kazi Publications, Incorporated.
- Ishii Kuntz, Masako and Marilyn Ihinger Tallman, "The Subjective Well Being of Parents," *Journal of Family Issues*, (March 1991), 12, 1, pp. 58-68.
- Ja Jeong, Gyung, and Walter R. Schumm, "Family Satisfaction in Korean/American Marriages: An Exploratory Study of the Perceptions of Korean Wives," *Journal of Comparative Family Studies*, (Autumn 1990), 21, 3, pp. 325-336.
- Jackson, James S., John D. Bacon, and John Peterson, "Life Satisfaction among Black Urban Elderly," *International Journal of Aging and Human Development*, (1977-78), 8, 2, pp. 169-179.
- Jacobsen, R. Brooke, and Jerry J. Binger, "Black Versus White—Single Parents and the Value of Children," *Journal of Black Studies*, (March 1991), 21, 3, pp. 302-312.
- Jacobson, Neil S., "A Component Analysis of Behavioral Marital Therapy: The Relative Effectiveness of Behavior Exchange and Communication/Problem Solving Training," *Journal of Consulting and Clinical Psychology*, (April 1984), 52, 2, pp. 295-305.
- Jacobson, Neil S., William C. Follette, and Mark Pagel, "Predicting Who will Benefit from Behavioral Marital Therapy," *Journal of Consulting and Clinical Psychology*, (August 1986), 54, 4, pp. 518-522.
- James, Suzanne Day and David W. Johnson, "Social Interdependence, Psychological Adjustment, and Marital Satisfaction in Second Marriages," *Journal of Social Psychology*, (June 1988), 128, 3, pp. 287-303.
- Jarley, Paul, Sarosh Kuruville and Douglas Casteel, "Member Union Relations and Union Satisfaction," *Industrial Relations*, (Winter 1990), 29, 1, pp. 129-34.
- Jarley, Paul, Sarosh Kuruville, and Douglas Casteel, "Member-Union Relations and Union Satisfaction," *Industrial Relations*, (Winter 1990), 29 pp. 128-34.
- Jayanti, Rama and Antia Jackson, "Service Satisfaction: An Exploratory Investigation of Three Models," *Advances in Consumer Research*, Rebecca H. Holman, Michael R. Solomon, editors, (1991), XVIII, pp. 603-610.
- Jayaratne, Srinika, Wayne A. Chess, and Dale A. Kunkel, "Burnout: Its Impact on Child Welfare Workers and Their Spouses," *Social Work*, (January/February 1986), 31, 1, pp. 53-59.
- Jayaratne, Srinika, Mary Lou Davis Sacks, and Wayne A. Chess, "Private Practice May Be Good for Your Health and Well Being," *Social Work*, (May 1991), 36, 3, pp. 224-229.
- Jayson, Susan, "Focus on People—Not Cost," *Management Accounting*, (September 1992), 74, pp. 28-33.
- Jeffries, Leo W. and Jean Dobos, "Communication and Public Perception of the Quality-of-Life: Testing the Model," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 43-49.
- Jenkins, Jolyon, "Waiting in Line," *New Statesman and Society*, (January 1989), 2, 33, 20, pp. 22-23.
- Jenks, Julie, Jonathan Kahane, Virginia Bobinski, and Tina Piermarini, "The Relationship between Perceived College Student Satisfaction and Goal Directedness," *Measurement and Evaluation in Guidance*, (January 1979), 11, 4, pp. 225-229.
- Jennings, Kenneth, and Frederick Westfall, "Benchmarking for Strategic Action," *Journal of Business Strategy*,

- (May/June 1992), 13, pp. 22-5.
- Jenny, Jean, "A Compliance Model for Diabetic Instruction," *Rehabilitation Literature*, (September/October 1983), 44, 9-10, pp. 258-263, 299.
- Jensen, Larry and Marilyn Borges, "The Effect of Maternal Employment on Adolescent Daughters," *Adolescence*, (Fall 1986), 21, 83, pp. 659-666.
- Jeries, Naheel and Craig M. Allen, "Satisfaction/Dissatisfaction with Financial Management among Married Students," *Proceedings of the American Council on Consumer Interests*, 32nd Annual Conference, Karen P. Schnittgrund, editor, (1986), pp. 63-69.
- Jeries, Naheel, "Satisfaction/Dissatisfaction in the Marketplace as a Function of Consumer Attitudes," *Proceedings of the American Council on Consumer Interests*, 28th Annual Conference, Carol Meeks, editor, (1982), pp. 152-157.
- Johansson, Gunn, "Job Demands and Stress Reactions in Repetitive and Uneventful Monotony at Work," *International Journal of Health Services*, (1989), 19, 2, pp. 365-377.
- Johnson, Freddie L., Ernestine Cook, Martha J. Foxall, Elizabeth Kelleher, Elizabeth Kentopp, and Elizabeth A. Mannlein, "Life Satisfaction of the Elderly American Indian," *White Cloud Journal of American Indian Mental Health*, (1984), 3, 3, pp. 3-13.
- Johnson, Dean Frazier, Carolyn McConnell Wells, and Robert Breckenridge, "Service as a Female Naval Officer: Implications for Aging?" *Journal of Aging Studies*, (Fall 1989), 3, 3, pp. 183-209.
- Johnson, Carolyn Kitchings, and Sharon Price Bonham, "Women and Retirement: A Study and Implications," *Family Relations*, (July 1980), 29, 3, pp. 380-385.
- Johnson, Edith M. and Doretta E. Stark, "A Group Program for Cancer Patients and Their Family Members in an Acute Care Teaching Hospital," *Social Work in Health Care*, (Summer 1980), 5, 4, pp. 335-349.
- Johnson, Freddie L., et al., "Life Satisfaction in the Minority Elderly," *Issues in Mental Health Nursing*, (1984), 6, 1-2, pp. 189-207.
- Johnson, G. David, J. Stephen Thomas, and Marc Matre, "Race, Social Ties, Social Support, and Subjective Well Being: Evidence from a Community Study," *Sociological Focus*, (October 1990), 23, 4, pp. 341-354.
- Johnson, H. Thomas, "It's Time to Stop Overselling Activity Based Concepts" (Managing Operations by Focusing on Customer Satisfaction), *Management Accounting*, (September 1992), 74, pp. 26-35.
- Johnson, Nan E. and Shannon C. Stokes, "Family Size in Successive Generations: The Effects of Birth Order, Intergenerational Change in Lifestyle, and Familial Satisfaction," *Demography*, (May 1976), 13, 2, pp. 175-87.
- Johnson, Michael D. and Claes Fornell, "A Framework for Comparing Customer Satisfaction across Individuals and Product Categories," *Journal of Economic Psychology*, (June 1991), 12, 2, pp. 267-86.
- Johnston, Catharine G. and Mark J. Daniel, "Customer Satisfaction through Quality," *The Canadian Business Review*, (Winter 1991), 18, pp. 12-15.
- Joiner, Charles Marion, *Factors in Nursing Home Adjustment and Satisfaction*. Unpublished doctoral dissertation, Washington University, (1990).
- Jones, Sidney, "The Elders: A New Generation," *Ageing and Society*, (September 1986), 6, 3, pp. 313-331.
- Jorgensen, Stephen R., "Socioeconomic Rewards and Perceived Marital Quality: A Re-Examination," *Journal of Marriage and the Family*, (November 1979), 41, 4, pp. 825-835.
- Joseph, Ramola, *Perceived Change of Immigrants in the United States: A Study of Kerala (Asian Indian) Immigrant Couples in Greater Chicago*. Unpublished doctoral dissertation, Loyola University, (1992).
- Judge, Timothy A. and Charles Hulin, "Job Satisfaction and Subjective Well-Being as Determinants of Job Adaptation," *Best Papers Proceedings*, Academy of Management, Lawrence R. Juch and Jerry L. Wall co-editors, (1990), pp. 133-142.
- Jurich, Anthony P. and Candyce S. Russell, "Family Therapy with Rural Families in a Time of Farm Crisis," *Family Relations*, (October 1987), 36, 4, pp. 364-367.
- Kabanoff, Boris and Rod Ashton, "Conservatism, Locus of Control and Life Satisfaction: A Person/Environment Fit Analysis," *Australian Psychologist*, (March 1984), 19, 1, pp. 19-23.
- Kahn, Stephen, Gary Zimmerman, Mihaly Csikszentmihalyi, and Jacob W. Getzels, "Relations between Identity in Young Adulthood and Intimacy at Midlife," *Journal of Personality and Social Psychology*, (November 1985), 49, 5, pp. 1316-1322.
- Kahneman, Daniel and Jack L. Knetsch, "Valuing Public Goods: The Purchase of Moral Satisfaction," *Journal of Environmental Economics and Management*, (January 1992), 22, 1, pp. 57-70.
- Kalish, Richard A. and Sharon Moriwaki, "The World of the Elderly Asian American," *Journal of Social Issues*, (1973), 29, 2, pp. 187-209.
- Kalman, Thomas P., "An Overview of Patient Satisfaction with Psychiatric Treatment," *Hospital and Community Psychiatry*, (January 1983), 34, 1, pp. 48-54.
- Kammann, Richard, "Objective Circumstances, Life Satisfaction, and Sense of Well Being: Consistencies Across Time and Place," *New Zealand Journal of Psychology*, (May 1983), 12, 1, pp. 14-22.
- Kamo, Yoshinori, "Husbands and Wives Living in Nuclear and Stem Family Households in Japan," *Sociological Perspectives*, (Fall 1990), 33, 3, pp. 397-417.
- Kamouri, Anita L. and John C. Cavanaugh, "The Impact of Preretirement Education Programmes on Workers'

- Preretirement Socialization," *Journal of Occupational Behaviour*, (July 1986), 7, 3, pp. 245-256.
- Kaneko, Isamu, "Social Networks of Old People in Urban Communities," Title in Japanese, *Shakaigaku Hyoron / Japanese Sociological Review*, (December 1987), 38, 3(151), pp. 32-46.
- Kang, Sung Yeon, *The Multivariate Structure of Psychological Quality-of-Life: Attitudes and Perceptions in American Society*. Unpublished doctoral dissertation, State University of New York Buffalo, (1987).
- Kanter, Rosabeth Moss, "Quality of Work Life and Work Behavior in Academia," *National Forum*, (Fall 1980), 60, 4, pp. 35-38.
- Kaplan, Robert S. and David P. Norton, "The Balanced Scorecard—Measures that Drive Performance," *Harvard Business Review*, (January/February 1992), 70, pp. 71-9.
- Karabatsos, Nancy A., "The State of Quality: What the Numbers Say," *Training*, (March 1991), 28, pp. 27-9+.
- Karasek, Robert A. and Tores Theorell, *Healthy Work: Stress, Productivity, & the Reconstruction of Working Life*, (1992), Basic Books.
- Kart, Cary S. and Charles F. Longino, Jr., "The Support Systems of Older People: A Test of the Exchange Paradigm," *Journal of Aging Studies*, (Fall 1987), 1, 3, pp. 239-251.
- Kasl, Stanislav V., Susan Gore, and Sidney Cobb, "The Experience of Losing a Job: Reported Changes in Health, Symptoms and Illness Behavior," *Psychosomatic Medicine*, (March/April 1975), 37, 2, pp. 106-122.
- Kasl, Stanislav V. and Ernest Harburg, "Mental Health and the Urban Environment: Some Doubts and Second Thoughts," *Journal of Health and Social Behavior*, (September 1975), 16, 3, pp. 268-282.
- Kasper, Hans, "On Problem Perception, Dissatisfaction and Brand Loyalty," *Journal of Economic Psychology*, (September 1988), 9, 3, pp. 387-97.
- Kassebaum, Donald G., "Patient Attitudes and Health Care in Educational Settings," *Journal of Medical Education*, (October 1985), 60, 10, pp. 809-810.
- Kasteler, Josephine, Robert L. Kane, Donna M. Olsen, and Constance Thetford, "Issues Underlying Prevalence of 'Doctor Shopping' Behavior," *Journal of Health and Social Behavior*, (December 1976), 17, 4, pp. 328-339.
- Katz, Karen L., Blaire M. Larson, and Richard C. Larson, "Prescription for the Waiting in Line Blues: Entertain, Enlighten, and Engage," *Sloan Management Review*, (Winter 1991), 32, pp. 44-53.
- Kaufman, Roger, "Toward Total Quality Plus: Social Responsibility in Satisfying Customers," *Training*, (December 1991), 28, pp. 50-4.
- Kauppinen Toropainen, Kaisa, Irja Kandolin, and Pertti Mutanen, "Job Dissatisfaction and Work Related Exhaustion in Male and Female Work," *Journal of Occupational Behaviour*, (July 1983), 4, 3, pp. 193-207.
- Kausen, Robert, *Customer Satisfaction Guaranteed: A New Approach to Customer Service, Bedside Manner, & Relationship Ease*, (1989), Life Education, Incorporated.
- Kavanagh, Michael J. and Michael Halpern, "The Impact of Job Level and Sex Differences on the Relationship between Life and Job Satisfaction," *Academy of Management Journal*, (March 1977), 20, 1, pp. 66-73.
- Kazak, Anne E. and Jean A. Linney, "Stress, Coping, and Life Change in the Single Parent Family," *American Journal of Community Psychology*, (April 1983), 11, 2, pp. 207-220.
- Kearl, Michael C., "An Inquiry into the Positive Personal and Social Effects of Old Age Stereotypes among the Elderly," *International Journal of Aging and Human Development*, (1981-82), 14, 4, pp. 277-290.
- Kearney, Patricia, and Timothy G. Plax, and Patricia S. Lentz, "Participation in Community Organizations and Socioeconomic Status as Determinants of Seniors' Life Satisfaction," *Activities, Adaptation and Aging*, (Summer 1985), 6, 4, pp. 31-37.
- Kearns, Robert, "Is Everybody Happy?" *Business Marketing*, (December 1989), 74, pp. 30-1+.
- Keicolt, K. Jill and Alan C. Acock, "Childhood Family Structure and Adult Psychological Well Being of Black Americans," *Sociological Spectrum*, (1990), 10, 2, pp. 169-186.
- Keigher, Sharon M. and Rebecca Hanson Berman, "How SRO Hotels Meet the Needs of Older Chicagoans," *Journal of Housing for the Elderly*, (1991), 8, 1, pp. 111-126.
- Keith, Pat M., Rita Braitto, and Michael Breci, "Rethinking Isolation among the Married and the Unmarried," *American Journal of Orthopsychiatry*, (April 1990), 60, 2, pp. 289-297.
- Keith, Pat M., Willis J. Goudy, and Edward A. Powers, "Employment Characteristics and Psychological Well Being of Men in Two Job Families," *Psychological Reports*, (December 1981), 49, 3, pp. 975-978.
- Keith, Pat M., "Financial Well Being of Older Divorced/Separated Men and Women: Findings From a Panel Study," *Journal of Divorce*, (Fall 1985), 9, 1, pp. 61-72.
- Keith, Pat M., Kathleen Hill, Willis J. Goudy, and Edward A. Powers, "Confidants and Well Being: A Note on Male Friendship in Old Age," *Gerontologist*, (June 1984), 24, 3, pp. 318-320.
- Keith, Pat M., "Patterns of Assistance among Parents and the Childless in Very Old Age: Implications for Practice," *Journal of Gerontological Social Work*, (September 1983), 6, 1, pp. 49-59.
- Kelley, Scott W., James H. Donnelly, and Steven J. Skinner, "Customer Participation in Service Production and Delivery," *Journal of Retailing*, (Fall

- 1990), 66, pp. 315-35.
- Kelly, Al, *How to Make Your Life Easier at Work*, (1990), Avon Books.
- Kelso, Jane, Mark A. Stewart, Lillian Bullers, and Robert Eginton, "The Measure of Marital Satisfaction: A Questionnaire to Screen Parents for Marital Problems," *Child Psychiatry and Human Development*, (Winter 1984), 15, 2, pp. 86-103.
- Kemper, Theodore D. and Melvin L. Reichler, "Work Integration, Marital Satisfaction, and Conjugal Power," *Human Relations*, (October 1976), 29, 10, pp. 929-944.
- Kemper, Theodore D. and Melvin L. Reichler, "Marital Satisfaction and Conjugal Power as Determinants of Intensity and Frequency of Rewards and Punishments Administered by Parents," *Journal of Genetic Psychology*, (December 1976), 129, 2, pp. 221-234.
- Kendrick, John W. and John B. Kendrick, *Personal Productivity: How to Increase Your Satisfaction in Living*. London: Sharpe, (1988).
- Kenkel, William F. and Marion S. Kenkel, "Job Search Methods of Low Income Youth: A Research Note," *Sociological Spectrum*, (Fall 1989), 9, 4, pp. 467-476.
- Kennedy, Catherine A., James A. King, and William A. Muraco, "The Relative Strength of Health as a Predictor of Life Satisfaction," *International Social Science Review*, (Spring 1983), 58, 2, pp. 97-102.
- Keon, Thomas L. and Bill McDonald, "Job Satisfaction and Life Satisfaction: An Empirical Evaluation of Their Interrelationship," *Human Relations*, (March 1982), 35, 3, pp. 167-180.
- Kerns, Robert D. and Dennis C. Turk, "Depression and Chronic Pain: The Mediating Role of the Spouse," *Journal of Marriage and the Family*, (November 1984), 46, 4, pp. 845-852.
- Kerri, James N., "A Social Analysis of the Human Element in Housing: A Canadian Case," *Human Organization*, (Summer 1977), 36, 2, pp. 173-185.
- Khlopin, Aleksandr Dmitrievich, "'Deprivatization' of Townsfolk's Vital Activities: The Contradictions of Capitalist Urbanization (Deprivatizatsiya zhiznedeyatel'nosti gorozhan: protivorechiya kapitalisticheskoy urbanizatsii)," *Sotsiologicheskie Issledovaniya*, (October/December 1983), 10, 4, pp. 153-157.
- Khullar, Gurdeep S. and Beverly Reynolds, "Correlates of Religious Participation and Life Satisfaction," *Free Inquiry in Creative Sociology*, (May 1985), 13, 1, pp. 57-59.
- Kiesler, Charles A., "Social Psychological Issues in Studying Consumer Satisfaction with Behavior Therapy," *Behavior Therapy*, (March 1983), 14, 2, pp. 226-236.
- Kimmel, Melvin J., "The Development of a Unit Morale Measure for Army Battalions," U.S. Army Research Institute for the Behavioral and Social Sciences, 1984.
- Kinney, Joan L. and Norleen Ackerman, "Use and Satisfaction with Consumer Information Sources as Related to Satisfaction with Microwave Oven Cookery," *Proceedings of the American Council on Consumer Interests*, 28th Annual Conference, Carol Meeks, editor, (1982), pp. 172-180.
- Kirkcaldy, Bruce D. and Volker Hodapp, "Individual Differences and Subjective Load and Dissatisfaction at Work, Individuelle Differenzen und Subjektive Belastung und Unzufriedenheit im Beruflichen Bereich," *Studia Psychologica*, (1989), 31, 1, pp. 27-40.
- Kirshner, Lewis A., Abraham Genack, and Stuart T. Hauser, "Effects of Gender on Short Term Psychotherapy," *Psychotherapy Theory, Research and Practice*, (Summer 1978), 15, 2, pp. 158-167.
- Kirwin, Paul, "The Satisfaction of Service," *Lodging Hospitality*, (June 1991), 47, p. 66.
- Kivnick, Helen Q., "Grandparenthood and the Mental Health of Grandparents," *Ageing and Society*, (November 1981), 1, 3, pp. 365-391.
- Kleiber, Douglas, Susan L. Greendorfer, Elaine M. Blinde, and Diane Marie Samdahl, "Quality of Exit from University Sports and Life Satisfaction in Early Adulthood," *Sociology of Sport Journal*, (March 1987), 4, 1, pp. 28-36.
- Kleiber, Douglas A. and Stephen C. Brock, "The Effect of Career Ending Injuries on the Subsequent Well Being of Elite College Athletes," *Sociology of Sport Journal*, (March 1992), 9, 1, pp. 70-75.
- Klein, Margaret M., "The Therapeutics of Recreation," Special Issue: Recreation for the Disabled Child, *Physical and Occupational Therapy in Pediatrics*, (Fall 1984), 4, 3, pp. 9-11.
- Klemmack, David L., John R. Carlson, and John N. Edwards, "Measures of Well Being: An Empirical and Critical Assessment," *Journal of Health and Social Behavior*, (September 1974), 15, 3, pp. 267-270.
- Klemmack, David L. and Lucinda L. Roff, "Fear of Personal Aging and Subjective Well Being in Later Life," *Journal of Gerontology*, (November 1984), 39, 6, pp. 756-758.
- Kline, Kristin and Sylvia Lane, "Levels of Consumer Satisfaction under Three Subsidized Low Income Housing Programs," *American Real Estate and Urban Economics Association Journal*, (Summer 1975), 3, 2, pp. 83-96.
- Klinger, Anita M. and Lori Harding, *The Way of the Ab: A Way of Living*. (1991), Marshall Graphics.
- Kloop, Charlotte and John Sterlicchi, "Customer Satisfaction Just Catching on in Europe," *Marketing News*, (May 28, 1990), 24, p. 5.
- Knapp, Martin R., "Predicting the Dimensions of Life Satisfaction," *Journal of Gerontology*, (September 1976), 31, 5, pp. 595-604.
- Knaub, Patricia K., Sharon L. Hanna, and Nick Stinnett, "Strengths of Remarried Families," *Journal of Divorce*, (Spring 1984), 7, 3, pp. 41-55.

- Knowles, Eric S., "The Proximity of Others: A Critique of Crowding Research and Integration with the Social Sciences," *Journal of Population*, (Spring 1979), 2, 1, pp. 3-17.
- Knox, P. L. and M. B. Cottam, "North Sea Oil and the Quality-of-Life: An Attitudinal Profile of Evanton, Easter Ross," *International Journal of Sociology and Social Policy*, (1981), 1, 3, pp. 70-84.
- Koenig, Harold G., Ilene C. Siegler, and Linda K. George, "Religious and Non-Religious Coping: Impact on Adaptation in Later Life," *Journal of Religion and Aging*, (1989), 5, 4, pp. 73-94.
- Kohnke, Luane, "Designing a Customer Satisfaction Measurement Program," *Bank Marketing*, (July 1990), 22, pp. 28-30.
- Kolarska, Lena, and Howard Aldrich, "Exit, Voice, and Silence: Consumers' and Managers' Responses to Organizational Decline," *Organization Studies*, (1980), 1, 1, pp. 41-58.
- Kolb, Trudy M. and Murray A. Straus, "Marital Power and Marital Happiness in Relation to Problem Solving Ability," *Journal of Marriage and the Family*, (November 1974), 36, 4, pp. 756-766.
- Kolodinsky, Jane, "Predicting Consumer Complaints: A Step Forward," *Proceedings of the American Council on Consumer Interests*, 36th Annual Conference, Mary L. Carsky, editor, (1990), pp. 155-161.
- Kolodny, Harvey F. and Hans Van Beinum, *The Quality of Working Life in the Nineteen Eighties*, (1983), Greenwood Publishing Group, Incorporated.
- Konar, Ellen, Eric Sundstrom, Christine Brady, David Mandel, and Robert W. Rice, "Status Demarcation in the Office," *Environment and Behavior*, (September 1982), 14, 5, pp. 561-580.
- Kopelman, Richard E., Jeffrey H. Greenhaus, and Thomas F. Connolly, "A Model of Work, Family, and Interrole Conflict: A Construct Validation Study," *Organizational Behavior and Human Performance*, (October 1983), 32, 2, pp. 198-215.
- Kops, Jaromir, "Soundings into Health Services, Sondy do zdravotnickych sluzieb," *Sociologia*, (1989), 21, 1, pp. 79-87.
- Korazim, Josef, "Raising Children in Ambivalent Immigrant Families: Israelis in New York," *Children and Youth Services Review*, (1985), 7, 4, pp. 353-362.
- Korsch, Barbara M., "Current Issues in Communication Research," *Health Communication*, (1989), 1, 1, pp. 5-9.
- Korte, Alvin O., "Social Interaction and Morale of Spanish Speaking Rural and Urban Elderly," *Journal of Gerontological Social Work*, (Spring/Summer 1982), 4, 3-4, pp. 57-66.
- Kotler, Tamara, and S. B. Hammond, "Marital Quality and Disturbed Child Behaviour," *British Journal of Clinical Psychology*, (September 1981), 20, 3, pp. 187-198.
- Kotler, Tamara, "A Balanced Distance: Aspects of Marital Quality," *Human Relations*, (May 1985), 38, 5, pp. 391-407.
- Kowalski, Sandra Calkins, *Determinants of the Place of Death among the Terminally Ill: Dissatisfaction with Health Care Institutions and Adequate Social Support*. Unpublished doctoral dissertation, University of Notre Dame, (1989).
- Krannich, Richard S., Pamela J. Riley, and Ann Leffler, "Perceived Stress among Nonmetropolitan Utah Residents," *Lifestyles*, (Winter 1988), 9, 4, pp. 281-296.
- Krau, Edgar, "The Feeling of Low Quality-of-Life and Industrial Progress: Are They Linked?" *International Journal of Sociology and Social Policy*, (1985), 5, 3, pp. 29-43.
- Krause, Neal, "Conflicting Sex Role Expectations, Housework Dissatisfaction, and Depressive Symptoms among Full Time Housewives," *Sex Roles*, (November 1983), 9, 11, pp. 1115-1125.
- Krebs, Dagmar and Karl Schuessler, "Life Feeling Scales for Use in German and American Samples," *Social Indicators Research*, (April 1989), 21, 2, pp. 113-131.
- Krokoff, Lowell J., "The Correlates of Negative Affect in Marriage: An Exploratory Study of Gender Differences," *Journal of Family Issues*, (March 1987), 8, 1, pp. 111-135.
- Krol, Ronald A. and Daniel J. Nordlund, "Patient Satisfaction Data and Residents' Physician Patient Skills," *Journal of Family Practice*, (July 1983), 17, 1, pp. 141-142.
- Kumagai, Fumie, "Satisfaction among Rural and Urban Japanese Elderly in Three Generation Families," *Journal of Cross Cultural Gerontology*, (July 1987), 2, 3, pp. 225-239.
- Kupper, Kenneth F., "Little Things Mean a Lot," *Business Marketing*, (April 1992), 77, p. 86.
- Kurella, S., "The Social Needs of Patients and Their Satisfaction with Medical Care: A Survey of Medical Inpatients in the County Hospitals of the German Democratic Republic," *Social Science and Medicine*, (November 1979), 13A, 6, pp. 737-742.
- Kurtz, Margot E. and Dennis B. Propst, "Research Note: Relationship between Perceived Control in Leisure and Life Satisfaction: A Study of Non-Institutionalized Older Persons," *Leisure Studies*, (January 1991), 10, 1, pp. 69-77.
- Kurtz, John J. and David G. Kyle, "Life Satisfaction and the Exercise of Responsibility," *Social Work*, (July 1977), 22, 4, pp. 323-324.
- Kushman, John, and Sylvia Lane, "A Multivariate Analysis of Factors Affecting Perceived Life Satisfaction and Psychological Well Being among the Elderly," *Social Science Quarterly*, (September 1980), 61, 2, pp. 264-77.
- Lackovic Grgin, Katica, and Goran Opacic, "Interaction with the Mother and Satisfaction with Family Life of Young People with and without a Father, Interakejce

