

## DAFTAR PUSTAKA

### BUKU

- Anthonissen, Peter F. 2008. *Crisis Communication : Practical PR Strategies for Reputation Management and Company Survival*. United Kingdom: Kogan Page Limited.
- Ardianto, Elvinaro. 2011. *Handbook of Public Relations*. Bandung : Simbiosis Rekatama Media.
- Ardianto, Elvinaro. dan Soleh Soemirat. 2010. *Dasar-Dasar Public Relations*. Bandung : PT Remaja Rosdakarya.
- Barton, Laurence. 2008. *Crisis Leadership Now*. United States of America: McGraw Hill.
- Basrowi dan Suwandi. 2008. *Memahami Penelitian Kualitatif*. Jakarta : PT Rineka Cipta.
- Bloch, Olga. 2014. *Corporate Identity and Crisis Response Strategies : Challenges and Opportunities of Communication in Times of Crisis*. Frankfurt : Springer VS
- Bungin, Burhan. 2007. *Penelitian Kualitatif*. Jakarta : Prenada Media Group.
- Butterick, K. 2013. *Pengantar public relations: Teori dan praktik*. Nurul Hasfi. Penerjemah. (edisi kedua). Jakarta: PT Raja Grafindo Persada.
- Carroll, Craig. 2013. *The Handbook of Communication and Corporate Reputation*. United Kingdom : John Willey and Son
- Coombs, W.Timothy, and Sherry J Holladay. 2010. *The Handbook of Crisis Communication*. United Kingdom: Blackwell.
- Cornelissen, Joep. 2004. *Corporate Communications*. London: SAGE Publications.
- Cutlip, Scott M. et all. 2006. *Effective Public Relations*. Jakarta. : Prenada Media Group
- Davis, G., R. Chun, R. Da Silva, and S. Roper. 2003. *Corporate Reputation and Competitiveness*. London and New York: Routledge.
- Dolphin, Richard R. 2000. *Fundamental of Corporate Communications*. Great Britain: Biddles Ltd.
- Doorley, John, and Helio Fred Garcia. 2007. *Reputation Management : The Key to Successful Public Relations and Corporate Communications*. New York: Routledge.
- Griffin, Andrew. 2008. *New Strategies For Reputation Management*. London: Kogan Page Limited.

- Griffin, Andrew. 2014. *Crisis, Issues and Reputation Management*. Great Britain and United States: Kogan Page.
- Iriantara, Yosai. 2004. *Manajemen Strategis Public Relations*. Jakarta : Ghalia Indonesia.
- Kriyantono, Rachmat. 2006. *Teknik Praktis Riset Komunikasi*. Jakarta : Kencana Prenada Media Group.
- Kotler, Philip dan Nancy Lee. 2005. *Corporate Social Responsibility*. New Jersey : Black Willow and Sons.
- Larkin. Judy. 2003. *Strategic Respon Risk Management*. New York : Palgrave
- Morissan. 2008. *Manajemen Public Relations*. Jakarta : Prenada Media Group
- Morley, Michael. 2002. *How To Manage Your Global Reputation: A Guide To The Dynamics of International Public Relations*. New York : Palgrave.
- Mulyana, Deddy. 2010. *Metodologi Penelitian Kualitatif*. Bandung : PT Remaja Rosdakarya.
- Nova, Firsan. 2011. *Crisis Public Relations*. Jakarta : PT Raja Grafindo Persada
- Oliver, Sandra. 2010. *Public Relations Strategy*. London: Kogan Page Limited.
- Priandono, Tito. 2015. *Modern Public Relations*. Bandung : UPI.
- Regester, Michael, and Judy Larkin. 2008. *Risk Issues and Crisis Management in Public Relations*. London: Kogan Page Limited.
- Riel, Cees B M Van, and Charles J Fombrun. 2007. *Essentials of Corporte Communications*. New York: Routledge.
- Ruslan, Rosady. 2002. *Manajemen Public Relations dan Media Komunikasi*. Jakarta : PT Raja Grafindo Persada.
- Smith, Ronald. 2008. *Strategic Planning for Public Relations*. New Jersey : Lawrence Erlbaum Associates
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R & D*. Bandung: Alfabeta.
- Suharto, Edi. (2010). *CSR dan COMDEV : Investasi Kreatif Perusahaan di Era Global*. Bandung : Alfabeta.
- Wibisono, Y. (2007). *Membedah Konsep dan Aplikasi CSR*. Gresik:Fascho Publising.

