

## DAFTAR PUSTAKA

- Ayoko, O. B., & Pekerti, A. a. (2008). The Mediating and Moderating Effects of Conflict and Communication Openness on Work Place Trust. *International Journal of Conflict Management*, 19(4), 297–318. <https://doi.org/10.1108/10444060810909275>
- Bélanger, J. J., Pierro, A., Barbieri, B., De Carlo, N. A., Falco, A., & Kruglanski, A. W. (2015). Handling Conflict at Work. *International Journal of Conflict Management*, 26(1), 25–43. <https://doi.org/10.1108/IJCMA-09-2013-0083>
- Creswell, J. W. (2015). *Penelitian Kualitatif & Desain Riset*. (S. Z. Qudsy, Ed.) (3rd ed.). Yogyakarta: Pustaka Pelajar.
- Drucker, P. F. (1982). *Pengantar Manajemen*. Jakarta: PPM.
- Ertu, A. (2004). A trust-based Approach to Promote Employees ' Openness to Organizational Change in Turkey. <https://doi.org/10.1108/01437720810888580>
- Femi, A. F. (2014). The Impact of Communication on Workers' Performance in Selected Organisations in Lagos State, Nigeria. *Journal Of Humanities And Social Science*, 19(8), 75–82. Retrieved from [www.iosrjournals.org](http://www.iosrjournals.org)
- Goby, V. P., Nickerson, C., & David, E. (2015). Interpersonal Communication and Diversity Climate: Promoting Workforce Localization in the UAE. *International Journal of Organizational Analysis*, 23(3), 364–377. <https://doi.org/10.1108/IJOA-09-2014-0796>
- Goldhaber, G. M. (1993). *Organization Communication* (6th ed.). Benchamarz: Brown & Benchmarz.
- Griffin, J. (2004). *Manajemen Jilid 1* (7th ed.). Jakarta: Airlangga.
- Jacobsen, D. A. (1989). *Methods for Taching*. Ohio: Merril Publishing company.
- Jakarta Globe. (2012). Illustrasi Demo Buruh di Jakarta.
- Lee Yook, E. (2015). An Exploratory Cross-Cultural Analysis of Communication Apprehension Between French and American Managerial and Non-Managerial Employees. *Global Business & Management Research*, 7(4), 1–7. Retrieved from <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=113006298&site=ehost-live>
- Linke, A., & Zerfass, A. (2011). Internal Communication and Innovation Culture: Developing a Change Framework. *Journal of Communication Management*, 15(4), 332–348. <https://doi.org/10.1108/13632541111183361>

- Mas'ud, F. (2004). *Survai Diagnosis Organisasional* (1st ed.). Semarang: UNDIP.
- Pace, R. W. & D. F. F. (2013). *Komunikasi Organisasi*. (D. Mulyana, Ed.) (8th ed.). Bandung: PT. Remaja Rosdakarya.
- Redaksi Buruh. (2015). Mogok Nasional.
- Rezaeian, A., Tehrani, M., & Foroushani, N. L. (2013). A trust-Based Study of CS Influence on OCB in Iranian Water Resources Management Company. *Journal of Communication Management*, 17(3), 216–238. <https://doi.org/http://dx.doi.org/10.1108/JCOM-05-2011-0031>
- Robbins, S. P. (2015). *Organizational Behavior* (16th ed.). Jakarta: Salemba Empat.
- Sekaran, U. (2011). *Research Methods for Business* (1 dan 2). Jakarta: Salemba Empat.
- Spaho, K. (2006). Organizational communication as an Important Factor of Company Success :Case Study of Bosnia, 4(2), 390–393.
- Stoner, F. dan G. (1996). *Manajemen Jilid 1*. Jakarta: Airlangga.
- Sugiyono. (2014). *Memahami Penelitian Kualitatif*. Bandung: Alfa Beta.
- Tanova, C., & Nadiri, H. (2010). The Role of Cultural Context in Direct Communication. *Baltic Journal of Management*, 5(2), 185–196. <https://doi.org/10.1108/17465261011045115>
- Vacotto, B. (2013). Precarious work and the exercise of freedom of association and collective bargaining Current ILO jurisprudence, (1), 117–132.