- s majkom i zadovoljstvo obiteljskim zivotom mladih iz obitelji s ocem i bez oca," *Radovi Filozofski Fakultet Zadarske Razine Filozofije Psihologije, Sociologije i Pedagogije*, (1988-1989), 28, 5, pp. 155-164.
- LaForge, Mary C., "Disappointed Elderly Complaints: Can Firms Recover?" *Developments in Quality-of-Life Studies in Marketing*, M. Joseph Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 16-19.
- Laidmae, Virve Ines, "Sociological Aspects of Studying the Influence of Art, Kunsti mojuurise sotsioloogilisi aspekte," *Izvestiya Akademii Nauk Estonskoi SSR, Obshchestvennye Nauki*, (1989), 38, 3, pp. 260-271.
- Lakhani, Hyder, "Retention Cost Benefit Analysis of U.S. Army Junior Officers A Multidisciplinary Analysis," *Journal of Political and Military Sociology*, (Summer 1991), 19, 1, pp. 1-27.
- Lamb, Michael E., Joseph H. Pleck, and James A. Levine, "Effects of Paternal Involvement on Fathers and Mothers," *Marriage and Family Review*, (Winter 1985-86), 9, 3-4, pp. 67-83.
- Landesman, Sharon, "Quality-of-Life and Personal Life Satisfaction: Definition and Measurement Issues," *Mental Retardation*, (June 1986), 24, 3, pp. 141-143.
- Landua, Detlef, "An Attempt to Classify Satisfaction Changes: Methodological and Content Aspects of a Longitudinal Problem," *Social Indicators Research*, (May 1992), 26, 3, pp. 221-241.
- Lane, Robert E., "Autonomy, Felicity, Futility: The Effects of the Market Economy on Political Personality," *Journal of Politics*, (February 1978), 40, 1, pp. 2-24.
- Lane, Robert E., "Markets and the Satisfaction of Human Wants," *Journal of Economic Issues*, (December 1978), 12, 4, pp. 799-827.
- Lane, Robert E. *The Market Experience*. Cambridge University Press, (1991).
- Langenbrunner, Mary Reardon, *Sources of Satisfaction and Dissatisfactions with Parenting: A Phenomenological Study*. Unpublished doctoral dissertation, University of Tennessee, Knoxville, (1987).
- Langford, Barry E. and Susan Lee Taylor, "Toward Service Firm Satisfaction: A Conceptual, Integrated Model," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1992), pp. 390-6.
- Larsen, Daniel L., C. Clifford Attkisson, William A. Hargreaves, and Tuan D. Nguyen, "Assessment of Client/Patient Satisfaction: Development of a General Scale," *Evaluation and Program Planning*, (1979), 2, 3, pp. 197-207.
- Larsen, Andrea S. and David H. Olson, "Predicting Marital Satisfaction Using PREPARE: A Replication Study," *Journal of Marital and Family Therapy*, (July 1989), 15, 3, pp. 311-322.
- Larson, Jillyane D., *The Relationship of Sex Role Preference, Life Satisfaction, Self Esteem, Education, and Employment Status of Mothers of Preschool Age Children*. Unpublished doctoral dissertation, Claremont Graduate School, (1986).
- Larson, Reed, Roger Mannell, and Jiri Zuzanek, "Daily Well Being of Older Adults with Friends and Family," *Psychology and Aging*, (June 1986), 1, 2, pp. 117-126.
- Latkin, Carl A., Richard A. Hagan, Richard A. Littman, and Norman D. Sundberg, "Who Lives in Utopia? A Brief Report on the Rajneeshpuram Research Project," *Sociological Analysis*, (Spring 1987), 48, 1, pp. 73-81.
- Latten, J. J., "Life Course and Satisfaction, Equal for Everyone?" *Social Indicators Research*, (December 1989) 21, 6, pp. 599-610.
- Lawrence, Owen E. and Rebecca F. Guy, "Assessment of Methods for Measuring Life Satisfaction," *Free Inquiry in Creative Sociology*, (November 1980), 8, 2, pp. 181-185.
- Lawton, M. Powell, Morton H. Kleban, and Eric DiCarlo, "Psychological Well Being in the Aged: Factorial and Conceptual Dimensions," *Research on Aging*, (March 1984), 6, 1, pp. 67-97.
- Lawton, M. Powell, Miriam Moss, and Elizabeth Moles, "The Suprapersonal Neighborhood Context of Older People: Age Heterogeneity and Well Being," *Environment and Behavior*, (January 1984), 16, 1, pp. 89-109.
- Layton, Allan P., "An Estimated Australian Macroeconomic Misery Index," *Economic Record*, (June 1992), 68, 201, pp. 118-24.
- Lazare, Aaron, Sherman Eisenthal, and Linda Wasserman, "The Customer Approach to Patienthood: Attending to Patient Requests in a Walk in Clinic," *Archives of General Psychiatry*, (May 1975), 32, 5, pp. 553-558.
- Leahey, Maureen, and Arnold Slive, "Treating Families with Adolescents: An Ecological Approach," *Canadian Journal of Community Mental Health*, (September 1983), 2, 2, pp. 21-28.
- Lebow, Jay, "Pragmatic Decisions in the Evaluation of Consumer Satisfaction with Mental Health Treatment," *Evaluation and Program Planning*, (1982), 5, 4, pp. 349-356.
- Lebow, Jay, "Assessing Consumer Satisfaction in Mental Health Treatment Settings: A Guide for the Administrator," *Administration in Mental Health*, (Fall 1984), 12, 1, pp. 3-14.
- Lebow, Jay L., "Similarities and Differences between Mental Health and Health Care Evaluation Studies Assessing Consumer Satisfaction," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 237-245.
- Lebow, Jay L., "Acceptability as a Simple Measure in Mental Health Program Evaluation," *Evaluation and Program Planning*, (1987), 10, 3, pp. 191-195.
- Lebow, Jay L., "Client Satisfaction with Mental Health Treatment: Methodological Considerations in

- Assessment," *Evaluation Review*, (December 1983), 7, 6, pp. 729-752.
- Lebow, Jay L., "Research Assessing Consumer Satisfaction with Mental Health Treatment: A Review of Findings," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 211-236.
- Lee, Chris, "The Customer Within," *Training*, (July 1991), 28, pp. 21-6.
- Lee, Gary R., "Marriage and Morale in Later Life," *Journal of Marriage and the Family*, (February 1978), 40, 1, pp. 131-139.
- Lee, Gary R., "Age at Marriage and Marital Satisfaction: A Multivariate Analysis with Implications for Marital Stability," *Journal of Marriage and the Family*, (August 1977), 39, 3, pp. 493-504.
- Lee, Mary D., "Probing Behavioral Patterns of Structuring Daily Life," *Human Relations*, (May 1985), 38, 5, pp. 457-476.
- Lee, Mary D., "The Great Balancing Act," *Psychology Today*, (March 1986), 20, 3, pp. 48-56.
- Lee, Chris, "Do the Job, Hold the Service," *Training*, (November 1989), 26, p. 8.
- Lee, Gary R. and Eugene Ellithorpe, "Intergenerational Exchange and Subjective Well Being among the Elderly," *Journal of Marriage and the Family*, (February 1982), 44, 1, pp. 217-224.
- Leebov, Wendy, *Effective Complaint Handling in Health Care*, (1990), American Hospital Publishing, Incorporated.
- Leebov, Wendy, and Michael Vergare, *Patient Satisfaction: A Guide to Practice Enhancement*, (1989), Medical Economics Books.
- Lehman, Anthony F. Thomas R. Zastowny, "Patient Satisfaction with Mental Health Services: A Meta Analysis to Establish Norms," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 265-274.
- Leicht, Kevin T., "Unions, Plants, Jobs, and Workers: An Analysis of Union Satisfaction and Participation," *Sociological Quarterly*, (June 1989), 30, 2, pp. 331-362.
- Leiper, Jean McKenzie, *The Impact of Work Schedules on Satisfaction with Family Life, Spare Time, and Related Nonwork Experiences*. Unpublished doctoral dissertation, University of Waterloo, (1987).
- Leiter, Jeffrey, "Perception of Community Dissatisfaction and School Organizational Structures," *American Educational Research Journal*, (Spring 1983), 20, 1, pp. 45-61.
- Lele, Milind M. and Jagdish N. Sheth, *The Customer Is Key: Gaining an Unbeaten Advantage Through Customer Satisfaction*, (1991), Wiley, John, & Sons, Incorporated.
- Lemieux, R. N., D. A. Richards, and R. R. Ross, *Customer-Satisfaction Audit: A Management Perspective*, (1985), Institute of Internal Auditors, Incorporated.
- Lenthall, Gerard, "Marital Satisfaction and Marital Stability," *Journal of Marital and Family Therapy*, (October 1977), 3, 4, pp. 25-32.
- Lenz, Karen Chapman, *Women Authors: Age Related Changes in Productivity, Life Satisfaction, and Multiple Roles*. Unpublished doctoral dissertation, Claremont Graduate School, (1986).
- Leonard, Wilbert M., II, "Successful Aging: An Elaboration of Social and Psychological Factors," *International Journal of Aging and Human Development*, (1981 82), 14, 3, pp. 223-232.
- Lester, David, and Michael Karsevar, "Perceived Satisfaction of Police Officers with their Marriages," *Perceptual and Motor Skills*, (October 1980), 51, 2, p. 634.
- Lester, David, and Thomas W. Guerin, "Further Explorations of Police Officers' Satisfaction with their Marriages," *Psychological Reports*, (April 1982), 50, 2, pp. 608.
- Levenkron, Jeffrey C., Jerome D. Cohen, Hiltrud S. Mueller, and E. B. Fisher, "Modifying the Type A Coronary Prone Behavior Pattern," *Journal of Consulting and Clinical Psychology*, (April 1983), 51, 2, pp. 192-204.
- Levenson, Robert W. and John M. Gottman, "Marital Interaction: Physiological Linkage and Affective Exchange," *Journal of Personality and Social Psychology*, (September 1983), 45, 3, pp. 587-597.
- Levenson, Robert W. and John M. Gottman, "Physiological and Affective Predictors of Change in Relationship Satisfaction," *Journal of Personality and Social Psychology*, (July 1985), 49, 1, pp. 85-94.
- Leviatan, Uri, Zvi Am Ad, and Gila Adar, "Aging in the Kibbutz Satisfaction with Life, and the Factors That Contribute to It," Title appears in Hebrew, *Kibbutz*, (1981 82), 8, pp. 16-42.
- Levin, Jeffrey S. and Kyriakos S. Markides, "Religious Attendance and Psychological Well Being in Middle Aged and Older Mexican Americans," *Sociological Analysis*, (Spring 1988), 49, 1, pp. 66-72.
- Levine, Edward M., "Middle Class Family Decline," *Society*, (January/February 1981), 18, 2(130), pp. 72-78.
- Levine, Robert, "Why Isn't Japan Happy? (Difference Between Japanese and Americans' Levels of Personal Satisfaction)," *American Demographics*, (June, 1992), 14, pp. 58-60.
- Levitt, Mary J., Ruth A. Weber, and M. Cherie Clark, "Social Network Relationships as Sources of Maternal Support and Well Being," *Developmental Psychology*, (May 1986), 22, 3, pp. 310-316.
- Levitt, Mary J., Toni C. Antonucci, M. Cherie Clark, James Rotton, and Gordon E. Finley, "Social Support and Well Being: Preliminary Indicators Based on Two Samples of the Elderly," *International Journal of Aging and Human Development*, (1985-86), 21, 1, pp. 61-77.
- Levy, Diane E., Gary L. Faulkner, and Richard D. Dixon,

- "Work and Family Interaction: The Dual Career Family of the Flight Attendant," *Humboldt Journal of Social Relations*, (Spring/Summer 1984), 11, 2, pp. 67-86.
- Levy, Alan B., Roger A. Bell, and Elizabeth Lin, "Life Satisfaction Aspirations and Alcohol Use: A Preliminary Report," *Social Indicators Research*, (December 1980), 8, 4, pp. 441-452.
- Lewak, Richard W., James A. Wakefield, and Peter F. Briggs, "Intelligence and Personality in Mate Choice and Marital Satisfaction," *Personality and Individual Differences*, (1985), 6, 4, pp. 471-477.
- Lewis, Bonnie Yegidis, "The Wife Abuse Inventory: A Screening Device for the Identification of Abused Women," *Social Work*, (January/February 1985), 30, 1, pp. 32-35.
- Lewis, Constance, *The Empty Nest Revisited*. Unpublished doctoral dissertation, Fielding Institute, (1987).
- Ley, Philip, "Satisfaction, Compliance and Communication," *British Journal of Clinical Psychology*, (November 1982), 21, 4, pp. 241-254.
- Ley, Philip, *Communicating with Patients: Improving Communication, Satisfaction & Compliance*, (1989), Routledge, Chapman & Hall, Incorporated.
- Lewis, Barbara and Mike Owtram, "Customer Satisfaction with Package Holidays," *Are They Being Served? Quality Consciousness in Service Industries*, Brian Moores, editor. Oxford: Allan, distributed by Humanities Press, Atlantic Highlands, N.J. 1986, pp. 201-13.
- Li, Yih Yuan, "Adolescent Adjustment and Socio Cultural Changes among the Taiwan Aborigines: A Preliminary Report," Title appears in Chinese, *Chung Yang Yen Chiu Yuan Min Tsu Hsueh Yen Chiu So Chi K'an / Bulletin of the Institute of Ethnology Academia Sinica*, (Autumn 1979), 48, pp. 1-29.
- Liang, Jersey, "Sex Differences in Life Satisfaction among the Elderly," *Journal of Gerontology*, (January 1982), 37, 1, pp. 100-108.
- Liang, Jersey and Becky L. Warfel, "Urbanism and Life Satisfaction among the Aged," *Journal of Gerontology*, (January 1983), 38, 1, pp. 97-106.
- Lieberman, Morton A. and Nancy G. Bliwise, "Comparisons among Peer and Professionally Directed Groups for the Elderly: Implications for the Development of Self Help Groups," *International Journal of Group Psychotherapy*, (April 1985), 35, 2, pp. 155-175.
- Lilley, Janet and Letitia T. Jackson, "The Value of Activities: Establishing a Foundation for Cost Effectiveness A Review of the Literature," *Activities, Adaptation and Aging*, (1990), 14, 4, pp. 5-20.
- Lindberg, Erik, Tommy Garling, and Henry Montgomery, "Intra Urban Residential Mobility: Subjective Belief Value Structures as Determinants of Residential Preferences and Choices," *Umea Psychological Reports*, (1990), 197, pp. 1-21.
- Linder Pelz, Susie, Leon Epstein, and Ada Tamir, "The Meaning of Patient Satisfaction with Prepaid Primary Health Care in Israel," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 385-393.
- Linn, Margaret W., "Predicting Quality of Patient Care in Nursing Homes," *Gerontologist*, (June 1974), 14, 3, pp. 225-227.
- Linn, Margaret W. and Bernard S. Linn, "Qualities of Institutional Care that Affect Outcome," *Aged Care and Services Review*, (1980), 2, 3, pp. 1, 3-14.
- Linn, Margaret W., Kathleen I. Hunter, Priscilla R. Perry, "Differences by Sex and Ethnicity in the Psychosocial Adjustment of the Elderly," *Journal of Health and Social Behavior*, (September 1979), 20, 3, pp. 273-281.
- Linn, Lawrence S., "Factors Associated with Patient Evaluation of Health Care," *Milbank Memorial Fund Quarterly / Health and Society*, (Fall 1975), 53, 4, pp. 531-548.
- Linn, Walter Thomas, *Marital Satisfaction among Evangelical Christian Couples*. Unpublished doctoral dissertation, University of Southern California, Los Angeles, (1986).
- Liou, Kuo Tsai, Ronald D. Sylvia, and Gregory Brunk, "Non-Work Factors and Job Satisfaction Revisited," *Human Relations*, (January 1990), 43, 1, pp. 77-86.
- Listhaug, Ola, "Macrovalues: The Nordic Countries Compared," *Acta Sociologica*, (1990), 33, 3, pp. 219-234.
- Litt, Iris F. and Walter R. Cuskey, "Satisfaction with Health Care: A Predictor of Adolescents' Appointment Keeping," *Journal of Adolescent Health Care*, (July 1984), 5, 3, pp. 196-200.
- Lloyd, Sally A., "Conflict Types and Strategies in Violent Marriages," *Journal of Family Violence*, (December 1990), 5, 4, pp. 269-284.
- Locker, Barbra Z., "Multiple Role Women," *Australian Journal of Sex, Marriage and Family*, (February 1984), 5, 1, pp. 6-15.
- Locker, David, and David Dunt, "Theoretical and Methodological Issues in Sociological Studies of Consumer Satisfaction with Medical Care," *Social Science and Medicine*, (July 1978), 12, 4A, pp. 283-292.
- Loewenstein, Sophie Freud, Natalie Ebin Bloch, Jennifer Champion, Jane Sproule Epstein, Peggy Gale, and Maggie Salvatore, "A Study of Satisfaction and Stresses of Single Women in Midlife," *Sex Roles*, (November 1981), 7, 11, pp. 1127-1141.
- Lohmann, Nancy, "Service Providers and the Concept of Life Satisfaction," *Journal of Applied Gerontology*, (March 1989), 8, 1, pp. 8-17.
- Lohmann, Nancy, "A Factor Analysis of Life Satisfaction, Adjustment and Morale Measures with Elderly Adults," *International Journal of Aging and Human Development*, (1980), 11, 1, pp. 35-43.
- Lohmann, Nancy, "Correlations of Life Satisfaction,

- Morale and Adjustment Measures," *Journal of Gerontology*, (January 1977), 32, 1, pp. 73-75.
- Long, Samuel, "Psychopolitical Orientations of White and Black Youth: A Test of Five Models," *Journal of Black Studies*, (June 1983), 13, 4, pp. 439-456.
- Lorber, Judith and Roberta Satow, "Dropout Rates in Mental Health Centers," *Social Work*, (July 1975), 20, 4, pp. 308-312.
- Loro, Laura, "Customer is Always Right: Satisfaction Research Booms," *Advertising Age*, (February 10, 1992), 63, p. 25.
- Losonczy, Agnes, "Ways of Living and Social Changes," *Sociological Review Monograph*, (February 1972), 17, pp. 91-121.
- Lounsbury, John W. and Linda L. Hoopes, "A Vacation from Work: Changes in Work and Nonwork Outcomes," *Journal of Applied Psychology*, (August 1986), 71, 3, pp. 392-401.
- Lowry, Janet Huber, "Life Satisfaction Time Components among the Elderly: Toward Understanding the Contribution of Predictor Variables," *Research on Aging*, (September 1984), 6, 3, pp. 417-431.
- Lubben, James E., "Assessing Social Networks among Elderly Populations," *Family and Community Health*, (November 1988), 11, 3, pp. 42-52.
- Lubin, Paul C., "Keeping the Bank Customer Satisfied," *Bankers Monthly*, (June 1992), 109, pp. 25-6.
- Luft, Harold S., *Health Maintenance Organizations: Dimensions of Performance*. Reprint. New Brunswick, N.J. and Oxford: Transaction Books, (1987).
- Lund, Noel Kenneke, *Psychosocial Factors Affecting Adaptation of Patients and Their Families to Chest Pain*. Unpublished doctoral dissertation, Iowa State University (1989).
- Lust, John A. and Carol Danehower, "Models of Satisfaction with Benefits: Research Implications Based on the Nature of the Construct," *Journal of Business & Psychology*, (Winter 1990), 5 pp. 213-21.
- Lust, John A. and Stephen J. Werling, "The Impact of Alternate Information Sources on Compensation Satisfaction," *Journal of Business & Psychology*, (Spring 1990), 4, pp. 357-64.
- Lyons, William E., David Lowery, and Ruth Dehoog, *The Politics of Dissatisfaction: Citizens, Services, & Urban Institutions*, (1992), Sharpe, M. E., Incorporated.
- Lyons, Morgan and G. Alec Steele, "Evaluation of a Home Health Aide Training Program for the Elderly," *Evaluation Quarterly*, (November 1977), 1, 4, pp. 609-620.
- Mackie, Marlene M. and Merlin B. Brinkerhoff, "Blessings and Burdens: The Reward Cost Calculus of Religious Denominations," *Canadian Journal of Sociology / Cahiers canadiens de sociologie*, (Summer 1986), 11, 2, pp. 157-181.
- MacLean, Michael J., "Differences between Adjustment to and Enjoyment of Retirement," *Canadian Journal on Aging*, (March 1983), 2, 1, pp. 3-8.
- MacStravic, R. Scott, *Beyond Patient Satisfaction: Building Patient Loyalty*, (1991), Health Administration Press.
- Madden, Margaret E. and Ronnie Janoff Bulman, "Blame, Control, and Marital Satisfaction: Wives' Attributions for Conflict in Marriage," *Journal of Marriage and the Family*, (August 1981), 43, 3, pp. 663-674.
- Magee, James J., "Determining the Predictors of Life Satisfaction among Retired Nuns: Report from a Pilot Project," *Journal of Religion and Aging*, (1987), 4, 1, pp. 39-49.
- Maddox, R. Neil, "Two factor Theory and Consumer Satisfaction: Replication and Extension," *Journal of Consumer Research*, (June 1981), 8, 1, pp. 97-102.
- Maguire, Gail H., "An Exploratory Study of the Relationship of Valued Activities to the Life Satisfaction of Elderly Persons," *Occupational Therapy Journal of Research*, (July 1983), 3, 3, pp. 164-172.
- Maier, Ron, Edna Guttmann, and Zvi Eisikovits, "Measuring Ecology in Social Work Supervision: The Relationship between Work and Treatment Environments and the Quality of Supervision in Israeli Public Welfare Agencies," *Journal of Sociology and Social Welfare*, (June 1984), 11, 2, pp. 327-365.
- Mal'tseva, Lyudmila L'vovna, and Ol'ga Nikolaevna Pulyaeva, "What Has Led to Strikes?, Chto privelo k zabastovke," *Sotsiologicheskie Issledovaniya*, (1990), 17, 6, pp. 38-42.
- Malech, Arlene R., "The Changing Complaint Handling Environment: Implications for the Consumer," *Proceedings of the American Council on Consumer Interests*, 33rd Annual Conference, Vickie L. Hampton, editor, (1987), pp. 1-7.
- Malecki, Joseph, *Achieving Customer Satisfaction*, (1990), A T & T Customer Information Center.
- Malecki, Joseph, and Janet Lee, *Great Performances: The Best in Customer Satisfaction & Customer Service*, (1991), A T & T Customer Information Center.
- Man, Peter, "The Influence of Peers and Parents on Youth Life Satisfaction in Hong Kong," *Social Indicators Research*, (June 1991), 24, 4, pp. 347-365.
- Mancini, Jay A., "Social Indicators of Family Life Satisfaction: A Comparison of Husbands and Wives," *International Journal of Sociology of the Family*, (July/December 1979), 9, 2, pp. 221-231.
- Mancini, Jay A., William Quinn, Miriam Aberg Gavigan, and Franklin, Henrietta, "Social Network Interaction among Older Adults: Implications for Life Satisfaction," *Human Relations*, (August 1980), 33, 8, pp. 543-554.
- Mancini, Jay A., William Quinn, Miriam A. Gavigan, and Henrietta Franklin, "Social Network Interaction among Older Adults: Implications for Life Satisfaction," *Human Relations*, (August 1980), 33, 8, pp. 543-554.
- Mancini, Jay A., "Family Relationships and Morale among People 65 years of Age and Older," *American Journal*