**JURNAL**

- Balakrishnan, Melodena Stephens. 2013. "Etihad Airways: Reputation Management – an Example of the Eyjafjallajökull Iceland Volcano." *Journal of Business Ethics*, 112(1): 1-15.
- Birch, David. 2008. "Ten Principles of Corporate Citizenship." *Social Responsibility Journal*, 4(1/2) hlm.129–35. <http://www.emeraldinsight.com/doi/abs/10.1108/17471110810856893>.
- Capriotti, Paul, and Angeles Moreno. 2007. "Corporate Citizenship and Public Relations: The Importance and Interactivity of Social Responsibility Issues on Corporate Websites." *Public Relations Review* 33(1): 84–91.
- Coombs, Timothy & Sherry Holladay. 2006. Unpacking the halo effect: reputation and crisis management. *Journal of Communication Management*, 10 (2) hlm. 123-137
- Dolphin, Richard. 2004. "Corporate Reputation - a Value Creating Strategy." *Journal of Business Ethics*, 52(1): 1-15.
- Esen, Emel. 2013. "The Influence of Corporate Social Responsibility (CSR) Activities on Building Corporate Reputation". *International Business, Sustainability and Corporate Social Responsibility*, 11 hlm. 135-150.
- Fombrun, Charles, and Mark Shanley. 1990. "What 'S in a Name? Reputation Building and Corporate Strategy." *Academy of management journal*, 33(1): 23-42.
- Jamali, Dima. 2008. "A stakeholder approach to corporate social responsibility: A fresh perspective into theory and practice". *Journal of Business Ethics*, 82(1) hlm. 213-312
- Khodarahmi, Ehsan. 2009. "Strategic Public Relations." 18(5) hlm. 529–34.
- Khojastehpour, Morteza dan Raechel Johns. "The effect of environmental CSR issues on corporate/brand reputation and corporate profitability". *European Business Review*, 26 (4) hlm. 330-339.
- Murray, Kevin dan Jon White. 2005. "CEOs' Views On Reputation Management". *Journal of Communication Management*, 9 (4) hlm. 348-358.
- Schultz, H B, and A Werner. 2005. "Reputation Management." In *United Kingdom: Oxford University Press*, 1–15.

Serrat, Olivier. 2010. "Managing Corporate Reputation." *Asian Development Bank*.

Sturges, David L. 1994. "Communicating through Crisis: A Strategy for Organizational Survival." (*Management Communication Quarterly*): 297.

#### ONLINE

Abdullah, Syarif. (2014). *PT Len Peroleh Kontrak Eksor Perangkat Lunak Kapal Perang*. Diakses dari <http://www.antaranews.com/berita/450379/pt-len-peroleh-kontrak-ekspor-perangkat-lunak-kapal-perang>

Amelia, Rizki. (2104). *Kasus E-KTP, KPK Periksa Dirut PT Len Industri*. Diakses dari <http://www.beritasatu.com/nasional/187973-kasus-ektp-kpk-periksa-dirut-pt-len-industri.html>

BUMN. (2016). *Program Pembangunan MCK di 10 Destinasi Wisata Prioritas 2016 Tahun 2016*. Diakses dari <http://bumn.go.id/halaman/280/Destinasi.Wisata.Prioritas>

Len. (2016). *PT Len Industri Persero Berbagi Kebahagiaan Hari Raya Idul Adha 1435*. Diakses dari <http://www.len.co.id/pt-len-industri-persero-berbagi-kebahagiaan-hari-rama-idul-adha-1435/>

Len. (2016). *Len Laksanakan Program 1.000.000 Pohon Melalui Gerakan Santri Menanam*. Diakses dari <http://www.len.co.id/len-laksanakan-program-1-000-000-pohon-melalui-gerakan-santri-menanam/>

Puspitasari, Maya. (2016). *KPK Minta Dirut PT Pindad Abraham Mose untuk Kasus E-KTP*. Diakses dari <https://m.tempo.co/read/news/2016/08/05/063793603/kpk-periksa-dirut-pt-pindad-abraham-mose-untuk-kasus-e-ktp>

Syafii, Kika. (2015). *Isu Korupsi EKTP, Pemanggilan KPK dan Ambisi Saya sebagai Direktur Len Industri*. Diakses dari [http://www.kompasiana.com/kikasyafii/isu-korupsi-ektp-pemanggilan-kpk-dan-ambisi-saya-sebagai-direktur-len-industri\\_56120b97339773f40785a256](http://www.kompasiana.com/kikasyafii/isu-korupsi-ektp-pemanggilan-kpk-dan-ambisi-saya-sebagai-direktur-len-industri_56120b97339773f40785a256)