

DAFTAR PUSTAKA

- Anderson, E. and B. Weitz, 1992, “The Use of Pledges to Build and Sustain Commitment in Distribution Channel”, *Journal of Marketing Research* 29(1), p.18-34
- Benton, W. C dan Michael Maloni, 2005, “ The Influence of Power Driven Buyer/Seller Relationships on Supply Chain Satisfaction”, *Journal of Operation Management*, No.23, pg. 1-22
- Biong, Harald. 1993. “ Satisfaction and Loyalty to Suppliers within the Grocery Trade”. *European Journal of Marketing*. 27,7 ABI/INFORM Global pg. 21
- Borys, Brian and David B. Jemison, 1989, “Hybrid Arrangement as Strategic Alliances : Teorical Issues in Organization Combination”, *Academy of Management Review* 14, p.234-249
- Claro, Danny Pimentel, Priscila Borin de Oliveira Claro dan Geoffrey Hagelaar, 2006, “Coordinating Collaborative Joint Efforts with suppliers: The Effects of Trust, Transaction Specific Investment and Information Network in The Dutch Flower Industry”, *Supply Chain Management: An International Journal*, Vol. 11, No. 3, pg 216-224
- Cooper, D.R. and Emory, C.W., 1995, *Metode Penelitian Bisnis*, Jilid 1, Edisi terjemahan kelima, Penerbit Erlangga.
- Dalton, Dennis. 1999. “Daltons tips #2: The Clients 10 Commandments for effective partner relationship” . *Security*. 36, 2, ABI /INFORM Global.pg 58
- Dash, Satyabhusan, Ed Brunning dan Kaiyan Ku Guin, 2007, “ Antecedents of Long – Term Buyer-Seller Relationships: A Cross Cultural Integration”, *Academy of Marketing Science Review*, Vol. 2007, No. 11
- Davis, R Beth and John T Mentzer. 2006. “Logistics Service Driven Loyalty: An Exploratory Study”, *Journal of Business Logistics*. Vol 27. No. 2. p.53-74.
- Day, Goerge S., 2000, “Managing Market Relationship”, *Journal of The Academy of Marketing Science*, 28, Vol.1, p.24-30

- Dorsch, Michael J., Swanson, Scott R., and Kelley, Scott W., 1998, "The Role of Relationship Quality in Stratification of Vendor as Perceived by Customer", *Journal of the Academy of Marketing Science*, Vol.26, No.2, p.128-142
- Eskildsen, Jacob K. dan Kai Kristensen, 2006, "Enhancing Importance-Performance Analysis", *International Journal of Productivity and Performance Management*, Vol. 55, No.1, pg. 40-60
- Fierro, Jesus J. Cambra dan Yolanda Polo-Redondo, 2008, "Creating satisfaction in Demand-supply chain: The Buyer's Perspective", *Supply chain Management: An International Journal*, Vol.13, No. 3, pg. 211-224
- Ferdinand, Augusty (2006), "Structural Equation Modeling Dalam Penelitian Manajemen :Aplikasi Model-model rumit dalam Penelitian untuk tesis S-2 dan disertasi S-3", Badan Penerbitan Universitas Diponegoro
- , (2006), "Metode Penelitian Manajemen "Edisi 2, Badan Penerbitan Universitas Diponegoro
- Ganesan, Shankar, 1994, "Determinant of Long-Term Orientation in Buyer-Seller Relationship", *Journal of Marketing*, Vol.58, April, p.1-19
- Gold, David, *Harian Umum Sore Sinar Harapan*, 2003
- Hair, Joseph F.JR., Rolph E. Anderson, Ronald L. Tatham, and William C. Black,(1995)," Multivariate Data Analysis With Readings," Fourth Edition, New Jersey: Prentice Hall
- Heizer, Jay dan Barry Render, 2005, *Manajemen Operasi*, 7th ed, Salemba Empat, Jakarta
- Hermana, Budi , dkk. " Determinants of Internet Adoption by Indonesian Small Business Owners: Reliability and Validity of Research Instrument. Gunadarma University. <http://www.gunadarma.ac.id>
- Hill, Charles W. L., 2003, " International Business: Competing in The Global Marketplace", The McGraw-Hill Companies
- Himpunan Abstrak Hasil Penelitian Koperasi dan UKM, 2004, *Pengkajian Usaha Mikro di Indonesia*, Diakses dari: http://www.smeecd.com/kajian/files/hsl_kajian/pengkajian_ush_Mikro_2004.pdf
- Himpunan Abstrak Hasil Penelitian Koperasi dan UKM, 2006.

Indriantoro, Nur dan Supomo, 1999, "Metodologi Penelitian Bisnis Untuk Akutansi dan Manajemen", BPFE Yogyakarta

James A. Narus & James C. Anderson, 1987, "Turn Your Industrial Distribution into Partners" in Robust Sales Management, *Harvard Bussiness Review*, Paperback.