- of *Orthopsychiatry*, (April 1979), 49, 2, pp. 292-300.
- Mancini, Jay A. and Joyce Simon, Joyce, "Older Adults' Expectations of Support from Family and Friends," *Journal of Applied Gerontology*, (December 1984), 3, 2, pp. 150-160.
- Mancini, Jay A., "Effects of Health and Income on Control Orientation and Life Satisfaction among Aged Public Housing Residents," *International Journal of Aging and Human Development*, (1980 81), 12, 3, pp. 215-220.
- Mangelsdorff, A. David, "Patients' Satisfaction with an Army Family Practice Setting," *Journal of Community Psychology*, (July 1980), 8, 3, pp. 272-275.
- Mansfield, Phyllis Kernoff, Deborah Bray Preston, and Charles O. Crawford, "Rural Urban Differences in Women's Psychological Well Being," *Health Care for Women International*, (October/December 1988), 9, 4, pp. 289-304.
- Marcenko, Maureen Olivia, *The Influence of Informal Social Support on Coping, Stress and Life Satisfaction in Mothers of Children with Severe Developmental Disabilities*. Unpublished doctoral dissertation, McGill University, (1989).
- Marcoen, Alfons and Ria Vanham, "Levenstevredenheid, geloof in interne beheersing, self disclosure (Life satisfaction, locus of control, self disclosure)," *Psychologica Belgica*, (1981), 21, 1, pp. 65-81.
- Margolin, Gayla, "Relationships among Marital Assessment Procedures: A Correlational Study," *Journal of Consulting and Clinical Psychology*, (December 1978), 46, 6, pp. 1556-1558.
- Margolin, Gayla, "Behavior Exchange in Happy and Unhappy Marriages: A Family Cycle Perspective," *Behavior Therapy*, (June 1981), 12, 3, pp. 329-343.
- Margolin, Gayla and Bruce E. Wampold, "Sequential Analysis of Conflict and Accord in Distressed and Nondistressed Marital Partners," *Journal of Consulting and Clinical Psychology*, (August 1981), 49, 4, pp. 554-567.
- Margolin, Gayla, "A Multilevel Approach to the Assessment of Communication Positiveness in Distressed Marital Couples," *International Journal of Family Counseling*, (Spring 1978), 6, 1, pp. 81-89.
- Margolis, Ronald B., James L. Sorensen, and Joseph Galano, "Consumer Satisfaction in Mental Health Delivery Services," *Professional Psychology*, (February 1977), 8, 1, pp. 11-16.
- Marini, Margaret Mooney, "Effects of the Number and Spacing of Children on Marital and Parental Satisfaction," *Demography*, (August 1980), 17, 3, pp. 225-42.
- Markham, William T., Scott J. South, Charles M. Bonjean, and Judy Corder, "Gender and Opportunity in the Federal Bureaucracy," *American Journal of Sociology*, (July 1985), 91, 1, pp. 129-150.
- Markides, Kyriakos S., Delia S. Costley, and Linda Rodriguez, "Perceptions of Intergenerational Relations and Psychological Well Being among Elderly Mexican Americans: A Causal Model," *International Journal of Aging and Human Development*, (1981), 13, 1, pp. 43-52.
- Markides, Kyriakos S. and Harry W. Martin, "A Causal Model of Life Satisfaction among the Elderly," *Journal of Gerontology*, (January 1979), 34, 1, pp. 86-93.
- Markides, Kyriakos S. and Neal Krause, "Intergenerational Solidarity and Psychological Well Being among Older Mexican Americans: A Three Generations Study," *Journal of Gerontology*, (May 1985), 40, 3, pp. 390-392.
- Markides, Kyriakos S. and Sally W. Vernon, "Aging, Sex Role Orientation, and Adjustment: A Three Generations Study of Mexican Americans," *Journal of Gerontology*, (September 1984), 39, 5, pp. 586-591.
- Markman, Howard J., "Prediction of Marital Distress: A 5 Year Follow Up," *Journal of Consulting and Clinical Psychology*, (October 1981), 49, 5, pp. 760-762.
- Marsella, Anthony J., Richard A. Dubanoski, and Karen Mohs, "The Effects of Father Presence and Absence upon Maternal Attitudes," *Journal of Genetic Psychology*, (December 1974), 125, 2, pp. 257-263.
- Martin, Ingrid, "Expert-Novice Differences in Complaint Scripts," *Advances in Consumer Research* Vol. XVIII, Rebecca H. Holman, Michael R. Solomon, editors, (1991) pp. 225-231.
- Martin, James A., "Life Satisfaction for Military Wives," *Military Medicine*, (September 1984), 149, 9, pp. 512-514.
- Martin, Michael J., Schumm, Walter R., Bugaighis, Margaret A., Jurich, Anthony P., Bollman, Stephen R., "Family Violence and Adolescents' Perceptions of Outcomes of Family Conflict," *Journal of Marriage and the Family*, 1987, 49, 1, Feb, 165-171.
- Martin, Thomas N. and John R. Schermerhorn, "Work and Nonwork Influences on Health: A Research Agenda Using Inability to Leave as a Critical Variable," *Academy of Management Review*, (October 1983), 8, 4, pp. 650-659.
- Mashal, Meeda M., "Marital Power, Role Expectations and Marital Satisfaction." Special Issue: Feminist psychology: Single Life and Married Life and Women's Sexuality, *International Journal of Women's Studies*, (January/February 1985), 8, 1, pp. 40-46.
- Mason, Robert and G. David Faulkenberry, "Aspirations, Achievements and Life Satisfaction," *Social Indicators Research*, (April 1978), 5, 2, pp. 133-150.
- Mastekaasa, Arne, "Multiplicative and Additive Models of Job and Life Satisfaction," *Social Indicators Research*, (February 1984), 14, 2, pp. 141-163.
- Matejko, Alexander, "Changing Meaning of Leisure in the Developed Countries," *Annali di Sociologia*, (1978), 15, pp. 27-31.
- Matejko, Alexander J., "Note of Social Indicators," *Revue*

- Internationale de Sociologie / International Review of Sociology*, (April/December 1983), 19, 1-3, pp. 201-209.
- Matsuda, Noriyuki, "A Cognitive Model for Life and Work Related Satisfaction: Evidence from Confirmatory Latent Structure Analysis," *Japanese Psychological Research*, (1983), 25, 3, pp. 130-139.
- Matteson, Roberta, "Adolescent Self Esteem, Family Communication, and Marital Satisfaction," *Journal of Psychology*, (January 1974), 86, 1, pp. 35-47.
- Matthews, Claudia and Russell D. Clark, "Marital Satisfaction: A Validation Approach," *Basic and Applied Social Psychology*, (September 1982), 3, 3, pp. 169-186.
- Matz, David E., "Issues of the Elderly and Conflict Resolution," *Journal of Aging and Social Policy*, (1990), 2, 1, pp. 51-67.
- Maxwell, Nan L., "The Retirement Experience: Psychological and Financial Linkages to the Labor Market," *Social Science Quarterly*, (March 1985), 66, 1, pp. 22-33.
- May, James L. and Marcia D. Brown Standridge, "Restructuring the Context of Unemployed Professionals and Their Spouses: A Couples Seminar for Prevention of Marital Dysfunction," *American Journal of Family Therapy*, (Winter 1988), 16, 4, pp. 291-304.
- Mayer, Susan Elizabeth, *Who Is Poor: An Assessment of Income and Other Determinants of Material Well Being*. Unpublished doctoral dissertation, Northwestern University, (1986).
- Mayes, Bronston T., Mary E. Barton, and Daniel C. Ganster, "An Exploration of the Moderating Effect of Age on Job Stressor Employee Strain Relationships," *Journal of Social Behavior and Personality*, (1991), 6, 7 (special issue), pp. 289-308.
- McAleer, Linda J. and Minturn G. Smith, "What Do Customers Really Expect from Their Utilities? A Comparison of Industrial and Residential Users," *Public Utilities Fortnightly*, (May 10, 1990), 125, pp. 9-14.
- Maynes, E. Scott, *The Frontier of Research in the Consumer Interest: Proceedings of the International Conference on Research in the Consumer Interest*. Columbia, Mo.: American Council on Consumer Interests, 1988.
- McAuley, William J. and Joan M. Offerle, "Perceived Suitability of Residence and Life Satisfaction Among the Elderly and Handicapped," *Journal of Housing for the Elderly*, (Spring/Summer 1983), 1, 1, pp. 63-75.
- McCall, Dwight L. and Robert G. Green, "Symmetricity and Complementarity and Their Relationship to Marital Stability," *Journal of Divorce and Remarriage*, (1991), 15, 1-2, pp. 23-32.
- McCarthy, S. Viterbo, "Geropsychology: Meaning in Life for Adults Over Seventy," *Psychological Reports*, (October 1983), 53, 2, pp. 497-498.
- McClelland, David C., Cathy Colman, Kathleen Finn, and David Winter, "Motivation and Maturity Patterns in Marital Success," *Social Behavior and Personality*, (1978), 6, 2, pp. 163-171.
- McClure, Nancy Ryan, and Pamela Kiecker, "Explaining Differences in Individual's Propensity to Complain," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 79-84.
- McClure, Robert F. and Mary Loden, "Religious Activity, Denomination Membership and Life Satisfaction," *Psychology A Quarterly Journal of Human Behavior*, (1982), 19, 1, pp. 12-17.
- McConatha, Jasmin T., and P. Douglas McConatha, "The Study of the Relationship between Wellness and Life Satisfaction of Older Adults," *Activities, Adaptation and Aging*, (1988 89), 13, 1 2, pp. 129-140.
- McCracken Knights, Ann, "Look Beyond Your Clients' Answers: Are the Elderly as Healthy as They Say?" *Journal of Gerontological Nursing*, (May 1985), 11, 5, pp. 20-22.
- McCrary, Barbara S., Nora E. Noel, David B. Abrams, Robert L. Stout, Hilary Fisher Nelson, and William M. Hay, "Comparative Effectiveness of Three Types of Spouse Involvement in Outpatient Behavioral Alcoholism Treatment," *Journal of Studies on Alcohol*, (November 1986), 47, 6, pp. 459-467.
- McCullough, Sherry Lynn, *Men and Women in Family Life: A Study of the Importance of Family Ties, and Their Relationship to Life Satisfaction in Mid Life and Beyond*. Unpublished doctoral dissertation, (1991).
- McDargh, Eileen, *How to Work for a Living & Still be Free to Live*, (1985), Loch Lomond Press.
- McDonald, R. J. and I. Suchy, "The Influence of Subjective Complaints on Performance and Feelings in Older Individuals," *Zeitschrift fur Gerontologie*, (July/August 1980), 13, 4, pp. 346-358.
- McDougall, Gerald S. and Harold Bunce, "Race, Moving Status, and Urban Services in Central Cities," *Social Science Research*, (March 1986), 15, 1, pp. 82-96.
- McDougall, Gerald S. and Harold Bunce, "Urban Services and the Suburbanization of Blacks," *Social Science Quarterly*, (September 1986), 67, 3, pp. 596-603.
- McDowell, C. Forest, "Leisure: Consciousness, Well-Being, & Counseling," *Counseling Psychologist*, (1981), 9, 3, pp. 3-31.
- McGarrahan, Jane F., *Family of Origin Antecedents of Religious Vocation, Community Experience, and Life Satisfaction of Active and Contemplative Religious Women*. Unpublished doctoral dissertation, Temple University, (1992).
- McGhee, Neil, "Amica Focuses on Customer Satisfaction," *National Underwriter*, (Property & Casualty/Risk & Benefits Management Edition), (February 12, 1990), 94, pp. 39+.
- McGhee, Jerrie L., "The Influence of Qualitative Assessments of the Social and Physical Environment

- on the Morale of the Rural Elderly," *American Journal of Community Psychology*, (December 1984), 12, 6, pp. 709-723.
- McGrath, Robert E. and Barry R. Burkhart, "Measuring Life Stress: A Comparison of the Predictive Validity of Different Scoring Systems for the Social Readjustment Rating Scale," *Journal of Clinical Psychology*, (July 1983), 39, 4, pp. 573-581.
- McGuire, Francis A., "A Factor Analytic Study of Leisure Constraints in Advanced Adulthood," *Leisure Sciences*, (1984), 6, 3, pp. 313-326.
- McIlwee, Judith S., "Work Satisfaction among Women in Nontraditional Occupations," *Work and Occupations*, (August 1982), 9, 3, pp. 299-335.
- McKenry, Patrick C., Priscilla N. White, and Sharon Price Bonham, "The Fractured Conjugal Family: A Comparison of Married and Divorced Dyads," *Journal of Divorce*, (Summer 1978), 1, 4, pp. 329-339.
- McKie, Duncan A., "Quality Issues in Customer Satisfaction Studies of Cable Television," *Journal of Advertising Research*, (March/April 1992), 32, pp. RC6-RC8.
- McLanahan, Sara S., and Julia Adams, "Parenthood and Psychological Well Being," *Annual Review of Sociology*, (1987), 13, pp. 237-257.
- McMahon, Robert J., Georgia L. Tiedemann, Rex Forehand, and Douglas L. Griest, "Parental Satisfaction with Parent Training to Modify Child Noncompliance," *Behavior Therapy*, (June 1984), 15, 3, pp. 295-303.
- McMahon, Robert J., Rex Forehand, and Douglas L. Griest, "Effects of Knowledge of Social Learning Principles on Enhancing Treatment Outcome and Generalization in a Parent Training Program," *Journal of Consulting and Clinical Psychology*, (August 1981), 49, 4, pp. 526-532.
- McMahon, Robert J. and Rex L. Forehand, "Consumer Satisfaction in Behavioral Treatment of Children: Types, Issues, and Recommendations," *Behavior Therapy*, (March 1983), 14, 2, pp. 209-225.
- McNabb, David E. and F. Thomas Sepic, "Stressors, Moderators and Outcomes: Developing an Instrument to Measure Quality of Worklife (QWL)," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 133-138.
- McNamara, Mary Lou Larson, and Howard M. Bahr, "The Dimensionality of Marital Role Satisfaction," *Journal of Marriage and the Family*, (February 1980), 42, 1, pp. 45-55.
- McNeely, R. Louis, "Satisfaction, Attitudes & Involvement in Humanistic vs Rationalistic Environments," *Social Development Issues*, (Fall 1978), 2, 2, pp. 70-88.
- McNeely, R. L., "Job Satisfaction Differences among Three Age Groups of Female Human Service Workers," *Journal of Aging Studies*, (Summer 1988), 2, 2, pp. 109-120.
- Medley, Morris L., "Life Satisfaction Across Four Stages of Adult Life," *International Journal of Aging and Human Development*, (1980), 11, 3, pp. 193-209.
- Mehta, Prayag, "Objective and Subjective Factors in Employees' Satisfaction in Life and Work," *Indian Journal of Industrial Relations*, (April 1978), 13, 4, pp. 433-444.
- Meier, Scott T., "Toward a Theory of Burnout," *Human Relations*, (October 1983), 36, 10, pp. 899-910.
- Meier, Robert M., "Consumer Benefits and Satisfaction at a Day Treatment Center," *Comprehensive Psychiatry*, (September/October 1981), 22, 5, pp. 490-499.
- Meller, Y., and D. Macarov, "Social Workers' Satisfaction: Methodological Notes and Substantive Findings," *Journal of Sociology and Social Welfare*, (December 1986), 13, 4, pp. 740-461.
- Meller, Yossef, and David Macarov, "Studying Satisfaction in Human Service Organisations: An Exploration," *International Journal of Sociology and Social Policy*, (1985), 5, 2, pp. 1-15.
- Melone, Nancy Paule, "A Theoretical Assessment of the User-Satisfaction Construct in Information Systems Research," *Management Science*, (January 1990), 36 pp. 76-91.
- Meredith, William H., Douglas A. Abbott, and Scott L. Adams, "Family Violence: Its Relation to Marital and Parental Satisfaction and Family Strengths," *Journal of Family Violence*, (December 1986), 1, 4, pp. 299-305.
- Merkel, William T., John R. Rudisill, and Barry P. Nierenberg, "Preparing Patients to See the Doctor: Effects on Patients and Physicians in a Family Practice Center," *Family Practice Research Journal*, (Spring 1983), 2, 3, pp. 147-163.
- Meriaux, Bernard, "Les besoins d'emploi: contenu et problemes poses par leur satisfaction: A propos de l'article de R. Salais," *Revue Economique*, (July 1978), 29, 4, pp. 754-58.
- Merriam, Sharan B. and Katherine Dimmock, "Measuring Older Adults' Attitudes," *Educational Gerontology*, (1985), 11, 1, pp. 1-7.
- Merriam, Sharan B. and Lawrence H. Cross, "Aging, Reminiscence and Life Satisfaction," *Activities, Adaptation and Aging*, (Fall 1981), 2, 1, pp. 39-50.
- Merves Okin, Louise, Edmund Amidon, and Frank Bernt, "Perceptions of Intimacy in Marriage: A Study of Married Couples," *American Journal of Family Therapy*, (Summer 1991), 19, 2, pp. 110-118.
- Michalos, A. C. *Global Report on Student Well-Being*, (1991), Springer-Verlag New York, Incorporated.
- Michalos, Alex C., "Life Changes, Illness and Personal Life Satisfaction in a Rural Population," *Social Science and Medicine*, (March 1979), 13A, 2, pp. 175-181.
- Michaux, Mary H., Robert J. Pruim, Shirley A. Foster, and Marvin R. Chelst, "Relatives' Perceptions of Rural and Urban Day Center Patients," *Psychiatry*,

- (May 1973), 36, 2, pp. 203-212.
- Michels, Bernard E., *Does Marriage Enhance Adult Well Being? An Examination of the Terman Life Cycle Study*. Unpublished doctoral dissertation, Brandeis University, (1988).
- Miksik, Oldrich and Vaclav Brichacek, "Personality Determinants of General Life Satisfaction and Frustration," *Ceskoslovenska Psychologie*, (1980), 24, 2, pp. 173-180.
- Milholland, Tom A. and Arthur W. Avery, "Effects of Marriage Encounter on Self Disclosure, Trust and Marital Satisfaction," *Journal of Marital and Family Therapy*, (April 1982), 8, 2, pp. 87-89.
- Millan, Rene, "Quality-of-Life: Cultural Notion and Political Drift. Notes, Calidad de vida: nocion cultural y derivacion politica. Apuntes," *Revista Mexicana de Sociologia*, (January/March 1991), 53, 1, pp. 153-165.
- Millar, James R., editor, *Politics, Work, and Daily Life in the USSR: A Survey of Former Soviet Citizens*. Cambridge, New York and Sydney: Cambridge University Press, (1987).
- Millar, James R. and Elizabeth Clayton, "Politics, Work, and Daily Life in the USSR: Quality of Life: Subjective Measures of Relative Satisfaction," *Politics, Work, and Daily Life in the USSR: A Survey of Former Soviet Citizens*. Cambridge, New York and Sydney: Cambridge University Press, James R. Millar, editor, (1987), pp. 31-57.
- Miller, Thomas O., "A Customer's Definition of Quality," *Journal of Business Strategy*, (January/ February 1992), 13, pp. 4-7.
- Miller, Allan R., "Satisfaction and Other Issues in Hearing Aid Purchases by Elderly Consumers: A Quality-of-Life Issue," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 29-34.
- Miller, Cyndee, "Customer Satisfaction More than a Bunch of Great Ideas," *Marketing News*, (April 27, 1992), 26, p. 14.
- Miller, Melody L., Phyllis Moen, and Donna Dempster McClain, "Motherhood, Multiple Roles, and Maternal Well Being: Women of the 1950s," *Gender and Society*, (December 1991), 5, 4, pp. 565-582.
- Miller, Brent C., "A Multivariate Developmental Model of Marital Satisfaction," *Journal of Marriage and the Family*, (November 1976), 38, 4, pp. 643-657.
- Miller, Cyndee, "Top Firms Learn There's More than One Way to Satisfy Customers," *Marketing News*, (April 13, 1992), 26, p. 11.
- Miller, Baila, "Adult Children's Perceptions of Caregiver Stress and Satisfaction," *Journal of Applied Gerontology*, (September 1989), 8, 3, pp. 275-293.
- Miller, Philip C., et al., "Marital Locus of Control and Marital Problem Solving," *Journal of Personality and Social Psychology*, (July 1986), 51, 1, pp. 161-169.
- Miller, Philip C., Herbert M. Lefcourt, and Edward E. Ware, "The Construction and Development of the Miller Marital Locus of Control Scale," *Canadian Journal of Behavioural Science*, (July 1983), 15, 3, pp. 266-279.
- Milligan, W. L., D. A. Powell, and Ernest Furchtgott, "Learning and Reaction Time Performance in Older Veterans: Relationship to Attitudes and Life Satisfaction," *International Journal of Aging and Human Development*, (1981), 13, 2, pp. 151-168.
- Mindel, Charles H. and Roosevelt Wright, "Satisfaction in Multigenerational Households," *Journal of Gerontology*, (July 1982), 37, 4, pp. 483-489.
- Misiuna, Malgorzata, "Quality-of-Life Origins and Interpretations of the Concept in the Countries of Western Civilization, Jakosc zycia geneza i interpretacje pojecia w krajach cywilizacji zachodniej," *Przeglad Socjologiczny*, (1979), 31, 1, pp. 115-136.
- Mitchell, Susan E., G. Kathleen Newell, and Walter R. Schumm, "Test Retest Reliability of the Kansas Marital Satisfaction Scale," *Psychological Reports*, (October 1983), 53, 2, pp. 545-546.
- Molcar, Carol C. and Daniel W. Stuempfig, "Effects of World View on Purpose in Life," *Journal of Psychology*, (July 1988), 122, 4, pp. 365-371.
- Molnar, Joseph J., Sally Purohit, Howard A. Clonts, and Lee, V. Wilson, "A Longitudinal Analysis of Satisfaction with Selected Community Services in a Nonmetropolitan Area," *Rural Sociology*, (Summer 1979), 44, 2, pp. 401-419.
- Monk, Abraham, "The 'New' and the 'Young' Aged," *Journal of Aging and Judaism*, (Spring/Summer 1987), 1, 2, pp. 146-165.
- Moody, Harry R., and Robert Disch, "Intergenerational Programming in Public Policy," *Journal of Children in Contemporary Society*, (1989), 20, 3-4, pp. 101-110.
- Moore, Dianne S., "Prepared Childbirth and Marital Satisfaction During the Antepartum and Postpartum Periods," *Nursing Research*, (March/April 1983), 32, 2, pp. 73-79.
- Moore, Stephen T., "Maximizing Satisfaction and Managing Dissatisfaction in Mental Health and Human Services: A Model for Administrative Practice," *Health Marketing Quarterly*, (1992), 9, 3-4, pp. 29-36.
- Moosbrugger, Mary C., "Hospitals Must Survey Patients to Determine Levels of Satisfaction," *Marketing News*, (August 28, 1987), 21, p. 45.
- Moran, Robert, "Where the Customer is King," *International Management* (Europe edition), (July 1990), 45, p. 61.
- Morgan, Amy J., "Exploring Customer Satisfaction with Television Home Shopping: An Importance-Performance Approach," *Southern Marketing Association Proceedings*, Robert L. King, editor,

