

# A CONSUMER SATISFACTION, DISSATISFACTION AND COMPLAINING BEHAVIOR BIBLIOGRAPHY: 1982-1990

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## ABSTRACT

This consumer satisfaction, dissatisfaction and complaining behavior bibliography contains approximately 900 entries.

## INTRODUCTION

This is the third bibliography of the satisfaction, dissatisfaction and complaining behavior literature. The first was published by Larry Robinson (1978) in the 1978 CS/D&CB conference proceedings. The second was published by H. Keith Hunt (1982) in the 1982 CS/D&CB conference proceedings with additional entries being published (Hunt 1985) in the 1985 CS/D&CB conference proceedings. Hunt's bibliography included all the Robinson entries.

This bibliography focuses on the literature published between 1982 and 1990. There is some overlap between this bibliography and the Hunt bibliography, but not much. This bibliography contains approximately 900 entries, most published since 1982.

In compiling this bibliography, five primary sources of written material were searched. The *Social Sciences Index* catalogues articles from 300 journals from the various social sciences. *PsycLit* surveys 1450 journals in the psychology literatures. *ABI/Inform* provides abstracts from 700 business publications. The *Business Periodical Index* and *Dissertation Abstracts* were also very useful. Unfortunately, none of these appear to cover the home economics journals. A library search failed to reveal any index for them. As a result, the home economics/ consumer science literature is least well represented in the bibliography.

In addition to searching published articles, many conference proceedings were also surveyed. These required viewing of the proceedings themselves since they are not routinely indexed by common sources such as those utilized above. Due to the limited availability of conference

proceedings volumes, this is the area needing the most attention from readers.

Three acronyms were used in order to save space. Their meanings follow:

ACR	Association for Consumer Research
AMA	American Marketing Association
WHMFEE	Western Regional Home Management-Family Economics Educators

With such a large body of bibliographical entries, there are sure to be omissions and errors. As you become aware of papers not included in this bibliography, will you please make me aware of them so they can be included in an updated version. And please make me aware of any errors. Write to me in care of the Journal.

It is my intention to combine the Hunt bibliography with this current bibliography so scholars in the field will have easy access to the whole bibliographical file. The combined bibliography will be available from *JCS/D&CB* on disk, on hard copy, or both. Contact *JCS/D&CB* for information.

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