_____, 1990, "A Model of Distribution Firm and Manufacturer Firm Working Partnership", *Journal of Marketing*, Vol.54 (January), p.42-58

Johnson, Jean L, 1999, "Strategic Integration in Industrial Distribution Channel : Managing the Interfirm Relationship as a Strategic Asset", *Journal of Academy of Marketing Science*, Volume 27 No.1, p.4-18

Kotler, Philip dan Kevin Lane Keller, 2007, *Manajemen Pemasaran ed 12*, PT. Indeks, Jakarta

Lanser, Ellen G. 2000. "Maximizing Your Vendor Relationships". *Healthcare Executive*. 15,3, ABI/INFORM Global pg 56

Losch, Andrea dan J. Sian Lambert, 2007, " E-Reverse Auctions Revisted: An Analysis of Context, Buyer-Supplier Relations and Information Behavior", *The Journal of Supply Chain Management: A Global Review of Purchasing and Supply*, fall 2007, pg. 47

Mahir, Ali, 2003, "Strategi Kerjasama Jangka Panjang dan Pengaruhnya pada Keunggulan Bersaing", *Thesis Magister Management*, Universitas Diponegoro, Semarang

Marsh, Harriet. 2007. "Perfect Partners". *Personnel Today*" ABI/INFORM Global pg 9

Martilla, John A. dan john C. James, 1977, "Importance – Performance Analysis", *Journal of Marketing*, Pre-1986, Jan 1977;41, pg.77

Maunu, Susanna. 2003. "Supplier Satisfaction: The Concept and Measurement System – A Study to Define the Supplier Satisfaction Elements and Usage as a Management Tool". Academic Disertation of the Faculty of Technology, University of Oulu.

Mohr, Jakki J., Robert J. Fisher dan John R. Nevin, 1996, " Collaborative Communication in Interfirm Relationships: moderating Effects of Integration and Control", *Journal of Marketing*, Jul 1996, Vol. 60, pg. 103-115

- Moon, Mark A dan Leff Bonney, 2007, “An Application of the Investment Model to Buyer – Seller Relationships: A Dyadic Perspective, *Journal of Marketing Theory and Practice*, Fall 2007, Vol. 15, No. 4, pg. 335
- Morgan, R.M. & Hunt, S.D., 1994, “The Commitment-Trust Theory of Relationship Marketing”, *Journal of Marketing*, Vol.58, July, p.20-38
- Muhmin, Alhassan G. Abdul, 2002, “Effects of Suppliers’ Marketing Program Variables on Industrial Buyers’ Relationship Satisfaction and Commitment”, *Journal of Business & Industrial Marketing*, Vol. 17, No. 7, pg. 637-651
- Najib, Moh Farid, 2007, “Hubungan Pembeli dan Pemasok: Kerjasama untuk Meningkatkan Kepuasan dan Loyalitas Pelanggan”, *Jurnal Bisnis Strategi*, Vol. 16, No.1, pg. 70.
- Narbuko, Cholid dan Abu Achmadi. 2007. “Metodologi Penelitian”. Jakarta: Bumi Aksara.
- Nurmianto, eko dkk. “Perumusan Strategi Kemitraan Menggunakan Metode AHP dan SWOT (Studi Kasus pada kemitraan PT. INKA dengan industri kecil Menengah di wilayah Karisidenan Madiun). Jurusan Teknik Industri, Fakultas Teknologi Industri, Universitas Kristen Petra. <http://puslit.petra.ac.id/journal/industrial>
- Oktaviani, Riandina Wahyu dan Rita Nurmalina Suryana, Mei 2006, Analisis Kepuasan Pengunjung dan Pengembangan Fasilitas Wisata Agro (Studi Kasus di Kebun Wisata Pasirmukti Bogor, *Jurnal Agro Ekonomi*, Vol. 24, No.1, pg 41-58
- Pamungkas, Octavianus, 2006, “Peningkatan Kinerja Perusahaan Melalui Strategi Kemitraan”, *Jurnal Bisnis Strategi*, Vol. 15, No. 2, pg. 47
- Paulraj, Antony and Injazz J. Chen. 2007. “Environmental Uncertainty and Strategic Supply Management: A Resource Dependence Perspective and Performance Implications”. *The Journal of Supply Chain Management: A Global Preview of Purchasing and Supply*. Summer
- Pearce II, John A dan Richard B. Robinson, JR., 1997, *Manajemen Strategik (Formulasi, Implementasi dan Pengendalian)*, Bumi Aksara Jakarta
- Porter, Michael E., 1990, “Strategi Bersaing (Teknik Menganalisis Industri dan Pesaing), Erlangga.