- (1992), pp. 220-223.
- Morgan, Carolyn S., "Female and Male Attitudes toward Life: Implications for Theories of Mental Health," *Sex Roles*, (June 1980), 6, 3, pp. 367-380.
- Morris, Lorna W., Robin G. Morris, and Peter G. Britton, "The Relationship between Marital Intimacy, Perceived Strain and Depression in Spouse Caregivers of Dementia Sufferers," *British Journal of Medical Psychology*, (September 1988), 61, 3, pp. 231-236.
- Morris, Michael, "Field Experiences in Evaluation Courses: Increasing Their Value to Students and Sponsors," *Evaluation and Program Planning*, (1992), 15, 1, pp. 61-66.
- Morris, Cary Knadler, *A Reputation Model with Uncertain Post Purchase Quality: The Case of Investment Banking*. Unpublished doctoral dissertation, University of California, Los Angeles, (1986).
- Mottaz, Clifford, "Education and Work Satisfaction," *Human Relations*, (November 1984), 37, 11, pp. 985-1004.
- Moum, Torbjorn, "Social Inequality, Social Status, and Quality-of-Life," *Psychiatry and Social Science*, (1981), 1, 3, pp. 177-195.
- Mouritzen, Poul Erik, "City Size and Citizens' Satisfaction: Two Competing Theories Revisited," *European Journal of Political Research*, (November 1989), 17, 6, pp. 661-688.
- Mudd, Emily H. and Sara Taubin, "Success in Family Living—Does it Last? A Twenty Year Follow Up," *American Journal of Family Therapy*, (Spring 1982), 10, 1, pp. 59-67.
- Mugenda, Olive Mwhiki, *Socioeconomic and Process Variables Influencing Households' Satisfaction with Future Plans, Financial Status and Quality-of-Life*. Unpublished doctoral dissertation, Iowa State University, (1989).
- Mullaney, Joan Ward and Emeline Otey, "Preparation for Marriage: Promise and Problems," *Social Thought*, (Winter 1983), 9, 1, pp. 17-34.
- Muller, Wolfgang, "European Firms Set Management Principles for Customer Satisfaction," *Marketing News*, (February 4, 1991), 25, pp. 6-7.
- Mullins, Patrick and J. H. Robb, "Residents' Assessment of a New Zealand Public Housing Scheme," *Environment and Behavior*, (December 1977), 9, 4, pp. 573-624.
- Mullins, Elizabeth I., "Perceived Parental Role Satisfaction and Daughter's Sex Role Attitudes and Aspirations," *Sociological Focus*, (October 1980), 13, 4, pp. 397-412.
- Mummulanen, Venkatapparao, and Pradeep Gopala Krishna, "The Influence of Access and Resource-Related Variables on Consumer Satisfaction with Health Care," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, p. 555.
- Munoz de Fernandez, Maria D., "Marital Satisfaction and Dissatisfaction: The Influence of Marital Balance and Self Realization," *Revista Latinoamericana de Psicologia*, (1978), 10, 3, pp. 337-350.
- Muoghalu, Leonard N., "Subjective Indices of Housing Satisfaction as Social Indicators for Planning Public Housing in Nigeria," *Social Indicators Research*, (August 1984), 15, 2, pp. 145-164.
- Murdoch, Vincent J., et al., "Environmental Evaluations of a 'Hard Hat' Residential Area in Rural Australia," *Journal of Community Psychology*, (October 1985), 13, 4, pp. 360-374.
- Murrell, Stanley A., James M. Brockway, and Paul Schulte, "The Kentucky Elderly Need Assessment: Concurrent Validity of Different Measures of Unmet Need," *American Journal of Community Psychology*, (April 1982), 10, 2, pp. 117-132.
- Mussen, Paul, Marjorie P. Honzik, and Dorothy H. Eichorn, "Early Adult Antecedents of Life Satisfaction at Age 70," *Journal of Gerontology*, (May 1982), 37, 3, pp. 316-322.
- Myers, Patricia M., *A Study of the Relationship Between Self Concept & Marital Satisfaction*, (1992), Eastern Press.
- Nadler, Paul S., "Downsizing Tool: Axe or Scalpel?" *Bankers Monthly*, (January 1992), 109, p. 9.
- Naess, Siri and Oyvind Bergwitz, "Marriage Better for Men? Ekteskapet best for menn?" *Tidsskrift for samfunnsforskning*, (1991), 32, 4, pp. 313-329.
- Nakano, Noriyuki, Maurice McDonald, and Robin Douthitt, "Towards Consumer Well-Being: Consumer Socialization Effects of Work Experience," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 107-111.
- NCCL Staff, *Making a Complaint Against the Police*, (1988), State Mutual Book & Periodical Service, Limited.
- Neapolitan, Jerry, "General Symbolic Definitions and Subjective Well Being," *Sociological Spectrum*, (1988), 8, 2, pp. 153-168.
- Near, Janet P., Robert W. Rice, and Raymond G. Hunt, "Work and Extra Work Correlates of Life and Job Satisfaction," *Academy of Management Journal*, (June 1978), 21, 2, pp. 248-264.
- Near, Janet P., C. Ann Smith, Robert W. Rice, and Raymond G. Hunt, "Job Satisfaction and Nonwork Satisfaction as Components of Life Satisfaction," *Journal of Applied Social Psychology*, (March/April 1983), 13, 2, pp. 126-144.
- Near, Janet P., C. Ann Smith, Robert W. Rice, and Raymond G. Hunt, "A Comparison of Work and Nonwork Predictors of Life Satisfaction," *Academy of Management Journal*, (March 1984), 27, 1, pp. 184-190.
- Near, Janet P., "Work and Nonwork: A Cross Cultural Comparison of Japanese and American Workers," *Research in the Sociology of Organizations*, (1987), 5,

- pp. 233-251.
- Near, Janet P., "Relationships between Job Satisfaction and Life Satisfaction: Test of a Causal Model," *Social Indicators Research*, (November 1984), 15, 4, pp. 351-367.
- Needham, Walter E. and William R. de l'Aune, "Patient Satisfaction with Residential Adjustment to Blindness Training," *New Outlook for the Blind*, (May 1976), 70, 5, pp. 182-187.
- Neese, William T., "Don't be so Direct when Assessing Customer Satisfaction," *Marketing News*, (February 4, 1991), 25, p. 8.
- Neff, Miriam, *Working Moms: From Survival to Satisfaction*, (1992), NavPress Publishing Group.
- Neff, James Alan, Kathleen R. Gilbert, and Sue Keir Hoppe, "Divorce Likelihood among Anglos and Mexican Americans," *Journal of Divorce and Remarriage*, (1991), 15, 1 2, pp. 75-98.
- Neff, James Alan and Robert J. Constantine, "Community Dissatisfaction and Perceived Residential Alternatives: An Interactive Model of the Formulation of Migration Plans," *Journal of Population*, (1979), 2, 1, pp. 18-32.
- Nehrke, Milton F., Irene M. Hulicka, and John B. Morganti, "Age Differences in Life Satisfaction, Locus of Control, and Self Concept," *International Journal of Aging and Human Development*, (1980), 11, 1, pp. 25-33.
- Nehrke, Milton F., Georgette Bellucci, and Sally J. Gabriel, "Death Anxiety, Locus of Control and Life Satisfaction in the Elderly: Toward a Definition of Ego Integrity," *Omega Journal of Death and Dying*, (1977 78), 8, 4, pp. 359-368.
- Neimeyer, Greg J., "Cognitive Complexity and Marital Satisfaction," *Journal of Social and Clinical Psychology*, (Fall 1984), 2, 3, pp. 258-263.
- Nelson, Elizabeth Ness, "Women's Work Housework Alienation," *Humboldt Journal of Social Relations*, (Fall/Winter 1977), 5, 1, pp. 90-117.
- Nelson, Margaret K. and Helen L. McGough, "The Informed Client: A Case Study in the Illusion of Autonomy," *Symbolic Interaction*, (Spring 1983), 6, 1, pp. 35-49.
- Nelson, Franklyn L., "Residential Dissatisfaction in the Crowded Urban Neighborhood," *International Review of Modern Sociology*, (July/December 1978), 8, 2, pp. 227-238.
- Newcomb, Michael D., Bridget N. Fahy, and Rodney Skager, Rodney, "Correlates of Cocaine Use among Adolescents," *Journal of Drug Issues*, (Summer 1988), 18, 3, pp. 327-354.
- Newcomb, Michael D., "Nuclear Attitudes and Reactions: Associations with Depression, Drug Use, and Quality-of-Life," *Journal of Personality and Social Psychology*, (May 1986), 50, 5, pp. 906-920.
- Newcomb, Michael D. and Peter M. Bentler, "Assessment of Personality and Demographic Aspects of Cohabitation and Marital Success," *Journal of Personality Assessment*, (February 1980), 44, 1, pp. 11-24.
- Newmark, Charles S., Georgye Woody, and David Ziff, "Understanding and Similarity in Relation to Marital Satisfaction," *Journal of Clinical Psychology*, (January 1977), 33, 1, pp. 83-86.
- Nguyen, Tuan D., C. Clifford Attkisson, and Bruce L. Stegner, "Assessment of Patient Satisfaction: Development and Refinement of a Service Evaluation Questionnaire," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 299-313.
- Nichols, Glennadee A., et al., "Patients' Perceptions of Important, Satisfying and Dissatisfying Aspects of Army Hospitalization," *Military Medicine*, (November 1974), 139, 11, pp. 871-878.
- Norton, E., "Residential Mobility in Greytown, Natal," *Humanitas*, (1977), 4, 1, pp. 81-85.
- Nussbaum, Jon F., "Relational Closeness of Elderly Interaction: Implications for Life Satisfaction," *Western Journal of Speech Communication*, (Summer 1983), 47, 3, pp. 229-243.
- O'Brien, Gordon E., "Locus of Control, Previous Occupation and Satisfaction with Retirement," *Australian Journal of Psychology*, (December 1981), 33, 3, pp. 305-318.
- O'Brien, David J. and Stephen Ayidiya, "Neighborhood Community and Life Satisfaction," *Journal of the Community Development Society*, (1991), 22, 1, pp. 21-37.
- O'Brien, Gordon E., "Leisure Attributes and Retirement Satisfaction," *Journal of Applied Psychology*, (June 1981), 66, 3, pp. 371-384.
- O'Bryant, Shirley L., "Older Widows and Independent Lifestyles," *International Journal of Aging and Human Development*, (1991), 32, 1, pp. 41-51.
- O'Connor, Stephen and Richard Shewchuk, "The Influence of Perceived Hospital Service Quality on Patient Satisfaction and Intentions to Return," *Best Papers Proceedings, Academy of Management*, Frank Hoy, editor, (1989), pp. 95-99.
- O'Leary, K. Daniel and Hillary Turkewitz, "A Comparative Outcome Study of Behavioral Marital Therapy and Communication Therapy," *Journal of Marital and Family Therapy*, (April 1981), 7, 2, pp. 159-169.
- O'Neal, Charles R., "It's What's Up Front that Counts," *Marketing News*, (March 4, 1991), 25, pp. p9+.
- O'Neil, John D., "The Cultural and Political Context of Patient Dissatisfaction in Cross Cultural Clinical Encounters: A Canadian Inuit Study," *Medical Anthropology Quarterly*, (New Series), (December 1989), 3, 4, pp. 325-344.
- Oakley, Ann, "Doctors, Maternity Patients and Social Scientists," *Birth Issues in Perinatal Care and Education*, (Fall 1985), 12, 3, pp. 161-166.
- Oberlander, Lois B., "Work Satisfaction among

- Community Based Mental Health Service Providers: The Association between Work Environment and Work Satisfaction," *Community Mental Health Journal*, (December 1990), 26, 6, pp. 517-532.
- Obermiller, Carl, "Feeling About Feeling-State Research: A Search for Harmony," *Advances in Consumer Research*, Marvin E. Goldberg, Gerald Gorn, Richard W. Pollay, editors, (1990), XVII, pp. 590-593.
- Ochse, R., "Measuring Global Life Satisfaction in South African Subjects," *South African Journal of Psychology*, (June 1984), 14, 2, pp. 60-63.
- Okun, Morris A., William A. Stock, and Roxie E. Covey, "Assessing the Effects of Older Adult Education on Subjective Well-Being," *Educational Gerontology*, (November/December 1982), 8, 6, pp. 523-536.
- Olander, Folke and Hakan Lindhoff, "Consumer Action Research: A Review of the Consumerism Literature and Suggestions for New Directions in Research," *Social Science Information / Information sur les Sciences Sociales*, (1975), 14, 6, pp. 147-184.
- Olander, Folke, "Consumer Satisfaction/Dissatisfaction and the Consumer Interest," *The Frontier of Research in the Consumer Interest: Proceedings of the International Conference on Research in the Consumer Interest*. Maynes, E. Scott, editor, Columbia, Mo.: American Council on Consumer Interests, (1988), pp. 753-59.
- Oliva, Terence, A., Richard L. Oliver, and Ian C. MacMillan, "A Catastrophe Model for Developing Service Satisfaction Strategies," *Journal of Marketing*, 56, (July), 83-95.
- Oliver, Richard L., "Hedonic Reactions to the Disconfirmation of Product Performance Expectations: Some Moderating Conditions," *Journal of Applied Psychology*, 61, (April), pp. 246-250.
- Oliver, Richard L. and John E. Swan, "Equity and Disconfirmation Perceptions as Influences on Merchant and Product Satisfaction," *The Journal of Consumer Research*, (December 1989), 16, pp. 372-83.
- Oliver, Richard L. and John E. Swan, "Consumer Perceptions of Interpersonal Equity and Satisfaction in Transactions: A Field Survey Approach," *Journal of Marketing*, (April 1989), 53, pp. 21-35.
- Oliver, Richard L. and Arthur P. Brief, "Behavioral Effects of Managerial Satisfaction and Motivation in the Retail Organization," *Contemporary Marketing Thought*, Barnett A. Greenberg and Danny N. Bellenger, editors, (1977), pp. 161-165.
- Oliver, Richard L., "Product Satisfaction as a Function of Prior Expectation and Subsequent Disconfirmation: New Evidence," *New Dimensions of Consumer Satisfaction and Complaining Behavior*, Ralph L. Day and H. Keith Hunt, editors, (1979), pp. 66-71.
- Oliver, Richard L., "An Investigation of the Attribute Basis of Emotion and Related Affects in Consumption: Suggestions for a Stage-Specific Satisfaction Framework," *Advances in Consumer Research*, John F. Sherry, Jr. and Brian Sternthal (editors), XIX, (1992), pp. 237-244.
- Oliver, Richard L., "An Interpretation of the Attitudinal and Behavioral Effects of Puffery," *Journal of Consumer Affairs*, 13, (Summer 1979), 8-27.
- Ortega, Suzanne T., Robert D. Crutchfield, and William A. Rushing, "Race Differences in Elderly Personal Well Being: Friendship, Family, and Church," *Research on Aging*, (March 1983), 5, 1, pp. 101-118.
- Orthner, Dennis K., "Leisure Activity Patterns and Marital Satisfaction Over the Marital Career," *Journal of Marriage and the Family*, (February 1975), 37, 1, pp. 91-102.
- Ortiz, Berta E., "Birth Order and Marital Satisfaction: A Review of the Literature," *Family Therapy*, (1981), 8, 1, pp. 29-32.
- Ostroot, Nathalie, Doh C. Shin, and Wayne Snyder, "Quality-of-Life Perceptions in Two Cultures," *Social Indicators Research*, (August 1982), 11, 2, pp. 113-138.
- Pacheco, P. Linda, "Satisfaction Guaranteed: A Marketing Research Approach to Measuring Customer Satisfaction and Identifying Competitive Opportunities," *Journal of Business & Industrial Marketing*, (Summer/Fall 1989), 4, pp. 5-16.
- Padua N., Jorge, "Pressures and Resistance to Change in Mexican Higher Education, Presiones y resistencias al cambio en la educacion superior de Mexico," *Estudios Sociologicos*, (January/April 1988), 6, 16, pp. 129-178.
- Paintal, Harinder K., "A Correlational Study of the Three Tools for Measuring Successful Ageing," *Indian Journal of Clinical Psychology*, (March 1978), 5, 1, pp. 69-76.
- Palisi, Bartolomeo J., "Marriage Companionship and Marriage Well-Being: A Comparison of Metropolitan Areas in Three Countries," *Journal of Comparative Family Studies*, (Spring 1984), 15, 1, pp. 43-57.
- Palmore, Erdman B., Gerda G. Fillenbaum, and Linda K. George, "Consequences of Retirement," *Journal of Gerontology*, (January 1984), 39, 1, pp. 109-116.
- Palmore, Erdman B., "How to Live Longer and Like It," *Journal of Applied Gerontology*, (December 1985), 4, 2, pp. 1-8.
- Palmore, Erdman and Vira Kivett, "Change in Life Satisfaction: A Longitudinal Study of Persons Aged 46-70," *Journal of Gerontology*, (May 1977), 32, 3, pp. 311-316.
- Palys, Ted S. and Brian R. Little, "Perceived Life Satisfaction and the Organization of Personal Project Systems," *Journal of Personality and Social Psychology*, (June 1983), 44, 6, pp. 1221-1230.
- Pargament, Kenneth I., William Silverman, Steven Johnson, Ruben Echemendia, and Susan Snyder, "The Psychosocial Climate of Religious Congregations," *American Journal of Community Psychology*, (August

- 1983), 11, 4, pp. 351-381.
- Pargament, Kenneth I., Steven M. Johnson, Ruben J. Echemendia, and William H. Silverman, "The Limits of Fit: Examining the Implications of Person Environment Congruence within Different Religious Settings," *Journal of Community Psychology*, (January 1985), 13, 1, pp. 20-30.
- Park, Chungsun, *Sex Role Attitudes and Employment Status as Predictors of Perceived Life Satisfaction among Married Women in Korea*. Unpublished doctoral dissertation, University of Pittsburgh, (1989).
- Parkum, Kurt H., "The Impact of Chaplaincy Services in Selected Hospitals in the Eastern United States," *Journal of Pastoral Care*, (September 1985), 39, 3, pp. 262-269.
- Parloff, Morris B., "Who Will be Satisfied by 'Consumer Satisfaction' Evidence?" *Behavior Therapy*, (March 1983), 14, 2, pp. 242-246.
- Parry, Glenys, and Peter Warr, "The Measurement of Mothers' Work Attitudes," *Journal of Occupational Psychology*, (December 1980), 53, 4, pp. 245-252.
- Parry, Glenys, "Sex Role Beliefs, Work Attitudes and Mental Health in Employed and Non Employed Mothers," *British Journal of Social Psychology*, (March 1987), 26, 1, pp. 47-58.
- Parsler, Ron, "Sociological Research and Its Implications for Social Policy," *International Journal of Comparative Sociology*, (March/June 1978), 19, 1 2, pp. 114-129.
- Pascoe, Gregory C., "Patient Satisfaction in Primary Health Care: A Literature Review and Analysis," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 185-210.
- Pascoe, Gregory C. and C. Clifford Attkisson, "The Evaluation Ranking Scale: A New Methodology for Assessing Satisfaction," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 335-347.
- Pascoe, Gregory C. and C. Clifford Attkisson, "Comparison of Indirect and Direct Approaches to Measuring Patient Satisfaction," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 359-371.
- Patrician, Marty, "Child Custody Terms: Potential Contributors to Custody Dissatisfaction and Conflict," *Mediation Quarterly*, (March 1984), 3, pp. 41-57.
- Patton, Wendy, and Patricia Noller, "The Family and the Unemployed Adolescent," *Journal of Adolescence*, (December 1991), 14, 4, pp. 343-361.
- Paveza, Gregory J., "Risk Factors in Father Daughter Child Sexual Abuse," *Journal of Interpersonal Violence*, (September 1988), 3, 3, pp. 290-306.
- Pavlak, Thomas J., "Ethnic Identity and Political Alienation," *International Journal of Contemporary Sociology*, (January/April 1977), 14, 1-2, pp. 87-101.
- Pearson, Della A. and Robert E. Seiler, "Environmental Satisfiers in Academe," *Higher Education*, (January 1983), 12, 1, pp. 35-47.
- Peil, Margaret, "African Urban Life: Components of Satisfaction in Sierra Leone," *Social Indicators Research*, (April 1984), 14, 3, pp. 363-384.
- Penz, G. Peter, *Consumer Sovereignty and Human Interests*. Cambridge, New York and Sydney: Cambridge University Press, (1986).
- Peppers, Larry G. and Ronald J. Knapp, "Life Satisfaction and Attitudes toward Death," *Free Inquiry in Creative Sociology*, (May 1980), 8, 1, pp. 57-60.
- Peppers, Larry G., "Patterns of Leisure and Adjustment to Retirement," *Gerontologist*, (October 1976), 16, 5, pp. 441-446.
- Peretti, Peter O., "Effects of Community, Family, and Home Variables on Job Satisfaction," *Australian Journal of Social Issues*, (August 1976), 11, 3, pp. 222-229.
- Perez Fernandez, Margarita E., "Stress in Business Management, El stress en el directivo de empresa," *RS, Cuadernos de Realidades Sociales*, (January 1991), 37-38, pp. 233-248.
- Perkins, Debra S., *A Consumer Satisfaction, Dissatisfaction and Complaining Behavior Bibliography*, Debra S. Perkins, editor, (1992) Provo, Utah: CS/D&CB.
- Perkins, Debra S., *Selected Correlates of Extra-Role Performance of Boundary Spanners: An Industrial Sales Force Investigation*. Unpublished doctoral dissertation, Indiana University, (1991).
- Perlman, Daniel, Ann C. Gerson, and Barry Spinner, "Loneliness Among Senior Citizens: An Empirical Report," *Essence*, (1978), 2, 4, pp. 239-248.
- Perloff, Robert, "The Case for Life Satisfaction Counseling as a Critical Role for the Counseling Psychologist in Industry," *Counseling Psychologist*, (1982), 10, 3, pp. 41-44.
- Perlow, Arlinda D. and Stella C. Mullins, "Marital Satisfaction as Perceived by the Medical Student's Spouse," *Journal of Medical Education*, (September 1976), 51, 9, pp. 726-734.
- Perry, James S. and Phyllis Thomas, "Attitudes toward Present and Expected Life Satisfaction for Self and Others," *Psychological Reports*, (December 1980), 47, 3 (Pt 2), pp. 1086.
- Peters, Michael, and James Marshall, "Nga Awangawanga me nga Wawata a te Iwi o te Tai Tokerau: Institutional Racism and the 'Retention' of Maori Secondary School Students in Northland," *New Zealand Sociology*, (May 1990), 5, 1, pp. 44-66.
- Peterson, Steven A., "Elderly Women and Program Encounters: A Rural Study," *Journal of Women and Aging*, (1989), 1, 4, pp. 41-56.
- Peterson, Robert A., William R. Wilson, and Steven P. Brown, "Effects of Advertised Customer Satisfaction Claims on Consumer Attitudes and Purchase Intention," *Journal of Advertising Research*, (March/April 1992), 32, pp. 34-40.
- Peterson, John L. and Constance Miller, "Physical Attractiveness and Marriage Adjustment in Older

- American Couples," *Journal of Psychology*, (July 1980), 105, 2, pp. 247-252.
- Pettit, Ellen J. and Bernard L. Bloom, "Whose Decision Was It? The Effects of Initiator Status on Adjustment to Marital Disruption," *Journal of Marriage and the Family*, (August 1984), 46, 3, pp. 587-595.
- Pfau, Bruce, Denis Detzel, and Andrew Geller, "Satisfy Your Internal Customers," *Journal of Business Strategy*, (November/December 1991), 12, pp. 9-13.
- Phelan, Thomas James, and Jo Carol Phelan, "Higher Education and Early Life Outcomes," *Higher Education*, (December 1983), 12, 6, pp. 665-680.
- Phillips, Edmund J., "A Review of the Life Satisfaction in the Elderly Scale," *Journal of Counseling and Development*, (April 1986), 64, 8, pp. 542-543.
- Pichault, G., "Female Heads of Families in the City of Liege, Femmes chefs de Menage de la Ville de Liege," *Population et Famille*, (1973), 28, 1, pp. 1-103.
- Pienaar, W. D., H. G. Viljoen, and P. Human, "The Perception of the Quality-of-Life Under Conditions of Rapid Industrialization," Special Issue: South Africa, *Man Environment Systems*, (March/May 1984), 14, 2-3, pp. 79-83.
- Piersma, Harry L., "Program Evaluation Using a Patient Opinion Survey: One Hospital's Experience," *Psychiatric Hospital*, (Summer 1983), 14, 3, pp. 171-176.
- Pindur, Wolfgang, and Loretta Cornetius, *A Manager's Guide to Informal Complaint Handling*, (1990), International Personnel Management Association.
- Pines, Ayala, and Ditsa Kafry, "The Experience of Tedium in Three Generations of Professional Women," *Sex Roles*, (February 1981), 7, 2, pp. 117-134.
- Pitman, Ben, "Delivering a Product Your Client Really Wants," *Journal of Systems Management*, (February 1992), 43, p. 18.
- Plagakis, Jim, "For Whom Counter Service Bells; Satire," *Drug Topics*, (October 28, 1991), 135, p. 18.
- Pless, I. B. and B. Satterwhite, "A Measure of Family Functioning and Its Application," *Social Science and Medicine*, (August 1973), 7, 8, pp. 613-621.
- Pohjola, Pertti, "Livsstil pa alderdomen. / Life style in old age," *Nordisk Psykologi*, (1984), 36, 2, pp. 114-119.
- Poister, Theodore H. and James C. McDavid, "Victims' Evaluations of Police Performance," *Journal of Criminal Justice*, (Summer 1978), 6, 2, pp. 133-149.
- Pokorny, Gene, "Earning Customer Satisfaction in a Greener America," *Electric Perspectives*, (May/June 1991), 15, pp. 40-2.
- Polifka, John C., "Compliance with Public Law 94-142 and Consumer Satisfaction," *Exceptional Children*, (November 1981), 48, 3, pp. 250-253.
- Polit, Denise F., Ronald L. Nuttall, and Ena V. Nuttall, "The Only Child Grows Up: A Look at Some Characteristics of Adult Only Children," *Family Relations*, (January 1980), 29, 1, pp. 99-106.
- Pollack, David A., David L. Cutler, and Jerome V. Vaccaro, "Psychiatry in Community Mental Health Centers: Everyone Can Win" *Community Mental Health Journal*, (June 1992), 28, 3, pp. 259-267.
- Pollitt, Ernesto, Aviva Weisel Eichler, and Chee Khoon Chan, "Psychosocial Development and Behavior of Mothers of Failure to Thrive Children," *American Journal of Orthopsychiatry*, (July 1975), 45, 4, pp. 525-537.
- Poloma, Margaret M. and Brian F. Pendleton, "Religious Domains and General Well Being," *Social Indicators Research*, (May 1990), 22, 3, pp. 255-276.
- Pooyan, Abdullah and Bruce J. Eberhardt, "Correlates of Performance Appraisal Satisfaction Among Supervisory and Nonsupervisory Employees," *Journal of Business Research*, (November 1989), 19 pp. 215-26.
- Poretz, Melvin N., "Fulfillment Gets the Short End Again," *AdWeek's Marketing Week*, (April 22, 1991), 32, p. 19.
- Porter, David K., "Evaluating Customer Satisfaction Wisconsin Electric Finds the Key to DSM Success," *Electric Perspectives*, (November/December 1990), 14, p. 28.
- Poulin, John E., "Age Segregation and the Interpersonal Involvement and Morale of the Aged," *Gerontologist*, (June 1984), 24, 3, pp. 266-269.
- Powell, Gleam S. and Karen S. Wampler, "Marriage Enrichment Participants: Levels of Marital Satisfaction," *Family Relations Journal of Applied Family and Child Studies*, (July 1982), 31, 3, pp. 389-393.
- Powers, Thomas L. and Leal Ricardo P. C., "The Service Interaction: Modeling the Customer's Perception of Quality," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 26-28.
- Prakash, Ved, "Mood States & Consumer Complaint Behaviors," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 148-150.
- Press, Irwin, Rodney F. Ganey, and Mary P. Malone, "Satisfied Patients can Spell Financial Well-Being," *Healthcare Financial Management*, (February 1991), 45, pp. 34-6+.
- Price, M. Gail, and Stephen N. Haynes, "The Effects of Participant Monitoring and Feedback on Marital Interaction and Satisfaction," *Behavior Therapy*, (January 1980), 11, 1, pp. 134-139.
- Pridgom, Cheryl E. and Gail M. Ross-Edwards, "Does Advertising Have the Qualities of Art? Better to Be a Pig Satisfied or a Human Dissatisfied?" *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, p. 42.

- Pritchard, Robert D., "Effects of Specific vs. Nonspecific and Absolute vs. Comparative Feedback on Performance and Satisfaction," Air Force Human Resources Laboratory, 1977.
- Pruden, Henry O. and Robert A. Peterson, "Personality and Performance Satisfaction of Industrial Salesmen," *Journal of Marketing Research*, (November 1971), 8, 4, pp. 501-04.
- Pryor, Mildred G. and Joy B. Reeves, "Male and Female Patterns of Work Opportunity Structure and Life Satisfaction," *International Journal of Women's Studies*, (May/June 1982), 5, 3, pp. 215-226.
- Queen, Lenita, and Carl B. Freitag, "A Comparison of Externality, Anxiety, and Life Satisfaction in Two Aged Populations," *Journal of Psychology*, (January 1978), 98, 1, pp. 71-74.
- Quevillon, Randal P. and Hing chu Lee, "Social Involvement as a Predictor of Subjective Well-Being among the Rural Institutionalized Aged," *International Journal of Behavioral Geriatrics*, (Winter 1983), 1, 4, pp. 13-19.
- Quinn, Robert P., "Education and Job Satisfaction: A Questionable Payoff," Washington: Dept. of Health, Education, and Welfare, Education Division, National Institute of Education, Education and Work Group, 1977.
- Rabier, Jacques Rene, "Europeans' Opinions and Attitudes: Ten Years of Comparative International Research, Opinions et attitudes des Europeens: Dix annees de recherches internationales comparatives," *Futuribles*, (April 1981), 43, pp. 3-20.
- Rabin, Claire, Gayla Margolin, Marilyn Safir, Sharon Talovic, and Irit Sadeh, "The Areas of Change Questionnaire: A Cross Cultural Comparison of Israeli and American Distressed and Nondistressed Couples," *American Journal of Family Therapy*, (Winter 1986), 14, 4, pp. 324-335.
- Raelin, Joseph A., "A Comparative Analysis of Female-Male Early Youth Careers," *Industrial Relations*, (Spring 1982), 21, 2, pp. 231-247.
- Raia, Ernest, "Quality? Sez Who?" *Purchasing*, (January 16, 1992), 112, p. 59.
- Raiten, Howard Leonard, *Culture Change, Filial Piety, and Life Satisfaction among the Elderly Chinese in Hong Kong*. Unpublished doctoral dissertation, Bryn Mawr College, (1990).
- Rao, V. Nandini, and V. V. Prakasa Rao, "Life Satisfaction in the Black Elderly: An Exploratory Study," *International Journal of Aging and Human Development*, (1981 82), 14, 1, pp. 55-65.
- Rao, V. V. Prakasa, and V. Nandini Rao, "Determinants of Life Satisfaction among Black Elderly," *Activities, Adaptation and Aging*, (Winter 1982), 3, 2, pp. 35-48.
- Rao, K. R., K. S. Rani, and K. R. Murty, "Migration Experience of Urban Slum Dwellers," *Indian Journal of Social Work*, (April 1977), 38, 1, pp. 1-7.
- Raphel, Murray, "Customer Service Doesn't Work Anymore," *Direct Marketing*, (July 1992), 55, pp. 38-9.
- Raphel, Murray, "Bring Them Back Alive," *Direct Marketing*, (May 1990), 53, pp. 50-1.
- Raskin, Miriam S., "Factors Associated with Student Satisfaction in Undergraduate Social Work Field Placements," *Arete*, (Spring 1982), 7, 1, pp. 44-54.
- Ravallion, Martin "On Expectations Formation When Future Welfare Is Contemplated," *Kyklos*, (1986), 39, 4, pp. 564-73.
- Ray, Robert O., "The Life Satisfaction Index Form A as Applied to Older Adults: Technical Note on Scoring Patterns," *Journal of the American Geriatrics Society*, (September 1979), 27, 9, pp. 418-420.
- Reading, Janet, and Ellen S. Amatea, "Role Deviance or Role Diversification: Reassessing the Psychosocial Factors Affecting the Parenthood Choice of Career-Oriented Women," *Journal of Marriage and the Family*, (May 1986), 48, 2, pp. 255-260.
- Ray, JoAnn, "Interactional Patterns and Marital Satisfaction among Dual Career Couples," *Journal of Independent Social Work*, (1990), 4, 3, pp. 61-73.
- Redburn, David E. and Merry Jurelich, "Some Considerations for Using Widowed Self Help Group Leaders," *Gerontology and Geriatrics Education*, (1989), 9, 3, pp. 89-98.
- Redmond, Cleve R., "The Effects of Working Nontraditional Hours on Life Satisfaction," *Mid-American Review of Sociology*, (Spring 1988), 13, 1, pp. 21-40.
- Reed, Kimberley, "Strength of Religious Affiliation and Life Satisfaction," *Sociological Analysis*, (Summer 1991), 52, 2, pp. 205-210.
- Reich, John W. and Alex Zautra, "Life Events and Personal Causation: Some Relationships with Satisfaction and Distress," *Journal of Personality and Social Psychology*, (November 1981), 41, 5, pp. 1002-1012.
- Reich, John W. and Alex J. Zautra, "Demands and Desires in Daily Life: Some Influences on Well-Being," *American Journal of Community Psychology*, (February 1983), 11, 1, pp. 41-58.
- Reid, P. Nelson, and James H. Gundlach, "A Scale for the Measurement of Consumer Satisfaction with Social Services," *Journal of Social Service Research*, (Fall 1983), 7, 1, pp. 37-54.
- Reker, Gary T. and J. B. Cousins, "Factor Structure, Construct Validity and Reliability of the Seeking of Noetic Goals (SONG) and Purpose in Life (PIL) Tests," *Journal of Clinical Psychology*, (January 1979), 35, 1, pp. 85-91.
- Rempel, Judith, "Childless Elderly: What Are They Missing?" *Journal of Marriage and the Family*, (May 1985), 47, 2, pp. 343-348.
- Renne, Karen S., "Childlessness, Health, and Marital Satisfaction," *Social Biology*, (Fall 1976), 23, 3, pp. 183-197.

- Renne, Karen S., "Measurement of Social Health in a General Population Survey," *Social Science Research*, (March 1974), 3, 1, pp. 25-44.
- Rent, George S. and Clyda S. Rent, "Low Income Housing: Factors Related to Residential Satisfaction," *Environment and Behavior*, (December 1978), 10, 4, pp. 459-488.
- Rettig, Kathryn D. and Margaret M. Bubolz, "Perceptual Indicators of Family Well Being," *Social Indicators Research*, (May 1983), 12, 4, pp. 417-438.
- Rettig, Kathryn D. and Margaret M. Bubolz, "Interpersonal Resource Exchanges as Indicators of Quality of Marriage," *Journal of Marriage and the Family*, (August 1983), 45, 3, pp. 497-509.
- Rettig, Kathryn D., Sharon M. Danes, and Jean W. Bauer, "Family Life Quality: Theory and Assessment in Economically Stressed Farm Families," *Social Indicators Research*, (May 1991), 24, 3, pp. 269-299.
- Reuss, Lloyd E., "Customer Satisfaction." Special Issue: University of Michigan 1984 Management Briefing Seminar: The Ever Changing International Automotive Industry Evolution and Revolution (1984), *UMTRI Research Review*, (September/December 1984), 15, 2-3, pp. 32-33.
- Revicki, Dennis A. and Jim Mitchell, "Social Support Factor Structure in the Elderly," *Research on Aging*, (June 1986), 8, 2, pp. 232-248.
- Reynolds, Davis K. and Franklyn L. Nelson, "Personality, Life Situation, and Life Expectancy," *Suicide and Life Threatening Behavior*, (Spring 1981), 11, 2, pp. 99-110.
- Reynolds, William J., "Patients Some First," *Drug Topics*, (February 3, 1992), 136, p. 8.
- Rho, Jung Ja, *Multiple Factors Contributing to Marital Satisfaction in Korean American Marriages and Correlations with Three Dimensions of Family Life Satisfaction Marital, Parental, and Self Satisfaction*. Unpublished doctoral dissertation, Kansas State University, (1989).
- Rhoads, Deborah L. and Jonathan S. Raymond, "Quality-of-Life and the Competent Community," *American Journal of Community Psychology*, (June 1981), 9, 3, pp. 293-301.
- Rhyne, Darla, "Bases of Marital Satisfaction among Men and Women," *Journal of Marriage and the Family*, (November 1981), 43, 4, pp. 941-955.
- Rice, Valerie, "The Art and Science of Customer Surveys," *Electronic Business*, (October 7, 1991), 17, pp. 141-2+.
- Rice, Robert W., Michael R. Frone, and Dean B. McFarlin, "Work Nonwork Conflict and the Perceived Quality-of-Life," *Journal of Organizational Behavior*, (March 1992), 13, 2, pp. 155-168.
- Rice, Robert W., Janet P. Near, and Raymond G. Hunt, "The Job Satisfaction/Life Satisfaction Relationship: A Review of Empirical Research," *Basic and Applied Social Psychology*, (March 1980), 1, 1, pp. 37-64.
- Rice, Robert W., Dean B. McFarlin, Raymond G. Hunt, and Janet P. Near, "Organizational Work and the Perceived Quality-of-Life: Toward a Conceptual Model," *Academy of Management Review*, (April 1985), 10, 2, pp. 296-310.
- Rice, Robert W., Janet P. Near, and Raymond G. Hunt, "Unique Variance in Job and Life Satisfaction Associated with Work Related and Extra Workplace Variables," *Human Relations*, (July 1979), 32, 7, pp. 605-623.
- Ricer, Rick E., "Marital Satisfaction among Military and Civilian Family Practice Residents," *Journal of Family Practice*, (August 1983), 17, 2, pp. 303-307.
- Richards, Mary L., et al., "The Influence of Serious Personal Losses or Misfortunes on Life Satisfaction," *Journal of Community Psychology*, (January 1984), 12, 1, pp. 67-73.
- Richardson, John G., "Wife Occupational Superiority and Marital Troubles: An Examination of the Hypothesis," *Journal of Marriage and the Family*, (February 1979), 41, 1, pp. 63-72.
- Richins, Marsha L. and Peter H. Bloch, "Post Purchase Product Satisfaction: Incorporating the Effects of Involvement and Time," *Journal of Business Research*, (September 1991), 23, pp. 145-58.
- Richman, Joseph, and Edward Charles, "Patient Dissatisfaction and Attempted Suicide," *Community Mental Health Journal*, (Fall 1976), 12, 3, pp. 301-305.
- Rickard, Kathryn M., Rex Forehand, Beverly M. Atkeson, and Connie Lopez, "An Examination of the Relationship of Marital Satisfaction and Divorce with Parent-Child Interactions," *Journal of Clinical Child Psychology*, (Spring 1982), 11, 1, pp. 61-65.
- Ricks, Shirley Smith, *Antecedents of Adolescent Satisfaction with Family Life*. Unpublished doctoral dissertation, Brigham Young University, (1988).
- Ridder, Paul, "Humanitarianism in the Hospital: Some Implications for Practice, Humanitat im Krankenhaus. Einige Schlussfolgerungen fur die Praxis," *Sociologia Internationalis*, (1984), 22, 1, pp. 111-133.
- Riddick, Carol C., "Life Satisfaction for Older Female Homemakers, Retirees, and Workers," *Research on Aging*, (September 1985), 7, 3, pp. 383-393.
- Riddick, Carol C., "Life Satisfaction Determinants of Older Males and Females," *Leisure Sciences*, (1985), 7, 1, pp. 47-63.
- Ridley, Carl A. and Mari S. Wilhelm, "Adaptation to Unemployment: Effects of a Mine Closure on Husbands and Wives," *Lifestyles*, (Summer 1988), 9, 2, pp. 145-160.
- Rife, John C. and Richard J. First, "Discouraged Older Workers: An Exploratory Study," *International Journal of Aging and Human Development*, (1989), 29, 3, pp. 195-203.
- Riggs, Barbara Ann, *Components of Stepfamily Satisfaction: An Empirical Study*. Unpublished

- doctoral dissertation, Purdue University, (1989).
- Rippe, Wolfgang, and Wolfgang Pippke, "Advancement and Satisfaction: An Empirical Study of the Relationship between Desire for, Possibility of, and Satisfaction with Occupational Advancement for the Case of Clerical Employees, Aufstiegszufriedenheit: Eine empirische Untersuchung zum Zusammenhang von Aufstiegswunsch, möglichkeit und zufriedenheit bei kaufmannischen Angestellten," *Zeitschrift für Soziologie*, (October 1981), 10, 4, pp. 379-394.
- Risser, Nancy L., "Development of an Instrument to Measure Patient Satisfaction with Nurses and Nursing Care in Primary Care Settings," *Nursing Research*, (January/February 1975), 24, 1, pp. 45-52.
- Roach, Arthur J., Larry P. Frazier, and Sharon R. Bowden, "The Marital Satisfaction Scale: Development of a Measure for Intervention Research," *Journal of Marriage and the Family*, (August 1981), 43, 3, pp. 537-546.
- Robbins, Lynn, "Satisfaction with Family Life of Married Black Americans," *Michigan Sociological Review*, (Fall 1989), 3, pp. 45-53.
- Roberts, Robert E., Gregory C. Pascoe, and C. Clifford Attkisson, "Relationship of Service Satisfaction to Life Satisfaction and Perceived Well Being," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 373-383.
- Robertson, Elizabeth B. and Sarah M. Shoffner, "Life Satisfaction of Young Adults Reared in Low Income Appalachian Families," *Lifestyles*, (Spring 1989), 10, 1, pp. 5-17.
- Robicheaux, Robert A., "A Comparison of Marketing Professors' Expected and Actual Workstyles and Their Relationship to Satisfaction: Southern Marketing Association Members vs. Nonmembers," *Southern Marketing Association*, Robert L. King, editor, (1989), pp. 206-210.
- Roby, Pamela A., "Shared Parenting: Perspectives from Other Nations," *School Review*, (May 1975), 83, 3, pp. 415-431.
- Rodzinskaya, Irina Yur'evna, "Standard of Living and Family Stability, Material'noe blagosostoyanie i stabil'nost sem'i," *Sotsiologicheskie Issledovaniya*, (July/September 1981), 8, 3, pp. 106-112.
- Rogers, Linda Perkowski, and Kyriakos S. Markides, "Well-Being in the Postparental Stage in Mexican American Women," *Research on Aging*, (December 1989), 11, 4, pp. 508-516.
- Rogne, Carol, *Understanding & Enhancing Self-Esteem*, (1991), Discovery Counseling & Educational Center.
- Roos, J. P., "From Farm to Office: Family, Self Confidence and the New Middle Class," *Life Stories / Recits de vie*, (1987), 3, pp. 7-20.
- Rose, Richard, "Who Can't Get No Satisfaction?" *New Society*, (August 1980), 53, 925, 7 pp. 265-266.
- Rosen, Leora N., Jeannette R. Ickovics, and Linda Z. Moghadam, "Employment and Role Satisfaction: Implications for the General Well Being of Military Wives," *Psychology of Women Quarterly*, (September 1990), 14, 3, pp. 371-385.
- Rosenbaum, Max, *Complaint Behavior: Beyond Obedience to Authority*, (1983), Human Sciences Press, Incorporated.
- Rosenberg, E. and A. F. Chelte, "Avowed Happiness of Members of Sport and Non-Sport Voluntary Associations," *International Journal of Sport Psychology*, (1980), 11, 4, pp. 263-275.
- Rosenbloom, Joseph, *Consumer Complaint Guide*, (1979), Macmillan Information.
- Rosendahl, Iris and Vicki Moss, "Originality and Creativity are Key," *Drug Topics*, (October 28, 1991), 135, pp. 40+.
- Rosendahl, Iris and Vicki Moss, "Where There's a Niche, There's a Way," *Drug Topics*, (October 28, 1991), 135, pp. 34-6+.
- Rosendahl, Iris and Vicki Moss, "Going Beyond Usual and Customary," *Drug Topics*, (October 28, 1991) 135, pp. 56+.
- Rosenthal, James A., Kenneth R. Wedel, and Martha V. K. Wilson, "The Working Part Time Student: A Study in Student Satisfaction," *Arête*, (Winter 1989), 14, 2, pp. 32-41.
- Rosentraub, Mark S. and Lyke Thompson, "The Use of Surveys of Satisfaction for Evaluations," *Policy Studies Journal*, (June 1981), 9, 7, pp. 990-999.
- Rosin, Hazel M., "The Effects of Dual Career Participation on Men: Some Determinants of Variation in Career and Personal Satisfaction," *Human Relations*, (February 1990), 43, 2, pp. 169-182.
- Ross, Eleanor, "Self Esteem in Deaf Young Adults: An Ecological Perspective," *Maatskaplike Werk / Social Work*, (October 1990), 26, 4, pp. 324-329.
- Rothwell, Neil A., Peter G. Britton, and Robert T. Woods, "The Effects of Group Living in a Residential Home for the Elderly," *British Journal of Social Work*, (December 1983), 13, 6, pp. 639-643.
- Rottschäfer, Ronald H., *The Search for Satisfaction: Getting More for Yourself & Giving More to Others*, (1992), Baker Book House.
- Rouse, Lawrence W. and Arthur J. Roach, "Occupational Interest Similarity and Marital Satisfaction," *Psychology A Quarterly Journal of Human Behavior*, (1984), 21, 1, pp. 15-22.
- Rowe, Frederick E., "Don't Get Mad, Go Short," *Forbes*, (June 25, 1990), 145, pp. 244-5.
- Rowland Morin, Pamela A. and J. Gregory Carroll, "Verbal Communication Skills and Patient Satisfaction: A Study of Doctor Patient Interviews," *Evaluation and the Health Professions*, (June 1990), 13, 2, pp. 168-185.
- Royce, W. Stephen, and Robert L. Weiss, "Behavioral Cues in the Judgment of Marital Satisfaction: A Linear Regression Analysis," *Journal of Consulting and Clinical Psychology*, (December 1975), 43, 6, pp. 816-824.

- Rubenstein, James M., "Leisure Participation and Satisfaction in Two European Communities," *Journal of Cross Cultural Gerontology*, (April 1987), 2, 2, pp. 151-170.
- Rubin, Alan M. and Rebecca B. Rubin, "Contextual Age as a Life Position Index," *International Journal of Aging and Human Development*, (1986), 23, 1, pp. 27-45.
- Rudman, Jack, *Emergency Complaint Operator*, (1991), National Learning Corporation.
- Rudman, Jack, *Complaint Investigator*, (1991), National Learning Corporation.
- Runyan, William M., "The Life Satisfaction Chart: Perceptions of the Course of Subjective Experience," *International Journal of Aging and Human Development*, (1980), 11, 1, pp. 45-64.
- Runyan, William M., "Perceived Determinants of Highs and Lows in Life Satisfaction," *Developmental Psychology*, (May 1979), 15, 3, pp. 331-333.
- Russell, James, "Attitudes of Elderly People to Living Alone," *Irish Journal of Psychology*, (Fall 1983), 6, 1, pp. 1-12.
- Russell, Candyce S., Stephan A. Anderson, Raymond B. Atilano, Anthony P. Jurich, and Lois Paff Bergen, "Intervention Strategies: Predicting Family Therapy Outcome," *Journal of Marital and Family Therapy*, (July 1984), 10, 3, pp. 241-251.
- Russell, Mary N., "Consumer Satisfaction: An Investigation of Contributing Factors," *Journal of Social Service Research*, (1990), 13, 4, pp. 43-56.
- Ryan, John, "Marital Status, Happiness, and Anomia," *Journal of Marriage and the Family*, (August 1981), 43, 3, pp. 643-649.
- Ryland, Elisabeth K. and Jeanne C. King, "Dissatisfied Customers: International Students in U.S. Business Management Programs," *Best Papers Proceedings, Academy of Management*, Lawrence R. Jauch and Jerry L. Wall co-editors, (1992), pp. 90-95.
- Saez Sanz, Piedad, "Trayectoria de la satisfaccion matrimonial a lo largo del ciclo vital. (Patterns of marital satisfaction over the life cycle.)," *Revista de Psicologia General y Aplicada*, (1984), 39, 5, pp. 983-995.
- Salais, R., "Reponse au commentaire de B. Meriaux [Les besoins d'emploi: contenu et problemes poses par leur satisfaction]," *Revue Economique*, (July 1978), 29, 4, pp. 758-61.
- Salais, Robert, "Les besoins d'emploi: Contenu et problemes poses par leur satisfaction. (Some Problems about Employment Needs. With English summary.)," *Revue Economique*, (January 1978), 29, 1, pp. 49-79.
- Salamon, Michael J., "A Clinical Application for Life Satisfaction," *Clinical Gerontologist*, (Summer 1985), 3, 4, pp. 60-61.
- Salamon, Michael J., "Sociocultural Role Theories in the Elderly: A Replication and Extension," *Activities, Adaptation and Aging*, (October 1985), 7, 2, pp. 111-122.
- Salamon, Michael J., "Health Care Environment and Life Satisfaction in the Elderly," *Journal of Aging Studies*, (Fall 1987), 1, 3, pp. 287-297.
- Salter, James M., "Take Systematic Approach to Measuring Satisfaction," *Marketing News*, (February 4, 1991), 25, p. 9.
- Santoro, Vittorio Salvatore, *Nursing Home Relocation Study Comparing Former Residents of Terminated Facilities with Residents of Marginal Facilities*. Unpublished doctoral dissertation, University of Maryland, (1990).
- Saran, Parmatma, "Medical Care and Patient Perception: A Critique," *International Journal of Contemporary Sociology*, (January/April 1977), 14, 1 2, pp. 11-26.
- Sauer, William J., Constance Shehan, and Carl Boymel, "Rural Urban Differences in Satisfaction among the Elderly: A Reconsideration," *Rural Sociology*, (Summer 1976), 41, 2, pp. 269-275.
- Savasdisara, Tongchai, Walter E. J. Tips, and Sunanta Suwannodom, "Residential Satisfaction in Private Estates in Bangkok: A Comparison of Low Cost Housing Estates and Determinant Factors," *Habitat International*, (1989), 13, 1, pp. 65-73.
- Scanzoni, John, "Sex Roles, Economic Factors, and Marital Solidarity in Black and White Marriages," *Journal of Marriage and the Family*, (February 1975), 37, 1, pp. 130-144.
- Schaap, Cas, "Conflicthantering en huwelijksatisfactie. (Conflict resolution and marital satisfaction.)," *Nederlands Tijdschrift voor de Psychologie en haar Grensgebieden*, (October 1984), 39, 7, pp. 396-403.
- Schaap, C., "Huwelijksatisfactie en niet verbale communicatie. (Marital satisfaction and nonverbal communication)," *Nederlands Tijdschrift voor de Psychologie en haar Grensgebieden*, (October 1982), 37, 7, pp. 445-457.
- Schack, Steven, and Robert S. Frank, "Police Service Delivery to the Elderly," *Annals of the American Academy of Political and Social Science*, (July 1978), 438, pp. 81-95.
- Schaffer, Ruth C., "The Health and Social Functions of Black Midwives on the Texas Brazos Bottom, 1920-1985," *Rural Sociology*, (Spring 1991), 56, 1, pp. 89-105.
- Schaughency, Elizabeth A. and Benjamin B. Lahey, "Mothers' and Fathers' Perceptions of Child Deviance: Roles of Child Behavior, Parental Depression, and Marital Satisfaction," *Journal of Consulting and Clinical Psychology*, (October 1985), 53, 5, pp. 718-723.
- Scheer, Nancy S. and Douglas K. Snyder, "Empirical Validation of the Marital Satisfaction Inventory in a Nonclinical Sample," *Journal of Consulting and Clinical Psychology*, (February 1984), 52, 1, pp. 88-96.
- Schell, Bernadette H. and Andrew S. Loeb, "An