Reinartz. Werner J, and Kumar V., 2000, "On the Profitability of Long-Life Customers in Noncontractual Setting : An Empirical Investigation and Implications for Marketing", *Journal of Marketing* (64), Oktober, p.17-35

Ross, William T. Jr., Anderson, Erin & Weitz, Barton, 1997, "Performance in Principal Agents Dyads : The Causes and Consequences of Perceived Asymmetry of Commitment to the Relationship", *Management Science*, Vol.43, No.5, May, p:680-704

Sandy D. Jap, 1999, "Pie-Expansion Effort : Collaboration Processes in Buyer Supplier Relationship", *Journal of Marketing Research*, Vol.36, November, p.461-475

Sanzo, Maria Jose , dkk, 2007, "The Effect of a Buyer's Market Orientation on attitudinal Loyalty toward a supplier: is dependence a moderator?", *Supply Chain Management: An International Journal*, Volume 12 Number 4, p. 267-283

Selnes, Fred, 1998, " Antecedents and Consequences of Trust and Satisfaction in Buyer-Seller Relationships", *European Journal of Marketing*, Vol. 32, No.3 / 4, pg. 305-322

Setiawan, Basuki. 2005. " Analisis Strategi Kerjasama Jangka Panjang antara Manufakturer dan Distributor dalam Menciptakan Keunggulan Bersaing"., *Thesis Magister Manajemen*. Universitas Diponegoro, Semarang

Setiawan, Rudy, 2005, "Analisa Tingkat Kepuasan Pengguna Kereta Api Komuter Surabaya – Sidoarjo", Universitas Sriwijaya, Surabaya

Sinar harapan, 2003, *Teladan Mandiri*, Diakses dari: <http://www.sinarharapan.co.id/ekonomi/mandiri/2005/0125/man02.html>

Spreng, R.A., Mackenzie, S.B. & Olshavsky, R.W., 1996, "A Reexamination of the Determinants of Consumer Satisfaction, *Journal of Marketing*, 60, p.15.

Sriram, Ven and Venkatapparo Mummaleni. 1990, "Determinants of Source Loyalty in Buyer –Seller Relationships" *International Journal of Purchasing and Materials Management*, Fall 1990, 26, 4, ABI/INFORM Global

Suparno, Yeni dan Nurhadi Siswanto, 2005, " Penerapan Data Envelopment Analysis dalam Pemilihan Supplier dan Perbaikan Performansi Supplier", Jurusan Teknik Industri, Institut Teknologi Sepuluh Nopember (ITS), Surabaya

Supranto, J, 1997, "Pengukuran Tingkat Kepuasan Pelanggan", PT. Rineka Cipta, Jakarta.

_____, 2003, "Metode Riset – Aplikasinya dalam Pemasaran", PT. Rineka Cipta, Jakarta.

Susanto, Harry dan Mutia Faiz, 2006, " Analisis Fakto-Faktor yang Mempengaruhi Komitmen Penyalur sebagai Upaya Meningkatkan Hubungan Jangka Panjang dengan Pemasok (Studi Kasus pada Para Penyalur PT. Merapi Utama Pharma Cabang Semarang", *Jurnal Bisnis Strategi*, Vol. 15, No. 2 pg. 21

Tatiek Nurhayati Harahap, 2004, "Analisis Partnership Reseller", *EKOBIS*, Vol.5, No.1, Januari, p:99-108

Vasudevan, Hari, Sanjaya S. Gaur dan Rajesh Kumar Shinde, 2006, "Relational Switching Costs, Satisfaction and Commitment (A Study in the Indian Manufacturing Context), *Asia Pasific Journal of Marketing and Logistics*, Vol. 18, No. 4, pg. 342-353

Webster & Frederick E., 1991, *Industrial Marketing Strategy*, 3rd ed, New York : John Wiley & Sons, Inc.

Wind, Yoram, 1970, "Industrial Source Loyalty", *JMR, Journal of Marketing Research (pre-1986)*. 7, ABI /INFORM Global p. 450.

Wong, Alfred, Jul 2000, "Integrating Supplier Satisfaction with Customer Satisfaction", *Total Quality Management*, Vol. 11, NOS. 4/5&6, S427

_____, 2002, "Sustaining Company Performance through Partnering with Supplier", *International Journal of Quality & Reliability Management*, Vol. 19, No.5, pg. 567-580

Zailani, Suhaiza and Premkumar Rajagopal. 2005. "Supply Chain Integration and Performance: US versus East Asian Companies. " *Supply Chain Management: An International Journal*. P 379-393

Zineldin, Mosad dan Patrik Jonsson, 2000, " An Examination of the Main Factors Affecting Trust/Commitment in Supplier-Dealer Relationships: An Empirical Study of The Swedish Wood Industry", *The TQM Magazine*, Vol. 12. No. 4, pg. 245-265

_____, 2003, "Achieving High Satisfaction in Supplier-Dealer Working Relationships", *Supply Chain Management: An International Journal*, Vol. 8, No. 3, pg. 224-240