- Investigation of General Happiness Level, Collective Bargaining Attitudes, Job Satisfaction, and University and Union Commitment of Faculty Members in Canada," *Journal of Social Behavior and Personality*, (October 1986), 1, 4, pp. 537-556.
- Scherf, Gerhard W., "Social Orientation as a Source of Consumer Satisfaction," *Journal of Psychology*, (January 1977), 95, 1, pp. 111-119.
- Schinke, Steven Paul, Robert F. Shilling II, Richard P. Barth, Lewayne D. Gilchrist, and Josie Solseng Maxwell, "Stress Management Intervention to Prevent Family Violence," *Journal of Family Violence*, (March 1986), 1, 1, pp. 13-26.
- Schlesinger, Leonard A. and James L. Heskett, "The Service Driven Service Company," *Harvard Business Review*, (September/October 1991), 69, pp. 71-81. Discussion. 69, pp. 146-50+ N-D '91.
- Schlesinger, Leonard A. and Jeffrey Zornitsky, "Job Satisfaction, Service Capability, and Customer Satisfaction: An Examination of Linkages and Management Implications," *Human Resource Planning*, (1991), 14, 2, pp. 141-9.
- Schlesinger, Leonard A. and James L. Heskett, "Breaking the Cycle of Failure in Services," *Sloan Management Review*, (Spring 1991), 32, 17-28.
- Schlesinger, Benjamin, "Lasting Marriages in the 1980's," *Conciliation Courts Review*, (June 1982), 20, 1, pp. 43-49.
- Schlesinger, Benjamin, "Lasting and Functioning Marriages in the 1980's," *Canadian Journal of Community Mental Health*, (September 1983), 2, 2, pp. 45-56.
- Schlesinger, Leonard A. and James L. Heskett, "Enfranchisement of Service Workers," *California Management Review*, (Summer 1991), 33, pp. 83-100.
- Schlossberg, Howard, "Success Story is Built on Customer Satisfaction," *Marketing News*, (April 13, 1992), 26, pp. 10+.
- Schlossberg, Howard, "Carmakers try to Boost Sales by Satisfying Buyers," *Marketing News*, (May 28, 1990), 24, pp. 2+.
- Schlossberg, Howard, "Study: U.S. Firms Lag in Using Customer Satisfaction Data," *Marketing News*, (June 22, 1992), 26, p. 14.
- Schlossberg, Howard, "Employee Empowerment Drives Award Winning Firms," *Marketing News*, (August 19, 1991), 25, pp. 6-7.
- Schlossberg, Howard, "Baldrige Winner Aims for 100 Satisfaction," *Marketing News*, (February 4, 1991), 25, pp. 1+.
- Schlossberg, Howard, "Customer Satisfaction: Not a Fad, but a Way of Life," *Marketing News*, (June 10, 1991), 25, pp. 18-19.
- Schlossberg, Howard, "Author: Consumers Just Can't Wait to be Satisfied (P. Senge's The fifth discipline)," *Marketing News*, (February 4, 1991), 25, p. 13.
- Schlossberg, Howard, "U.S. Firms: Quality is the Way to Satisfy," *Marketing News*, (February 4, 1991), 25, pp. 1+.
- Schlossberg, Howard, "Hotel Chief: If You Don't Excel, You're Retired—Ritz Carlton's H. Schulze: Passion and Employee Empowerment are Keys to Service Success," *Marketing News*, (August 19, 1991), 25, p. 6.
- Schmelz, Jerome, "Rising Aspirations of American Women and the Declining Birth Rate," *International Journal of Sociology of the Family*, (1976), 6, 2, pp. 179-196.
- Schmitt, Neal, and Phyllis M. Mellon, "Life and Job Satisfaction: Is the Job Central?" *Journal of Vocational Behavior*, (February 1980), 16, 1, pp. 51-58.
- Schmitt, J. Patrick, and Lawrence A. Kurdek, "Age and Gender Differences in and Personality Correlates of Loneliness in Different Relationships," *Journal of Personality Assessment*, (October 1985), 49, 5, pp. 485-496.
- Schmitt, Neal, and Elaine D. Pulakos, "Predicting Job Satisfaction from Life Satisfaction: Is There a General Satisfaction Factor?" Special Issue: Job Satisfaction, *International Journal of Psychology*, (April 1985), 20, 2, pp. 155-167.
- Schmitt, Neal and Arthur G. Bedeian, "A Comparison of LISREL and Two Stage Least Squares Analysis of a Hypothesized Life Job Satisfaction Reciprocal Relationship," *Journal of Applied Psychology*, (December 1982), 67, 6, pp. 806-817.
- Schneewind, Klaus A., "Konsequenzen der Ersternterschaft. / Consequences of transition to parenthood: An overview," *Psychologie in Erziehung und Unterricht*, (1983), 30, 3, pp. 161-172.
- Schonberger, Richard J., "Customer Chains: Links to Survival," *Industry Week*, (April 16, 1990), 239, pp. 28-30+.
- Schram, Vicki R. and Marilyn M. Dunsing, "Influences on Married Women's Volunteer Work Participation," *Journal of Consumer Research*, (March 1981), 7, 4, pp. 372-379.
- Schram, Rosalyn W., "Marital Satisfaction Over the Family Life Cycle: A Critique and Proposal," *Journal of Marriage and the Family*, (February 1979), 41, 1, pp. 7-12.
- Schuchts, Robert A. and Stanley L. Witkin, "Assessing Marital Change During the Transition to Parenthood," *Social Casework*, (February 1989), 70, 2, pp. 67-75.
- Schuessler, Karl, and Larry Freshnock, "Measuring Attitudes toward Self and Others in Society: State of the Art," *Social Forces*, (June 1978), 56, 4, pp. 1228-1244.
- Schultz, Norman R. and DeWayne Moore, "Loneliness: Correlates, Attributions, and Coping among Older Adults," *Personality and Social Psychology Bulletin*, (March 1984), 10, 1, pp. 67-77.
- Schultz, Jerelyn B. and Chinella Henderson, "Family Satisfaction and Job Performance: Implications for

- Career Development," Special Issue: Family career linkages. *Journal of Career Development*, (September 1985), 12, 1, pp. 33-47.
- Schumm, Walter R., et al., "Criterion Related Validity of the Kansas Marital Satisfaction Scale," *Psychological Reports*, (June 1985), 56, 3, pp. 719-722.
- Schumm, Walter R., "Religiosity and Marital Satisfaction: Can Marital Conventionalization Explain Away the Relationship?" *Journal of Psychology and Christianity*, (1982), 1, 2, pp. 16-21.
- Schumm, Walter R., C. W. Nichols, K. L. Schechtman, and C. C. Grigsby, "Characteristics of Responses to the Kansas Marital Satisfaction Scale by a Sample of 84 Married Mothers," *Psychological Reports*, (October 1983), 53, 2, pp. 567-572.
- Schumm, Walter R., et al., "Characteristics of the Kansas Marital Satisfaction Scale in a Sample of 79 Married Couples," *Psychological Reports*, (October 1983), 53, 2, pp. 583-588.
- Schumm, Walter R., Stephan R. Bollman, and Anthony P. Jurich, "The 'Marital Conventionalization' Argument: Implications for the Study of Religiosity and Marital Satisfaction," *Journal of Psychology and Theology*, (Fall 1982), 10, 3, pp. 236-241.
- Schutz, Howard G., Katherine V. Diaz-Knauf, and Debra S. Judge, "Auto Repair Service Provider Perceptions of Consumers' Attitudes: Satisfaction, Quality and Selection Criteria," *Proceedings of the American Council on Consumer Interests*, 36th Annual Conference, Mary L. Carsky, editor, (1990), pp. 162-167.
- Schwartz, Barry, "Time, Patience, and Black People: A Study of Temporal Access to Medical Care," *Sociological Focus*, (January 1978), 11, 1, pp. 11-20.
- Schwirian, Patricia M. and Kent P. Schwirian, "Finances and Life Satisfaction among Institutionalized Elderly," *Ohio State University Bulletin of Business Research*, (January-February 1978), 54, 1-2, pp. 1-5.
- Scitovsky, Tibor, "Equity," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp.3-12.
- Scitovsky, Tibor "What's Wrong with the Arts Is What's Wrong with Society," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 37-46.
- Scitovsky, Tibor, "Price Takers' Plenty: A Neglected Benefit of Monopoly Capitalism," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 97-113.
- Scitovsky, Tibor "The Desire for Excitement in Modern Society," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 128-35.
- Scitovsky, Tibor, "Human Desire and Economic Satisfaction: Preface," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. vii-xii.
- Scitovsky, Tibor, "Inequalities: Open and Hidden, Measured and Unmeasurable," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 26-34.
- Scitovsky, Tibor, "Subsidies for the Arts: The Economic Argument," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 149-59.
- Scitovsky, Tibor, "How to Bring Joy into Economics," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 183-203.
- Scitovsky, Tibor, "The Economy's Impact on Family and Social Relations in America," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 160-82.
- Scitovsky, Tibor, "The Place of Economic Welfare in Human Welfare," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp.13-25.
- Scitovsky, Tibor, "Can Capitalism Survive? An Old Question in a New Setting," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 85-96.
- Scitovsky, Tibor, "Can Changing Consumer Tastes Save Resources?" *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 117-27.
- Scitovsky, Tibor, "Are Men Rational or Economists Wrong?" *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 70-82.
- Scitovsky, Tibor, "Notes on the Producer Society," *Human Desire and Economic Satisfaction: Essays on the Frontiers of Economics*. New York: New York University Press, (1986), pp. 47-69.
- Scott, Dru, *Customer Satisfaction: The Other Half of Your Job*, (1991), Crisp Publications, Incorporated.
- Sears, Robert R., "Sources of Life Satisfaction of the Terman Gifted Men," *American Psychologist*, (February 1977), 32, 2, pp. 119-128.
- Secombe, Karen, and Gary R. Lee, "Gender Differences in Retirement Satisfaction and Its Antecedents," *Research on Aging*, (September 1986), 8, 3, pp. 426-440.
- Segall, Alexander, and Margaret Burnett, "Patient Evaluation of Physician Role Performance," *Social*

- Science and Medicine*, (July 1980), 14, 4A, pp. 269-278.
- Sekaran, Uma, "How Husbands and Wives in Dual Career Families Perceive Their Family and Work Worlds," *Journal of Vocational Behavior*, (June 1983), 22, 3, pp. 288-302.
- Sekaran, Uma, "The Paths to Mental Health: An Exploratory Study of Husbands and Wives in Dual Career Families," *Journal of Occupational Psychology*, (June 1985), 58, 2, pp. 129-137.
- Sekaran, Uma, "Factors Influencing the Quality-of-Life in Dual Career Families," *Journal of Occupational Psychology*, (June 1983), 56, 2, pp. 161-174.
- Sekaran, Uma, "Job and Life Satisfaction Experienced by Dual Career Family Members," *Journal of Psychological Researches*, (September 1984), 28, 3, pp. 139-144.
- Seltzer, Marsha Mailick, and Marty Wyngaarden Krauss, "Aging Parents with Adult Mentally Retarded Children: Family Risk Factors and Sources of Support," *American Journal on Mental Retardation*, (November 1989), 94, 3, pp. 303-312.
- Senf, Janet H. and Barry D. Weiss, "Patient Satisfaction with Health Care: Intentions and Change in Plan," *Evaluation and Program Planning*, (1991), 14, 4, pp. 299-306.
- Sexton, Donald L. and Michael H. Morris, "Small Business Entrepreneurship, and Quality-of-Life: A Growth Perspective," in *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 186-end.
- Shamir, Boas, "Unemployment and Nonwork Activities among Persons with Higher Education," *Journal of Applied Behavioral Science*, (November 1986), 22, 4, pp. 459-475.
- Shapiro, Edith T., Henry Pinsker, and Jose A. Bueno, "Supervision: The Challenge of the New Student," *Comprehensive Psychiatry*, (January 1973), 14, 1, pp. 17-24.
- Shapiro, Edith T., "Evaluating Psychiatric Treatment," *Journal of the American Medical Association*, (January 1978), 239, 3, pp. 233-234.
- Sharma, A. K., "What the Poor Think about Their Poverty: A Socio-Psychological Study," *Indian Journal of Social Work*, (April 1989), 50, 2, pp. 171-182.
- Sharp, Isadore, "Quality for All Seasons: Customer Satisfaction is the Number One Goal at Four Seasons," *The Canadian Business Review*, (Spring 1990), 17, pp. 21-3.
- Sharp, Elaine B., "Citizen Perception of Police Service Delivery: A Look at Some Consequences," *Policy Studies Journal*, (June 1981), 9, 7, pp. 971-981.
- Shea, Charlene, *Absolutely!: You Can Create Positive Life Changes*, (1991), Diversity Publishers.
- Shectman, Karen L., M. Betsy Bergen, Walter R. Schumm, and Margaret A. Bugaighis, "Characteristics of the Kansas Marital Satisfaction Scale among Female Participants in Community Childbirth Education Classes," *Psychological Reports*, (April 1985), 56, 2, pp. 537-538.
- Shehan, Constance L., "Wives' Work and Psychological Well Being: An Extension of Gove's Social Role Theory of Depression," *Sex Roles*, (November 1984), 11, 9-10, pp. 881-899.
- Sheimbein, Marc L., "Multiplicity of Marital Adjustment Ratings: A Suggestion," *Journal of Family Counseling*, (Spring 1974), 2, 1, pp. 49-52.
- Shenson, Howard L., "The Unhappy Client: Who's to Blame?" *Journal of Management Consulting*, (1991), 6, 4, pp. 38-40.
- Sherman, Elaine, and Leon G. Schiffman, "Quality-of-Life (QOL) Assessment of Older Consumers: A Retrospective Review," *Journal of Business & Psychology*, (Fall 1991), 6, pp. 107-19.
- Shin, Doh C., "Political Democracy and the Quality of Citizens' Lives: A Cross National Study," *Journal of Developing Societies*, (January/April 1989), 5, 1, pp. 30-41.
- Shin, Doh C., Chung Si Ahn, Kyung Dong Kim, and Hong Koo Lee, "Environmental Effects on Perceptions of Life Quality in Korea," *Social Indicators Research*, (May 1983), 12, 4, pp. 393-416.
- Shmotkin, Dov, "The Structure of the Life Satisfaction Index A in Elderly Israeli Adults," *International Journal of Aging and Human Development*, (1991), 33, 2, pp. 131-150.
- Sholomskas, Diane, and Rosalind Axelrod, "The Influence of Mother Daughter Relationships on Women's Sense of Self and Current Role Choices," *Psychology of Women Quarterly*, (June 1986), 10, 2, pp. 171-182.
- Shortell, Stephen M., William C. Richardson, James P. LoGerfo, Paula Diehr, Barbara Weaver, and Kathy E. Green, "The Relationships among Dimensions of Health Services in Two Provider Systems: A Causal Model Approach," *Journal of Health and Social Behavior*, (June 1977), 18, 2, pp. 139-159.
- Showers, Nancy, *Factors Associated with Graduate Social Work Student Satisfaction in Hospital Field Education Programs*. Unpublished doctoral dissertation, (1989).
- Siegel, Judith P., "Marital Dynamics of Women with Premenstrual Tension Syndrome," *Family Systems Medicine*, (Winter 1986), 4, 4, pp. 358-366.
- Siegler, Ilene C., Linda K. George, and Stanley H. Cath, "The Normal Psychology of the Aging Male: Sex Differences in Coping and Perceptions of Life Events," *Journal of Geriatric Psychiatry*, (1983), 16, 2, pp. 197-209.
- Siemienska, Renata, "Political Materialist Postmaterialist Values and Their Determinants in Poland in Cross National Perspective," *Revue Internationale de Sociologie / International Review of Sociology*, (nouvelle serie / new series), (1988), 3, pp. 173-212.

- Sigelman, Lee, "Is Ignorance Bliss? A Reconsideration of the Folk Wisdom," *Human Relations*, (November 1981), 34, 11, pp. 965-974.
- Sillars, Alan L., Gary R. Pike, Tricia S. Jones, and Mary A. Murphy, "Communication and Understanding in Marriage," *Human Communication Research*, (Spring 1984), 10, 3, pp. 317-350.
- Silverberg, Susan B. and Laurence Steinberg, "Adolescent Autonomy, Parent Adolescent Conflict, and Parental Well Being," *Journal of Youth and Adolescence*, (June 1987), 16, 3, pp. 293-312.
- Silverman, Manuel S. and Lawrence Urbaniak, "Marriage Encounter: Characteristics of Participants," *Counseling and Values*, (October 1983), 28, 1, pp. 42-51.
- Simon, Jolene M., "Humor and Its Relationship to Perceived Health, Life Satisfaction, and Morale in Older Adults," *Issues in Mental Health Nursing*, (Winter 1990), 11, 1, pp. 17-31.
- Singh, Jagdip, "Industry Characteristics and Consumer Dissatisfaction," *The Journal of Consumer Affairs*, (Summer 1991), 25, pp. 19-56.
- Singh, Avtar, and Nickie E. Nichols, "Life Satisfaction among Institutionalized Rural Urban Elderly in North Carolina," *Guru Nanak Journal of Sociology*, (April/October 1989), 10, 1 2, pp. 123-145.
- Singh, Avtar and Harsharan K. Singh, "Predicting Life Satisfaction among the Rural Elderly in Nursing Homes: An Empirical Assessment of Selected Variables," *Guru Nanak Journal of Sociology*, (April 1985), 6, 1, pp. 67-81.
- Singh, Avtar, "Predictors of Life Satisfaction among the Urban Institutionalized Elderly," *Guru Nanak Journal of Sociology*, (April 1986), 7, 1, pp. 81-91.
- Skogan, Wesley G., "Citizen Satisfaction with Police Services: Individual and Contextual Effects," *Policy Studies Journal*, (1978), 7, pp. 469-479.
- Slater, Victor L., "Management Skills in the Delivery of Mental Health Care," *Administration in Mental Health*, (Summer 1982), 9, 4, pp. 291-295.
- Slaughter, Diana T. and Peggye Dilworth Anderson, "Care of Black Children with Sickle Cell Disease: Fathers, Maternal Support, and Esteem," *Family Relations*, (July 1988), 37, 3, pp. 281-287.
- Slejska, Dragoslav, "Satisfaction Value Model of the Research into and Utilization of Soft Data, Satisfakcne hodnotovy model vyzkumu a vyuziti mekkych dat," *Sociologicky Casopis*, (1989), 26, 3, pp. 199-208.
- Smaby, Marlowe, and Armas W. Tamminen, "Taking Charge of Your Life," *School Counselor*, (January 1985), 32, 3, pp. 195-204.
- Smart, Mollie, S. and Russell C. Smart, "Recalled, Present, and Predicted Satisfaction in Stages of the Family Life Cycle in New Zealand," *Journal of Marriage and the Family*, (May 1975), 37, 2, pp. 408-415.
- Smart, Denise T. and Charles L. Martin, "Manufacturer Responsiveness to Consumer Correspondence: An Empirical Investigation of Consumer Perceptions," *Journal of Consumer Affairs*, (Summer 1992), 26, 1, pp. 104-28.
- Smith, Preston E., "Management Modeling Training to Improve Morale and Customer Satisfaction," *Personnel Psychology*, (Fall 1976), 29, 3, pp. 351-359.
- Smith, Ivan C., "Customer Satisfaction Chains Show Where the Weak Links Lie," *Marketing News*, (February 4, 1991), 25, pp. 8+.
- Smith, Richard H., Ed Diener, and Ron Garonzik, "The Roles of Outcome Satisfaction and Comparison Alternatives in Envy," *British Journal of Social Psychology*, (September 1990), 29, 3, pp. 247-255.
- Smith, Ivan Campbell, "Auditing Customer Satisfaction," *Management Review*, (May 1989), 78, pp. 52-4.
- Smith, Willaim, P. and Frank Bordonaro, "Self Esteem and Satisfaction as Affected by Unexpected Social Status Placement," *Sociometry*, (June 1975), 38, 2, pp. 223-246.
- Smith, Dwayne Eugene, *The Relationships of Family Cohesion and Family Adaptability to Family Satisfaction: A Study of Family Stress Pile Up*. Unpublished doctoral dissertation, Michigan State University, (1986).
- Smith, Russell L. and Thomas M. Uhlman, "Police Policy and Citizen Satisfaction: Evidence From Urban Areas," *Policy Studies Journal*, (1978), 7, pp. 480-486.
- Smolen, Robert C., David A. Spiegel, and Christopher J. Martin, "Patterns of Marital Interaction Associated with Marital Dissatisfaction and Depression," *Journal of Behavior Therapy and Experimental Psychiatry*, (December 1986), 17, 4, pp. 261-266.
- Snell, M. Leslie, and Anne Martin Matthews, "Family Interaction of the Young Old: Social Exchange as an Explanation of the Qualitative and Quantitative Experience," *Social Indicators Research*, (November 1986), 18, 4, pp. 395-407.
- Snider, Earle L., "Explaining Life Satisfaction: It's the Elderly's Attitudes That Count," *Social Science Quarterly*, (September 1980), 61, 2, pp. 253-263.
- Snowden, Lonnie R., Tracy L. Schott, Suzanne J. Awalt, and Jo Gillis Knox, "Marital Satisfaction in Pregnancy: Stability and Change," *Journal of Marriage and the Family*, (May 1988), 50, 2, pp. 325-333.
- Snyder, Douglas K. and John M. Regts, "Factor Scales for Assessing Marital Disharmony and Disaffection," *Journal of Consulting and Clinical Psychology*, (October 1982), 50, 5, pp. 736-743.
- Snyder, Douglas K., "Multidimensional Assessment of Marital Satisfaction," *Journal of Marriage and the Family*, (November 1979), 41, 4, pp. 813-823.
- Snyder, Douglas K., David Lachar, and Robert M. Wills, "Computer Based Interpretation of the Marital

- Satisfaction Inventory: Use in Treatment Planning," *Journal of Marital and Family Therapy*, (October 1988), 14, 4, pp. 397-409.
- Snyder, Douglas K., Robert M. Wills, and Thomas W. Keiser, "Empirical Validation of the Marital Satisfaction Inventory: An Actuarial Approach," *Journal of Consulting and Clinical Psychology*, (April 1981), 49, 2, pp. 262-268.
- Sobel, Stuart, and Gary Hines, "Cray's New Focus on Customers," *Personnel Journal*, (November 1990), 69, pp. 59-60+ .
- Sockell, Donna, David Lewin, and David B. Lipsky, editors, *Advances in Industrial and Labor Relations*. Volume 5 A Research Annual, Greenwich, Conn. and London: JAI Press, (1991).
- Solnick, Sara J. and Davie Hemenway, "Complaints and Disenrollment at a Health Maintenance Organization," *Journal of Consumer Affairs*, (Summer 1992), 26, 1, pp. 90-103.
- Solomon, Esther, and Richard D. Kopelman, "Questionnaire Format and Scale Reliability: An Examination of Three Modes of Item Presentation," *Psychological Reports*, (April 1984), 54, 2, pp. 447-452.
- Soper, W. Barlow, "Relationships between Subjectively and Statistically Determined Contributors to Life Satisfaction for Male University Faculty," *Psychological Reports*, (June 1980), 46, 3, Pt 1, pp. 731-734.
- Sorensen, James L., Lyle Kantor, Ronald B. Margolis, and Joseph Galano, "The Extent, Nature, and Utility of Evaluating Consumer Satisfaction in Community Mental Health Centers," *American Journal of Community Psychology*, (June 1979), 7, 3, pp. 329-337.
- Soumerai, Stephen B. and Jerry Avorn, "Perceived Health, Life Satisfaction, and Activity in Urban Elderly: A Controlled Study of the Impact of Part Time Work," *Journal of Gerontology*, (May 1983), 38, 3, pp. 356-362.
- Spanier, Graham B. and Elaine A. Anderson, "The Impact of the Legal System on Adjustment to Marital Separation," *Journal of Marriage and the Family*, (August 1979), 41, 3, pp. 605-613.
- Spiker, Barry K. and Tom D. Daniels, "Information Adequacy and Communication Relationships: An Empirical Examination of 18 Organizations," *Western Journal of Speech Communication*, (Fall 1981), 45, 4, pp. 342-354.
- Spratlen, Thaddeus H., "Cigarette Smoking and Societal Quality-of-Life: A Framework for Analysis," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 66-72.
- Spreitzer, Elmer, Eldon E. Snyder, and David Larson, "The Relative Effects of Health and Income on Life Satisfaction," *International Journal of Aging and Human Development*, (1980), 10, 3, pp. 283-288.
- Spreng, Richard A. and Andrea Dixon, "Alternative Comparison Standards in the Formation of Consumer Satisfaction/Dissatisfaction," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 85-91.
- Sprouse, Martin, *Sabotage in the American Workplace: Anecdotes of Dissatisfaction, Revenge & Mischief*, (1992), Pressure Drop Press.
- Srivastava, A. K., "Life Satisfaction of Executives: A Case Study," *Indian Journal of Industrial Relations*, (July 1978), 14, 1, pp. 149-159.
- Staight, Paula R. and S. Marie Harvey, "Caregiver Burden: A Comparison between Elderly Women as Primary and Secondary Caregivers for Their Spouses," *Journal of Gerontological Social Work*, (1990), 15, 1 2, pp. 89-104.
- Staines, Graham L., Kathleen J. Pottick, and Deborah A. Fudge, "Wives' Employment and Husbands' Attitudes toward Work and Life," *Journal of Applied Psychology*, (February 1986), 71, 1, pp. 118-128.
- Staines, Graham L., Joseph H. Pleck, Linda J. Shepard, and Pamela O'Connor, "Wives' Employment Status and Marital Adjustment: Yet Another Look," *Psychology of Women Quarterly*, (Fall 1978), 3, 1, pp. 90-120.
- Stanley, Sandra C., Janet G. Hunt, and Larry L. Hunt, "The Relative Deprivation of Husbands in Dual Earner Households," *Journal of Family Issues*, (March 1986), 7, 1, pp. 3-20.
- Stanovnik, Tine, "Perception of Poverty and Income Satisfaction: An Empirical Analysis of Slovene Households," *Journal of Economic Psychology*, (March 1992), 13, 1, pp. 57-69.
- Star, Steven H., "Marketing and its Discontents," *Harvard Business Review*, (November/ December 1989), 67, pp. 148-54.
- Stein, Karen F., "Designing Effective Consumer Programs for the Elderly: The Neighborhood Research Approach," *Proceedings of the American Council on Consumer Interests*, 30th Annual Conference, Karen P. Goebel, editor, (1984). pp. 124-128.
- Steinitz, Lucy Y., "Religiosity, Well Being, and Weltanschauung among the Elderly," *Journal for the Scientific Study of Religion*, (March 1980), 19, 1, pp. 60-67.
- Steink, Peter, L., *Dealing with Your Discontent: How to Overcome Dissatisfaction*, (1988), Augsburg Fortress.
- Steinkamp, Marjorie W. and John R. Kelly, "Relationships among Motivational Orientation, Level of Leisure Activity, and Life Satisfaction in Older Men and Women," *Journal of Psychology*, (1985), 119, 6, pp. 509-520.
- Steitz, Jean A. and Karen G. Welker, "Remarriage in Later Life: A Critique and Review of the Literature," *Journal of Women and Aging*, (1990), 2, 4, pp. 81-90.
- Stelber, Steven R. and William J. Krowinski, *Measuring &*

- Managing Patient Satisfaction*, (1990), American Hospital Publishing, Incorporated.
- Stevens, Mark, "How to Keep Your Big Spenders Happy," *D&B Reports*, (May/June 1990), 38, pp. 52-3.
- Stevens, Joe B., "Satisfaction with Environmental Change: An Empirical Analysis of Attitudes toward Air Quality by Recent Interstate Migrants," *Journal of Environmental Economics and Management*, (September 1984), 11, 3, pp. 264-81.
- Stewart, Moira A. and James Wanklin, "Direct and Indirect Measures of Patient Satisfaction with Physicians' Services," *Journal of Community Health*, (Spring 1978), 3, 3, pp. 195-204.
- Stewart, Ronnie, *Familial Satisfaction among African American Married Men*. Unpublished doctoral dissertation, Howard University, (1991).
- Stewart, Dana G., "Single Custodial Females and Their Families: Housing and Coping Strategies after Divorce," *International Journal of Law and the Family*, (December 1991), 15, 3, pp. 296-317.
- Stiles, William B., Samuel M. Putnam, Sherman A. James, and Matthew H. Wolf, "Dimensions of Patient and Physician Roles in Medical Screening Interviews," *Social Science and Medicine*, (May 1979), 13A, 3, pp. 335-341.
- Stipak, Brian, "Are There Sensible Ways to Analyze and Use Subjective Indicators of Urban Service Quality?" *Social Indicators Research*, (October 1979), 6, 4, pp. 421-438.
- Stock, William A., Morris A. Okun, and Mary Benin, "Structure of Subjective Well Being among the Elderly," *Psychology and Aging*, (June 1986), 1, 2, pp. 91-102.
- Stoekle, John D., and Andrew C. Twaddle, "Non-Physician Health Workers: Some Problems and Prospects," *Social Science and Medicine*, (February 1974), 8, 2, pp. 71-76.
- Stokes, Joseph P., and Judith S. Peyton, "Attitudinal Differences between Full Time Homemakers and Women Who Work Outside the Home," *Sex Roles*, (September 1986), 15, 5-6, pp. 299-310.
- Stokes, Graham, and Raymond Cochrane, "A Study of the Psychological Effects of Redundancy and Unemployment," *Journal of Occupational Psychology*, (December 1984), 57, 4, pp. 309-322.
- Stoltmen, Jeffrey, Attila Yaprak, and James Gentry, "Moving Marketing Education Into the Next Century: Relevancy, Competency, & Mastery," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, pp. 407-414.
- Strack, Fritz, Leonard L. Martin, and Norbert Schwarz, "Priming and Communication: Social Determinants of Information Use in Judgments of Life Satisfaction," *European Journal of Social Psychology*, (October/November 1988), 18, 5, pp. 429-442.
- Strack, Fritz, Norbert Schwarz, and Elisabeth Gschneidinger, "Happiness and Reminiscing: The Role of Time Perspective, Affect, and Mode of Thinking," *Journal of Personality and Social Psychology*, (December 1985), 49, 6, pp. 1460-1469.
- Strasser, Stephen and Rose M. Davis, *Measuring Patient Satisfaction for Improved Patient Services*, (1991), Health Administration Press.
- Streib, Gordon F. and Rubye W. Beck, "Older Families: A Decade Review," *Journal of Marriage and the Family*, (November 1980), 42, 4, pp. 937-956.
- Strube, Michael J., Jane M. Berry, Barbara K. Goza, and Donald Fennimore, "Type A Behavior, Age, and Psychological Well Being," *Journal of Personality and Social Psychology*, (July 1985), 49, 1, pp. 203-218.
- Stucky, Frances, Kenneth Eggeman, Becky Smith Eggeman, Virginia Moxley, and Walter R. Schumm, "Premarital Counseling as Perceived by Newlywed Couples: An Exploratory Study," *Journal of Sex and Marital Therapy*, (Fall 1986), 12, 3, pp. 221-228.
- Stufman, Gerald M., *If You Knew Who You Were, You Could Be Who You Are*, (1989), Bierman House, Incorporated.
- Stull, Donald E. and Laurie R. Hatch, "Unravelling the Effects of Multiple Life Changes," *Research on Aging*, (December 1984), 6, 4, pp. 560-571.
- Stum, David L. and Ronald P. Church, "Hitting the Long Ball for the Customer," *Training and Development Journal*, (March 1990), 44, pp. 44-8.
- Stum, Marlene, "Low-Income Elderly in Health Maintenance Organizations: Enrollment, Satisfaction, & Understanding," *Proceedings of the American Council on Consumer Interests*, 36th Annual Conference, Mary L. Carsky, editor, (1990), p. 49.
- Stundza, Tom, "The New Initiative is Customer Satisfaction," *Purchasing*, (January 16, 1992), 112, pp. 115-23.
- Style, Carolyn Briggs, *The Age Effect: Chronological Age and Adult Psychological Maturation*. Unpublished doctoral dissertation, Vanderbilt University, (1986).
- Such, Jiri, "Development of Socialism and Satisfaction of the Necessities of Life," *Czechoslovak Economic Digest*, (February 1979), 1, pp. 44-59.
- Suchet, Melanie, and Julian Barling, "Employed Mothers: Interrole Conflict, Spouse Support and Marital Functioning," *Journal of Occupational Behaviour*, (July 1986), 7, 3, pp. 167-178.
- Suelzle, Marijean, Melody A. Singleton, and Rachel A. Rosenfeld, "Impact of the Fit between Students and Universities: A Comparison of Three Chicago Area Universities and Their Student Bodies," *Research in Sociology of Education and Socialization*, (1983), 4, pp. 155-181.
- Swan, John E. and Richard L. Oliver, "An Applied Analysis of Buyer Equity Perceptions and Satisfaction with Automobile Salespeople," *Journal of Personal Selling & Sales Management*, 11, (Spring 1991), pp. 15-26.
- Swan, John E. and Richard L. Oliver, "Automobile Buyer

- Satisfaction with the Salesperson Related to Equity and Disconfirmation," *CS/D&CB*, H. Keith Hunt and Ralph L. Day, editors, (1985), pp. 10-16.
- Swan, John E. and Richard L. Oliver, "The Factor Structure of Equity and Disconfirmation Measures Within the Satisfaction Process," *CS/D&CB*, H. Keith Hunt and Ralph L. Day editors, (1985), pp. 2-9.
- Sweany, Susan Love, *Marital and Life Adjustment of Vietnam Combat Veterans: A Treatment Outcome Study*. Unpublished doctoral dissertation, University of Washington, (1988).
- Sweeney, Paul D., Dean B. McFarlin, Dean B. and Edward J. Inderrieden, "Using Relative Deprivation Theory to Explain Satisfaction with Income and Pay Level: A Multistudy Examination," *Academy of Management Journal*, (June, 1990), 33, pp. 423-36.
- Sweeney, Paul D., "Distributive Justice and Pay Satisfaction: A Field Test of an Equity Theory Prediction," *Journal of Business & Psychology*, (Spring 1990), 4, pp. 329-41.
- Szabo, Joan C., "Service = Survival," *Nation's Business*, (March 1989), 77, pp. 16-19+.
- Szinovacz, Maximiliane E., "Role Allocation, Family Structure, and Female Employment," *Advances in Family Psychiatry*, (1980), 2, pp. 481-498.
- Tahlin, Michael, "The Value and Costs of Work: A Study of the Consequences of Wage Labour for the Individual," *European Sociological Review*, (September 1989), 5, 2, pp. 115-131.
- Tai, Simon W., "A Research Note on Types of Social Activities, Income, and Successful Aging," *Wisconsin Sociologist*, (Winter 1978), 15, 1, pp. 14-26.
- Tang, Victor, and Emilio Collar, "IBM AS/400 New Product Launch Process Ensures Satisfaction," *Long Range Planning*, (February 1992), 25, pp. 22-7.
- Tanner, Barry A. and Stacy Webb, "A Validity Scale for the SHARP Consumer Satisfaction Scales," *Evaluation and Program Planning*, (1985), 8, 2, pp. 147-153.
- Tanner, Barry A., "Factors Influencing Client Satisfaction with Mental Health Services: A Review of Quantitative Research," *Evaluation and Program Planning*, (1981), 4, 3 4, pp. 279-286.
- Tanquary, Patricia Ruth, *A Study of Differential Group Impact on Knowledge and Life Satisfaction for Cancer Patients and Family Members*. Unpublished doctoral dissertation, University of California, Berkeley, (1989).
- Tappe, Marlene K. and Joan L. Duda, "Personal Investment Predictors of Life Satisfaction among Physically Active Middle Aged and Older Adults," *Journal of Psychology*, (November 1988), 122, 6, pp. 557-566.
- Tate, Lenore A., "Life Satisfaction and Death Anxiety in Aged Women," *International Journal of Aging and Human Development*, (1982), 15, 4, pp. 299-306.
- Taylor, Ruth Leshner, "On Increasing MBA Course Satisfaction," *AMA Summer Educator's Conference Proceedings*, Robert P. Leone & V. Kuman, editors, (1992), III, p. 528.
- Taylor, Marylee C., "Improved Conditions, Rising Expectations, and Dissatisfaction: A Test of the Past/Present Relative Deprivation Hypothesis," *Social Psychology Quarterly*, (March 1982), 45, 1, pp. 24-33.
- Telch, Christy F. and Carol U. Lindquist, "Violent Versus Nonviolent Couples: A Comparison of Patterns," *Psychotherapy*, (Summer 1984), 21, 2, pp. 242-248.
- Test, Alan, "Would You Want Yourself as Your Own Customer?" *Marketing News*, (March 5, 1990), 24, p. 21.
- Tezanos, Jose Felix, "Work Satisfaction and Industrial Society: An Approach to the Study of Attitudes toward Work among Madrid Industrial Workers, Satisfaccion en el trabajo y sociedad industrial. Una aproximacion al estudio de las actitudes hacia el trabajo de los obreros industriales madrilenos," *Revista Espanola de Investigaciones Sociologicas*, (April/June 1983), 22, pp. 27-52.
- Thimmappaya, A. and K. G. Agrawal, "Comparing a 'Good' and a 'Bad' Hospital for Patient Satisfaction, Ward Social System, Community Image and Inter-Role Perceptions," *Indian Journal of Applied Psychology*, (January 1973), 10, 1, pp. 26-32.
- Thomae, Hans, "Expected Unchangeability of Life Stress in Old Age: A Contribution to a Cognitive Theory of Aging," *Human Development*, (1981), 24, 4, pp. 229-239.
- Thomas, Del B., *How to Write Powerful Complaint Letters & Others: A Step-By-Step Guide*, (1992), Boone-Thomas Enterprises.
- Thomasson, Renee' H. and Frances C. Lawrence, "Factors Relating to Spousal Financial Arguments of Louisiana Urban Consumers," *Proceedings of the American Council on Consumer Interests*, 37th Annual Conference, Virginia Haldeman, editor, (1991), p. 232
- Thompson, Oliver Maurice, *A Study of the Emerging Militancy of Police Unions*. Unpublished doctoral dissertation, University of Southern California, Los Angeles, (1989).
- Thor, Carl G., "A Guide to Organizational Productivity and Quality Improvement," *Business Economics*, (October 1991), 26, 4, pp. 31-39.
- Thoreson, Richard W., CarolAnne M. Kardash, David A. Leuthold, and Kelly A. Morrow, "Gender Differences in the Academic Career," *Research in Higher Education*, (April 1990), 31, 2, pp. 193-209.
- Tiedemann, Georgia L. and Robert J. McMahon, "Individual Differences in Children's Response to Self- and Externally-Administered Reward," *Behavior Therapy*, (November 1985), 16, 5, pp. 516-523.
- Tiggle, Ronald B., Mark D. Peters, Harold H. Kelley, and John Vincent, "Correlational and Discrepancy Indices of Understanding and Their Relation to Marital

- Satisfaction," *Journal of Marriage and the Family*, (February 1982), 44, 1, pp. 209-215.
- Timmappaya, A., Udai Pareek, and K. G. Agrawal, "Measuring Patient Satisfaction in A General Hospital," *Indian Journal of Social Work*, (October 1971), 32, 3, pp. 295-304.
- Tinbergen, Jan, "On the Measurement of Welfare," *Journal of Econometrics*, (October and November 1992), 50, 1-2, pp. 7-13.
- Toffler, Alvin, "No Allocation without Representation," *Social Policy*, (January/February 1979), 9, 4, pp. 2-4.
- Togonu Bickersteth, Funmi, "Perception of Old Age among Yoruba Aged," *Journal of Comparative Family Studies*, (Spring 1988), 19, 1, pp. 113-123.
- Tolstedt, Betsy E. and Joseph P. Stokes, "Relation of Verbal, Affective, and Physical Intimacy to Marital Satisfaction," *Journal of Counseling Psychology*, (October 1983), 30, 4, pp. 573-580.
- Tornow, Walter W. and Jack W. Wiley, "Service Quality and Management Practices: A Look at Employee Attitudes, Customer Satisfaction, and Bottom Line Consequences," *Human Resource Planning*, (1991), 14, 2, pp. 105-15.
- Toseland, Ron and John Rasch, "Correlates of Life Satisfaction: An Aid Analysis," *International Journal of Aging and Human Development*, (1979-80), 10, 2, pp. 203-211.
- Toseland, Ron and James Sykes, "Senior Citizens Center Participation and Other Correlates of Life Satisfaction," *Gerontologist*, (June 1977), 17, 3, pp. 235-241.
- Townsend, Aloen and Patricia Gurin, "Re-Examining the Frustrated Homemaker Hypothesis: Role Fit, Personal Dissatisfaction, and Affective Discontent," *Sociology of Work and Occupations*, (November 1981), 8, 4, pp. 464-488.
- Tran, Thanh V., "The Structure of Subjective Well Being of Elderly Hispanics," *Journal of Social Service Research*, (1992), 15, 3-4, pp. 21-42.
- Tremblay, Jacques, "The Evaluation of Physician Competency: A Reply to Brockway," *Evaluation and Program Planning*, (1979), 2, 2, pp. 117-118.
- Trent, Curtis, J. Conrad Glass, and Ann Y. McGee, "The Impact of a Workshop on Death and Dying on Death Anxiety, Life Satisfaction, and Locus of Control among Middle Aged and Older Adults," *Death Education*, (Summer 1981), 5, 2, pp. 157-173.
- Trickett, Edison J., John B. McConahay, Deborah Phillips, and Melanie A. Ginter, "Natural Experiments and the Educational Context: The Environment and Effects of an Alternative Inner City Public School on Adolescents," *American Journal of Community Psychology*, (December 1985), 13, 6, pp. 617-643.
- Trivedi, Pallavi Kishore, *Community Mental Retardation Policies: Satisfaction as a Component*. Unpublished doctoral dissertation, University of Texas, Arlington, (1989).
- Trovato, Frank, and Gloria Lauris, "Marital Status and Mortality in Canada: 1951-1981," *Journal of Marriage and the Family*, (November 1989), 51, 4, pp. 907-922.
- Truly, Elise, and Steve Walker, "Service Quality, Satisfaction, and Value: A Research Summary," *Southern Marketing Association Proceedings*, Robert L. King, editor, (1992), pp. 377-381.
- Tschohl, John, "Customer Service Importance," *Supervision*, (February 1991), 52, pp. 9-11.
- Tse, David K., Franco M. Nicosia, and Peter C. Wilton, "Consumer Satisfaction as a Process," *Psychology & Marketing*, (Fall 1990), 7, pp. 177-93.
- Tuch Steven A, and Jack K. Martin, "Race in the Workplace: Black/White Differences in the Sources of Job Satisfaction," *Sociological Quarterly*, (Spring 1991), 32, 1, p. 103.
- Tuchman, Gaye, "Women's Depiction by the Mass Media," *Signs*, (Spring 1979), 4, 3, pp. 528-542.
- Turowski, Jan, "Evaluation of Urban Living Environments," *Polish Sociological Bulletin*, (1986), 1-2, 73 74, pp. 125-136.
- Tuss, Patricia L. and Karen P. Schnittgrund, "Housing Satisfaction Among Low-Income Families," *Proceedings of the American Council on Consumer Interests*, 28th Annual Conference, Carol Meeks, editor, (1982), pp. 289-294.
- Tyler, Tom R., "What Is Procedural Justice? Criteria Used by Citizens to Assess the Fairness of Legal Procedures," *Law and Society Review*, (April 1988), 22, 1, pp. 103-135.
- Tyler, Tom R., Kenneth Rasinski, and James L. Gibson, "Procedural Justice, Institutional Legitimacy, and the Acceptance of Unpopular U.S. Supreme Court Decisions: A Reply to Gibson," *Law and Society Review*, (1991), 25, 3, pp. 621-630.
- Tyler, Forrest B., et al., "Individual Psychosocial Competence and Aging," *Academic Psychology Bulletin*, (November 1982), 4, 3, pp. 503-513.
- Tyler, Tom R., "The Role of Perceived Injustice in Defendants' Evaluations of Their Courtroom Experience," *Law and Society Review*, (Winter 1984), 18, 1, pp. 51-74.
- Tziner, Aharon E. and Yoav Vardi, "Work Satisfaction and Absenteeism among Social Workers: The Role of Altruistic Values," *Work and Occupations*, (November 1984), 11, 4, pp. 461-470.
- Udry, J. Richard, "Marital Alternatives and Marital Disruption," *Journal of Marriage and the Family*, (November 1981), 43, 4, pp. 889-897.
- Ukens, Carol, "Oklahoma Pharmacist Asks Elderly Neighbors, R-U-Okay?" *Drug Topics*, (March 11, 1991), 135, pp. 10-11.
- Ukens, Carol, "Cognitive Services: Pharmacy's New Hope," *Drug Topics*, (July 22, 1991), 135, pp. 36-40.
- Ulrich, Deborah L., *Factors Related to Satisfaction with and Adjustment to Fatherhood at Mid Life*.

- Unpublished doctoral dissertation, Ohio State University, (1989).
- United States, *Complaint Administration System (CAS)*, U. S. Dept. of Labor, Employment Standards Administration, Office of Federal Contract Compliance Programs, 1986.
- United States, *The Equal Employment Opportunity Complaint Process*, U.S. Dept. of Health and Human Services, Public Health Service, Alcohol, Drug Abuse, and Mental Health Administration, Office of Equal Employment Opportunity, 1989.
- United States, *Processing of EEO Complaints in the Federal Sector: Problems and Solutions: Hearing before a Subcommittee on the Committee on Government Operations, House of Representatives, One Hundredth Congress, First Session, June 25, 1987*, Washington: U.S. G.P.O.: For sale by the Supt. of Docs., Congressional Sales Office, U.S. G.P.O., 1987.
- United States, *The Quality of Working Life: An Important Issue for Managers of the Federal Work Force: Study*, General Accounting Office, 1978.
- United States, *Processing EEO Complaints in the Federal Sector—Problems and Solutions: Hearing Before a Subcommittee of the Committee on Government Operations, House of Representatives, Ninety-Ninth Congress, First Session, October 8, 1985*, Washington: U.S. G.P.O., 1985.
- United States, *National Labor Relations Board Pleadings Manual Complain Forms*, National Labor Relations Board, Office of the General Counsel, Division of Operations Management: For sale by the Supt. of Docs., U.S. Govt. Print. Office, 1979.
- United States, *VA Health Care: Language Barriers Between Providers and Patients Have been Reduced: Report to the Chairman, Committee on Veterans' Affairs, U.S. Senate, Washington, D.C., 1989*.
- United States, *Employment Service Complaint System*, Washington: Dept. of Labor, Employment, and Training Administration, Employment Service, 1978.
- United States General Accounting Office, *How Effective are OSHA's Complaint Procedures?*, General Accounting Office, 1979.
- Uys, Tina, "The Experience of Relative Deprivation in a Black Urban Community, Belewens van relatiewe deprivasie in 'n swart stedelike gemeenskap," *Suid Afrikaanse Tydskrif vir Sosiologie / South African Journal of Sociology*, (December 1991), 22, 4, pp. 117-124.
- Vaillant, George E., "Natural History of Male Psychological Health: VI. Correlates of Successful Marriage and Fatherhood," *American Journal of Psychiatry*, (June 1978), 135, 6, pp. 653-659.
- Valaskakis, K. and I. Martin, "Measures of Development and Measurement of Happiness," *Journal of Social Development in Africa*, (1986), 1, 1, pp. 81-91.
- Vale, Sara Owens, *Relationship Beliefs and Marital Adjustment of Dual Career, Career Work, and Single Career Spouses*. Unpublished doctoral dissertation, University of Virginia, Charlottesville, (1986).
- Valliant, Paul M., Irene Bezzubyk, Lorne Daley, and Marjatta E. Asu, "Psychological Impact of Sport on Disabled Athletes," *Psychological Reports*, (June 1985), 56, 3, pp. 923-929.
- van Rooijen, L., "Advanced Students' Adaptation to Age," *Higher Education*, (1986), 15, 3-4, pp. 197-209.
- van Staden, Mara, *Family Enrichment as Prevention in Social Work*. Unpublished doctoral dissertation, University of Pretoria, (1986).
- Van Loon, Francis, and Gilbert Dooghe, "Social Participation and Life Satisfaction of Aged People, Maatschappelijke betrokkenheid en levensvoldoening bij bejaarden," *Tijdschrift voor Sociale Wetenschappen*, (July/September 1978), 23, 3, pp. 285-293.
- Van Sell, Mary, Arthur P. Brief, and Randall S. Schuler, "Role Conflict and Role Ambiguity: Integration of the Literature and Directions for Future Research," *Human Relations*, (January 1981), 34, 1, pp. 43-71.
- Van Der Hoeven, Rolph, "Zambia's Economic Dependence and the Satisfaction of Basic Needs," *International Labour Review*, (March April 1982), 121, 2, pp. 217-31.
- VanderArk, Sherman, Isadore Newman, and Sarah Bell, "The Effects of Music Participation on Quality-of-Life of the Elderly," *Music Therapy*, (1983), 3, 1, pp. 71-81.
- Vanfossen, Beth E., "Sex Differences in the Mental Health Effects of Spouse Support and Equity," *Journal of Health and Social Behavior*, (June 1981), 22, 2, pp. 130-143.
- Vantrappen, Herman, "Creating Customer Value by Streamlining Business Processes," *Long Range Planning*, (February 1992), 25, pp. 53-62.
- Varady, David, "Elderly Jews and Their Neighborhood Environment: A Study of the Philada Apartments in Cincinnati," *Contemporary Jewry*, (Fall 1990), 11, 2, pp. 121-134.
- Varca, Philip E., Garnett S. Shaffer, and Vickie Saunders, "A Longitudinal Investigation of Sport Participation and Life Satisfaction," *Journal of Sport Psychology*, (December 1984), 6, 4, pp. 440-447.
- Veenhoven, Ruut, "Is there an Innate Need for Children?" *European Journal of Social Psychology*, (1974), 4, 4, pp. 495-501.
- Velleman, Richard, "The Engagement of New Residents: A Missing Dimension in the Evaluation of Halfway Houses for Problem Drinkers," *Journal of Studies on Alcohol*, (May 1984), 45, 3, pp. 251-259.
- Ventura, Marlene R., Richard N. Fox, Marcy C. Corley, and Stephen M. Mercurio, "A Patient Satisfaction Measure as a Criterion to Evaluate Primary Nursing," *Nursing Research*, (July/August 1982), 31, 4, pp. 226-230.

- Verbrugge, Lois M., "Role Burdens and Physical Health of Women and Men," *Women and Health*, (Spring 1986), 11, 1, pp. 47-77.
- Vermunt, R., E. Spaans, and F. Zorge, "Satisfaction, Happiness and Well Being of Dutch Students," *Social Indicators Research*, (February 1989), 21, 1, pp. 1-33.
- Vincent, John P., Nancy Illback Cook, and Linzy Messerly, "A Social Learning Analysis of Couples during the Second Postnatal Month," *American Journal of Family Therapy*, (Summer 1980), 8, 2, pp. 49-68.
- Vinokur Kaplan, Diane, and Simon Bergman, "Retired Israeli Social Workers: Work, Volunteer Activities, and Satisfaction among Retired Professionals," *Journal of Gerontological Social Work*, (Summer 1986), 9, 4, pp. 73-86.
- Visser, A., "The Relationship among Powerlessness, Hospital Environmental Factors, and Patient Welfare, De samenhang tussen machteloosheid, kenmerken van de ziekenhuisomgeving en de beleving van patienten," *Mens en Maatschappij*, (August 1982), 57, 3, pp. 290-304.
- Voitovich, Sergey Avdeevich, Sergey Alekseevich Makeyev, "Work Satisfaction under Extreme Conditions, Udovletvorennost' trudom v ekstremal'nykh usloviyakh," *Sotsiologicheskie Issledovaniya*, (1990), 17, 1, pp. 59-64.
- Vredenburg, Donald J. and John E. Sheridan, "Individual and Occupational Determinants of Life Satisfaction and Alienation," *Human Relations*, (December 1979), 32, 12, pp. 1023-1038.
- Vreede de Stuers, C., "Dissatisfaction of a Grandmother, Boutade van een grootmoeder," *Sociologische Gids*, (March/April 1988), 35, 2, pp. 124-126.
- Waggoner, D. Michael, "Application of Continuous Quality Improvement Techniques to the Treatment of Patients with Hypertension," *Health Care Management Review*, (Summer 1992), 17, 33-42.
- Wagner, John A. and Benjamin Schneider, "Legal Regulation and the Constraint of Constituent Satisfaction," *Journal of Management Studies*, (Oxford, England) (March 1987), 24 pp. 189-200.
- Walberg, Herbert J. and Thomas Weinstein, "Adult Outcomes of Connections, Certification, and Verbal Competence," *Journal of Educational Research*, (March/April 1984), 77, 4, pp. 207-212.
- Waldron, Holly and Donald K. Routh, "The Effect of the First Child on the Marital Relationship," *Journal of Marriage and the Family*, (November 1981), 43, 4, pp. 785-788.
- Walker, Rosemary, Meesok Lee, Margaret Bubolz, and Dennis Keefe, "Quality-of-Life of Middle-Aged Women: The Effects of Family Resources and Demands," *Proceedings of the American Council on Consumer Interests*, 36th Annual Conference, Mary L. Carsky, editor, (1990), pp. 12-17.
- Walkowitz, Daniel J. and Peter R. Eisenstadt, "The Psychology of Work: Work and Mental Health in Historical Perspective," *Radical History Review*, (January 1986), 34, pp. 7-31.
- Wallston, Barbara Strudler, Kathleen V. Hoover Dempsey, Jane S. Brissie, and Patricia Rozee Koker, "Gatekeeping Transactions: Women's Resource Acquisition and Mental Health in the Workplace," *Psychology of Women Quarterly*, (June 1989), 13, 2, pp. 205-222.
- Walsh, James A. and Norman M. Kiracofe, "Change in Significant Other Relationships and Life Satisfaction in the Aged," *International Journal of Aging and Human Development*, (1980), 10, 3, pp. 273-281.
- Walson, Patrick Afamefuna, *Life Satisfaction in Rural Anambra State of Nigeria*. Unpublished doctoral dissertation, University of Illinois, (1990).
- Walton, Richard E., "Quality of Working Life: What Is It?" *Sloan Management Review*, (Fall 1973), 15, 1, pp. 11-21.
- Wampler, Karen S. and Charles F. Halverson Jr., "The Georgia Marriage Q Sort: An Observational Measure of Marital Functioning," *American Journal of Family Therapy*, (Summer 1990), 18, 2, pp. 169-178.
- Wapner, Seymour, Jack Demick, and Jose Pedro Redondo, "Cherished Possessions and Adaptation of Older People to Nursing Homes," *International Journal of Aging and Human Development*, (1990), 31, 3, pp. 219-235.
- Ward, Russell A., Mark LaGory, and Susan R. Sherman, "Neighborhood and Network Age Concentration: Does Age Homogeneity Matter for Older People?" *Social Psychology Quarterly*, (June 1985), 48, 2, pp. 138-149.
- Ward, Russell A., "Informal Networks and Well Being in Later Life: A Research Agenda," *Gerontologist*, (February 1985), 25, 1, pp. 55-61.
- Ward, Russell A. and Harold Kilburn, "Community Access and Satisfaction: Racial Differences in Later Life," *International Journal of Aging and Human Development*, (1983), 16, 3, pp. 209-219.
- Ware, John E. and Allyson R. Davies, "Behavioral Consequences of Consumer Dissatisfaction with Medical Care," *Evaluation and Program Planning*, (1983), 6, 3 4, pp. 291-297.
- Ware, John E., Jr., Mary K. Snyder, W. Russell Wright, and Allyson R. Davies, "Defining and Measuring Patient Satisfaction with Medical Care," *Evaluation and Program Planning*, (1983), 6, 3-4, pp. 247-263.
- Waring, Mary L. and Jordon I. Kosberg, "Age, Race, Life Conditions, Use of Social Welfare Services and the Morale of the Elderly," *Journal of Sociology and Social Welfare*, (November 1978), 5, 6, pp. 781-791.
- Warr, Peter, John Cook, and Toby Wall, "Scales for the Measurement of Some Work Attitudes and Aspects of Psychological Well Being," *Journal of Occupational Psychology*, (June 1979), 52, 2, pp. 129-148.

- Wasserman, Ira M., "Political Beliefs and Subjective Indicators of Quality-of-Life," *Social Indicators Research*, (August 1982), 11, 2, pp. 167-180.
- Watson, J. Allen and Vira R. Kivett, "Influences on the Life Satisfaction of Older Fathers," *Family Coordinator*, (October 1976), 25, 4, pp. 482-488.
- Weinberg, Nancy, "Physically Disabled People Assess the Quality of their Lives," *Rehabilitation Literature*, (January/February 1984), 45, 1 2, pp. 12-15.
- Weisberg, Jacob and Alan Kirschenbaum, "Employee Turnover Intentions: Implications from a National Sample," *International Journal of Human Resource Management*, (December 1991), 2, 3, pp. 359-375.
- Weiss, Gregory L. and Cornelia A. Ramsey, "Regular Source of Primary Medical Care and Patient Satisfaction," *Quality Review Bulletin*, (June 1989), 15, 6, pp. 180-184.
- Weiss, Robert L. and Barbara M. Aved, "Marital Satisfaction and Depression as Predictors of Physical Health Status," *Journal of Consulting and Clinical Psychology*, (December 1978), 46, 6, pp. 1379-1384.
- Weissert, William G., Jennifer M. Elston, Melissa Constable Musliner, and Elizabeth Mutran, "Adult Day Care Regulation: 'Deja Vu All Over Again?'" *Journal of Health Politics, Policy and Law*, (Spring 1991), 16, 1, pp. 51-66.
- Weitzel, William, Itzhak Harpaz and Nan Weiner, "Predicting Pay Satisfaction from Nonpay Work Variables," *Industrial Relations*, (October 1977), 16, 3, pp. 323-34.
- Welling, Linda A., "Satisfaction Guaranteed or Money (Partially) Refunded: Efficient Refunds under Asymmetric Information," *Canadian Journal of Economics*, (February 1989), 22, 1, pp. 62-78.
- Welsh, Jennifer M., "Improving the Supervision of Postgraduate Students," *Research in Education*, (May 1982), 27, pp. 1-8.
- Wenston, Sylvia Ridlen, *Variations in Marital Satisfaction and Life Changes across the Menstrual Cycle*. Unpublished doctoral dissertation, University of Minnesota, (1987).
- West, Robin L., Lynn K. Boatwright, and Robert Schleser, "The Link between Memory Performance, Self Assessment, and Affective Status," *Experimental Aging Research*, (Winter 1984), 10, 4, pp. 197-200.
- Westbrook, Robert A. and Richard L. Oliver, "The Dimensionality of Consumption Emotion Patterns and Consumer Satisfaction," *The Journal of Consumer Research*, (June 1991), 18, pp. 84-91.
- Westbrook, Robert A., "Consumer Satisfaction: An Affirmation of Possibilities," *The Frontier of Research in the Consumer Interest: Proceedings of the International Conference on Research in the Consumer Interest*. E. Scott Maynes, editor, Columbia, Mo.: American Council on Consumer Interests, (1988), pp. 760-70.
- Westhuis, David Jean, *An Analysis of the Relationship between the Wife's Marital Satisfaction and Husband's Work Environment Variables*. Unpublished doctoral dissertation, Florida State University, (1987).
- Westley, William A., "Problems and Solutions in the Quality of Working Life," *Human Relations*, (February 1979), 32, 2, pp. 113-123.
- Weston, Carolyn A. and Eleanor D. Macklin, "The Relationship between Former Spousal Contact and Remarital Satisfaction in Stepfather Families," *Journal of Divorce and Remarriage*, (1990), 14, 2, pp. 25-47.
- Wetzler, Harry, "Measuring Quality-of-Life," *Business & Health*, (September 1992), 10, p. 67.
- Whipple, Ellen E. and Carolyn Webster Stratton, "The Role of Parental Stress in Physically Abusive Families," *Child Abuse and Neglect*, (1991), 15, 3, pp. 279-291.
- Whisman, Mark A. and Neil S. Jacobson, "Power, Marital Satisfaction, and Response to Marital Therapy," *Journal of Family Psychology*, (December 1990), 4, 2, pp. 202-212.
- Whisman, Mark A. and Neil S. Jacobson, "Depression, Marital Satisfaction, and Marital and Personality Measures of Sex Roles," *Journal of Marital and Family Therapy*, (April 1989), 15, 2, pp. 177-186.
- White, Michael J., "Determinants of Community Satisfaction in Middletown," *American Journal of Community Psychology*, (October 1985), 13, 5, pp. 583-597.
- White, Lynn K., Alan Booth, and John N. Edwards, "Children and Marital Happiness. Why the Negative Correlation?" *Journal of Family Issues*, (June 1986), 7, 2, pp. 131-147.
- White, Morris G., *How to Write Letters That Get Results: Business & Complaint Letter Writing*, (1988), M. G. W. Company.
- White, Barbara B., "Gender Differences in Marital Communication Patterns," *Family Process*, (March 1989), 28, 1, pp. 89-106.
- White, Lynn K., "Sex Differentials in the Effect of Remarriage on Global Happiness," *Journal of Marriage and the Family*, (November 1979), 41, 4, pp. 869-876.
- White, Stephen G., and Chris Hatcher, "Couple Complementarity and Similarity: A Review of the Literature," *American Journal of Family Therapy*, (Spring 1984), 12, 1, pp. 15-25.
- Whitsett, Doni P., *The Coping Strategies and Marital Satisfaction of Remarried Parents*. Unpublished doctoral dissertation, University of Southern California, Los Angeles, (1988).
- Widdows, Richard, Susan Eddleman, and Richard Feinberg, "1-800-BUY-MORE: A Preliminary Analysis of Use of 800 Numbers for Consumers' Complaints," *Proceedings of the American Council on Consumer Interests*, 33rd Annual Conference, Vickie L. Hampton, editor, (1987), p. 320.
- Widgery, Robin, "Neighborhood Quality-of-Life: A

- Subjective Matter," *Developments in Quality-of-Life Studies in Marketing*, M. Joseph M. Sirgy, H. Lee Meadow, Don R. Rahtz, and A. C. Samli, editors, (1992), IV, pp. 112-114.
- Wiggins, James D., and Doris A. Lederer, "Differential Antecedents of Infidelity in Marriage," *American Mental Health Counselors Association Journal*, (October 1984), 6, 4, pp. 152-161.
- Wiggins, James D., Anne D. Moody, and Doris A. Lederer, "Personality Typologies Related to Marital Satisfaction," *American Mental Health Counselors Association Journal*, (October 1983), 5, 4, pp. 169-178.
- Wilbur, L. Perry, *Getting Up When You're Down: How You Can Overcome Disillusionment to Achieve a Sense of Satisfaction in Life*, (1983), Prentice Hall.
- Wilcoxon, S. Allen, "One Spouse Marital Therapy: Is Informed Consent Necessary?" *American Journal of Family Therapy*, (Fall 1986), 14, 3, pp. 265-270.
- Wiley, Jack W., "Customer Satisfaction: A Supportive Work Environment and its Financial Cost (survey of 200 retail stores)," *Human Resource Planning*, (1991), 14, 2, pp. 117-27.
- Wiley, Donna L., "The Relationship between Work/Nonwork Role Conflict and Job Related Outcomes: Some Unanticipated Findings," *Journal of Management*, (Fall 1987), 13, 3, pp. 467-472.
- Wilkening, E. A., and David McGranahan, "Correlates of Subjective Well Being in Northern Wisconsin," *Social Indicators Research*, (April 1978), 5, 2, pp. 211-234.
- Wilkerson, David, Clifton Cooksey, and Daniel S. Ramelli, *Measuring Quality: Linking Customer Satisfaction to Process Improvement*, (1993), Coopers & Lybrand Total Quality Management Services.
- Willard, Mark D. and Robert R. Shullman, "Ask Your Customers Where to Make Staff Cuts," *Marketing News*, (August 19, 1991), 25, p. 10.
- Williams, Simon J., and Michael Calnan, "Convergence and Divergence: Assessing Criteria of Consumer Satisfaction across General Practice, Dental and Hospital Care Settings," *Social Science and Medicine*, (1991), 33, 6, pp. 707-716.
- Williams, Ann M., "The Quantity and Quality of Marital Interaction Related to Marital Satisfaction: A Behavioral Analysis," *Journal of Applied Behavior Analysis*, (Winter 1979), 12, 4, pp. 665-678.
- Willits, Fern K., "Adolescent Behavior and Adult Success and Well Being: A 37 Year Panel Study," *Youth and Society*, (September 1988), 20, 1, pp. 68-87.
- Wills, Gordon, "Enabling Customers to Drive Your Enterprise," *Management Decision*, (1992), 30, 3, pp. 12-22.
- Wills, Thomas A., Robert L. Weiss, and Gerald R. Patterson, "A Behavioral Analysis of the Determinants of Marital Satisfaction," *Journal of Consulting and Clinical Psychology*, (December 1974), 42, 6, pp. 802-811.
- Willson, Pamela, and J. Regis McNamara, "How Perceptions of a Simulated Physician Patient Interaction Influence Intended Satisfaction and Compliance," *Social Science and Medicine*, (1982), 16, 19, pp. 1699-1704.
- Wilson, Vanessa, *The Impact of Social Psychological Factors on the Life Satisfaction of the Rural Black Elderly*. Unpublished doctoral dissertation, Ohio State University, (1986).
- Wilson, Glenn D., "Feminism and Marital Dissatisfaction," *Personality and Individual Differences*, (1982), 3, 3, pp. 345-347.
- Wilson, Stephan Maxwell, *Predictors of Life Satisfaction among Young Adults from Low Income, Rural Areas of Southern Appalachia*. Unpublished doctoral dissertation, University of Tennessee, Knoxville, (1986).
- Wilson, Paul A., Stephen T. Moore, Dana S. Rubin, and Pamela K. Bartels, "Informal Caregivers of the Chronically Ill and Their Social Support: A Pilot Study," *Journal of Gerontological Social Work*, (1990), 15, 1-2, pp. 155-170.
- Wingrove, C. Ray, and Kathleen F. Slevin, "A Sample of Professional and Managerial Women: Success in Work and Retirement," *Journal of Women and Aging*, (1991), 3, 2, pp. 95-117.
- Winkler, Iris, and William J. Doherty, "Communication Styles and Marital Satisfaction in Israeli and American Couples," *Family Process*, (June 1983), 22, 2, pp. 229-237.
- Wittkowski, Joachim, and Manfred Zobel, "Korrelate von Lebenszufriedenheit im mittleren Erwachsenenalter. / Correlates of life satisfaction in middle adulthood," *Zeitschrift für Gerontologie*, (September/October 1982), 15, 5, pp. 259-264.
- Woelfel, John C., "The Relationship between the Army Life and Family Life of Soldiers," *Review of Public Data Use*, (January 1979), 7, 1, pp. 20-29.
- Wolf, Alan, "Coors' Customer Focus (Customer Satisfaction Improvement Program: Interview with G. L. Kaveny)," *Beverage World*, (March 1991), 110, pp. 40-2+.
- Wolf, Mary Alice, "The Crisis of Legacy: Life Review Interviews with Elderly Women Religious," *Journal of Women and Aging*, (1990), 2, 3, pp. 67-79.
- Wolf, Matthew H., Samuel M. Putnam, Sherman A. James, and William B. Stiles, "The Medical Interview Satisfaction Scale: Development of a Scale to Measure Patient Perceptions of Physician Behavior," *Journal of Behavioral Medicine*, (December 1978), 1, 4, pp. 391-401.
- Wolfgang, Alan P., "Job Stress, Coping, and Dissatisfaction in the Health Professions: A Comparison of Nurses and Pharmacists," *Journal of Social Behavior and Personality*, (1991), 6, 7, pp. 213-226.
- Wolpert, David Sands, *Planning for Military Retirement:*

- A Study of the Career Transition Program, General Preretirement Planning Activities, and Their Effect on Job and/or Life Satisfaction.* Unpublished doctoral dissertation, University of Pittsburgh, (1990).
- Wolpert, David S., "Planning for Military Retirement: Does it Affect Subsequent Job/Life Satisfaction?" *International Journal of Sociology and Social Policy*, (1991), 11, 1 3, pp. 81-103.
- Wood, Vivian and Joan F. Robertson, "Friendship and Kinship Interaction: Differential Effect on the Morale of the Elderly," *Journal of Marriage and the Family*, (May 1978), 40, 2, pp. 367-375.
- Wood, Lamont, "The Myths and Realities of Customer Service," *Electronic Business*, (October 7, 1991), 17, pp. 156+.
- Wood, Richard H., Jr., "Literacy and Basic Needs Satisfaction in Mexico," *World Development*, (March 1988), 16, 3, pp. 405-17.
- Zubek, Josephine M., et al., "Disputant and Mediator Behaviors Affecting Short Term Success in Mediation," *Journal of Conflict Resolution*, (September 1992), 36, 3, pp. 546-72.
- Woodrum, Eric and Nelson Reid, "Migration, Ethnic Community Organization, and Prosperity among Japanese Americans," *Arête*, (Summer 1987), 12, 1, pp. 31-46.
- Woods, Nina and Kenneth L. Witte, "Life Satisfaction, Fear of Death, and Ego Identity in Elderly Adults," *Bulletin of the Psychonomic Society*, (October 1981), 18, 4, pp. 165-168.
- Woodward, Christel A., Jack Santa Barbara, Sol Levin, and N. B. Epstein, "Aspects of Consumer Satisfaction with Brief Family Therapy," *Family Process*, (December 1978), 17, 4, pp. 399-407.
- Woolley, F. Ross, Robert L. Kane, Charles C. Hughes, and Diana D. Wright, "The Effects of Doctor Patient Communication on Satisfaction and Outcome of Care," *Social Science and Medicine*, (March 1978), 12, 2-A, pp. 123-128.
- Worcester, Martha I. and Mary P. Quayhagen, "Correlates of Caregiving Satisfaction: Prerequisites to Elder Home Care," *Research in Nursing and Health*, (June 1983), 6, 2, pp. 61-67.
- Wright, Loyd S., Kathy S. Matlock, and Donald T. Matlock, "Parents of Handicapped Children: Their Self Ratings, Life Satisfaction and Parental Adequacy," *Exceptional Child*, (March 1985), 32, 1, pp. 37-40.
- Yahya, Hasan A. Qader, "Factors Influencing the Satisfaction of Muslim Organization Members in a University Town in the United States (Lansing, Michigan)," *Journal Institute of Muslim Minority Affairs*, (July 1988), 9, 2, pp. 280-295.
- Wright, James D., "Are Working Women Really More Satisfied? Evidence from Several National Surveys," *Journal of Marriage and the Family*, (May 1978), 40, 2, pp. 301-313.
- Yang, Ok Kyung, *The Quality-of-Life among Young Adults with Schizophrenia: Two Year Exploratory Study on the Level of Life Satisfaction in a Normative Living Situation in the Community with Good Community Support Programs.* Unpublished doctoral dissertation, University of Wisconsin, (1990).
- Yardley, Krysia M., "Training in Feminine Skills in a Male Transsexual: A Pre-Operative Procedure," *British Journal of Medical Psychology*, (December 1976), 49, 4, pp. 329-339.
- Yau, Oliver H., *Consumer Behaviour in China: Consumer Satisfaction & Cultural Values*, (1992), Routledge.
- Yerby, Alonzo S., "British National Health Service Complaints Procedures", U. S. Department of Health, Education, and Welfare, Public Health Service, National Institutes of Health, John E. Fogarty International Center for Advanced Study in the Health Sciences, 1975.
- Yin, Peter, "Fear of Crime as a Problem for the Elderly," *Social Problems*, (December 1982), 30, 2, pp. 240-245.
- Ying, Yu Wen, "Life Satisfaction among San Francisco Chinese Americans," *Social Indicators Research*, (February 1992), 26, 1, pp. 1-22.
- Yngvesson, Barbara, *Virtuous Citizens, Disruptive Subjects: The Poetics of Complaint in a New England Court*, (1993), Routledge.
- Yoder, Jan D., and Robert C. Nichols, "A Life Perspective Comparison of Married and Divorced Persons," *Journal of Marriage and the Family*, (May 1980), 42, 2, pp. 413-419.
- Yoder, Richard A., and Scott L. Eby, "Participation, Job Satisfaction & Decentralization: The Case of Swaziland," *Public Administration and Development*, (April/June 1990), 10, 2, pp. 153-163.
- Young, Marsha, "Middle Managers Must be the Drivers of Service Quality," *Marketing News*, (April 1, 1991), 25, p. 16.
- Young, David M., "Consumer Satisfaction with the Divorce Workshop: A Follow up Report," *Journal of Divorce*, (Fall 1978), 2, 1, pp. 49-56.
- Young, Marsha, "Internal Measures are Vital to Service Success," *Marketing News*, (January 7, 1991), 25, p. 40.
- Yovovich, B. G., "Create Customer Value, Not Just Customer Satisfaction," *Business Marketing*, (April 1991), 76, p. 14.
- Young, Marsha, "Process Flowchart Helps You Get Inside Your Company," *Marketing News*, (July 8, 1991), 25, p. 16.
- Yu, Lucy C., "Acculturation and Stress within Chinese American Families," *Journal of Comparative Family Studies*, (Spring 1984), 15, 1, pp. 77-94.
- Yuchtman Yaar, Ephriam, Shimon E. Spiro, and Judith Ram, "Reactions to Rehousing: Loss of Community or Frustrated Aspirations?" *Urban Studies*, (February 1979), 16, 1, pp. 113-119.

- Zaleski, Zbigniew, "Zgodnosc w uznawaniu wartosci a zadowolenie z malzenstwa. / Consistence in value appreciation and marriage satisfaction," *Roczniki Filozoficzne*, (1981), 29, 4, pp. 163-173.
- Zaleski, Zbigniew, "Psychoticism and Marital Satisfaction," *Personality and Individual Differences*, (1981), 2, 3, pp. 245-246.
- Zaleski, Zbigniew and Maria Galkowska, "Neuroticism and Marital Satisfaction," *Behaviour Research and Therapy*, (1978), 16, 4, pp. 285-286.
- Zambrana, Ruth E. and Sandra Frith, "Mexican American Professional Women: Role Satisfaction Differences in Single and Multiple Role Lifestyles," *Journal of Social Behavior and Personality*, (1988), 3, 4, pp. 347-361.
- Zashivayko, Petr Aleksandrovich, and Zybtev Valery Nikolaevich, "Once Again on the Functional Duties of the Sociologist, Eshche raz o funktsional'nykh obyazannostyakh sotsiologa," *Sotsiologicheskije Issledovaniya*, (January/March 1984), 11, 1, pp. 144-146.
- Zautra, Alex J., Cristobal Eblen, and Kim D. Reynolds, "Job Stress and Task Interest: Two Factors in Work Life Quality," *American Journal of Community Psychology*, (August 1986), 14, 4, pp. 377-393.
- Zautra, Alex J., and John W. Reich, "Positive Events and Quality-of-Life," *Evaluation and Program Planning*, (1981), 4, 3-4, pp. 355-361.
- Zemke, Ron, "Service Recovery: A Key to Customer Retention," *Franchising World*, (May/June 1991), 23, pp. 32-4.
- Zemke, Ron and Chip Bell, "Service Recovery: Doing it Right the Second Time," *Training*, (Minneapolis, Minn.), (June 1990), 27, pp. 42-8.
- Zey, Michael G., *The Mentor Connection: Strategic Alliances Within Corporate Life*, (1990), Transaction Publishers.
- Ziegler, Michael and David W. Reid, "Correlates of Changes in Desired Control scores and in Life Satisfaction Scores among Elderly Persons," *International Journal of Aging and Human Development*, (1983), 16, 2, pp. 135-146.
- Zussman, David, "Consumer Complaint Behavior and Third Party Mediation," *Canadian Public Policy*, (June 1983), 9, 2, pp. 223-35.
- Zvonkovic, Anisa M., "Underemployment: Individual and Marital Adjustment to Income Loss," *Lifestyles*, (Summer 1988), 9, 2, pp. 161-178.

Send correspondence regarding this bibliography to:

Debra Perkins
Consumer Sciences and Retailing
1262 Matthewss Hall
Purdue University
West Lafayette, IN 47907
