

## DAFTAR PUSTAKA

- Arikunto, Suharsimi. 2013. *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Barney, Jay B. 1991. Firm Resources and Sustained Competitive Advantages. *Journal of Management*, 17(1), 99-120
- Bernon, M., Cullen, J., dan Rowat, C. 2004. The Efficiency of Reverse Logistics. *Working Paper*. Cranfield University, UK.
- Bernon, M., Rossi, S. Dan Cullen, J. 2011. Retail Reverse Logistics: A Call and Grounding Framework for Research. *International Journal of Physical Distribution & Logistics Management*, Vol. 41 No. 5, pp. 484-510
- Brady, Michael K. dan Cronin, J. 2001. Customer Orientation: Effects on Customer Services Perceptions and Outcome Behaviors. *Journal of Service Research*.
- Cannon, et al. 2000. Contracts, Norms and Plural Form Governance. *Journal of the Academy of Marketing Science*, Vol. 28 No. 2, p. 180
- Chin. 1998. *The Partial Least Square Approach for Structural Equation Modelling*. New Jersey: Marwah.
- Chopra, S. dan Meindl, P. 2007. *Supply Chain Management* 3rd Ed. Pearson. New Jersey.
- Christmann, P. 2000. Effects of best practices of environmental management on cost advantage: The Role of Complementary Assets. *Academy of Management Journal*, Vol. 43 No. 4 pp. 663 – 81.
- Christopher, Martin L. 1992a. *Logistics and Supply Chain Management*. Pitman. London.
- Cooper, et al. 1997. Supply Chain Management: More The A New Name For Logistics. *The International Journal of Logistics Management*. Vol.8 No. 1
- Council of Logistics Management. 1985. Oak Brook, IL.
- Daugherty, P.J., Autry, C.W. and Ellinger, A.E. 2001, “Reverse logistics: the relationship between resource commitment and program performance”, *Journal of Business Logistics*, Vol. 22 No. 1
- Daugherty, P.J., Richey, R.G., Genchev, S.E. and Chen, H. 2005. Reverse logistics: superior performance through focused resource commitments to information technology. *Transportation Research*, Vol. 41 No. 2

- David, Fred R. 2009. *Manajemen Strategis*. Jakarta: Salemba Empat
- Day, George S. 1994. The Capabilities of Market-Driven Organizations. *Journal of Marketing*.
- Day, George S. dan Robin Wensley. 1988. Assessing Advantage: A Framework For Diagnosing Competitive Superiority. *Journal of Marketing*, 52 (April), 1-20
- De Brito, et al. 2002. *Reverse Logistics – A framework*. Econometric Institute Report EI 2002-38
- Deshpade, R., Farley J. U., dan Webster, F. E. 1993. Corporate Culture, Customer Orientation, and Innovativeness in Japanese Firms: A Quadrad Analysis. *Journal of Marketing*, Vol. 57 No. 1 pp. 23-38
- Dischinger, J., Closs, D. J., Grenoble, W. Dan Marshall, D. 2006. The Emerging Supply Chain Management Profession. *Supply Chain Management Review*. Vol. 10 No. 1
- Ellram, Lisa M. Dan Cooper Martha C. 1990. Supply Chain Management Partnerships, and The Shipper-Third Party Relationship. *The International Journal of Logistics Management* Vol. 4 No. 1
- Ghozali, Imam. 2008. *Structural Equation Model: Metode Alternatif dengan Partial Least Square (PLS)*. Edisi Kedua. Semarang: Universitas Diponegoro.
- Horvath, et al. 2005. Liquidity Implications of Reverse Logistics for Retailers: A Markov Chain Approach. *Journal of Retailing* 81 (3,2005) 191-203
- Jack, Eric P., et al. 2010. Reverse Logistics Capabilities: Antecedents and Cost Savings. *International Journal of Physical Distribution & Logistics Management*, Vol. 40 Iss: 3 pp. 228 – 246.
- Jayaraman, V., Patterson, R.A., dan Rolland, E. 2003. The Design of Reverse Distributions Network: Models and Solution Procedures. *European Journal of Operational Research*. 150: 128-149.
- Kuncoro, Mudrajad. 2011. *Metode Kuantitatif: Teori dan Aplikasi untuk Bisnis dan Ekonomi*. Edisi Keempat. Yogyakarta: UPP STIM YKPN.
- Lambert, D.M. And Stock, J.R. 1993. *Strategic Logistics Management 3<sup>rd</sup> edition*. Richard D. Irwin. Homewood, IL.
- Malhotra. 1996. *Marketing Research: An Applied Orientation*. New Jersey: Prentice Hall.

- Margono. 2004. *Metodologi Penelitian Pendidikan*. Jakarta: Rineka Cipta.
- Mentzer, John T. 2001. *Supply Chain Management*. Sage Publications. USA.
- \_\_\_\_\_. 2004. *Fundamentals of Supply Chain Management: Twelve Drivers of Competitive Advantage*. Sage Publication. USA.
- Padmanabahn, V. I.P.L. Png. 1997. *Manufacturers Returns Policies and Retail Price Competition*. *Marketing Sci.* 16(1) 81-94.
- Porter, Michael E., 1985. *Competitive Advantage: Creating and Sustaining Superior Performance*. Free Press. New York.
- Pujawan, I Nyoman., et al. 2010. *Supply Chain Management Edisi Kedua*. Surabaya: Guna Widya.
- Prahalad, C.K. dan Hamel, G. 1990. *The Core Competence of The Corporation*. *Harvard Business Review*, 68 (May/Jue), 79-91
- Richey, Glenn R. Dan Wheeler, Anthony R. 2004. A New Framework for Supply Chain Manager Selection: Three Hurdles to Competitive Advantage. *The Journals of Marketing Channels*, Vol. 11 No. 4 pp. 233-257.
- Richey, Glenn R., et al. 2005. The Role of Resource Commitment and Innovation in Reverse Logistics Performance. *International Journal of Physical Distribution & Logistics Management*, Vol. 35 Iss: 4 pp. 233-257
- Rogers, D.S. dan Tibben-Lembke, R. 1999. *Going Backwards ; Reverse Logistics Trends ad Practices*. RLEC Press, Pittsburgh, PA.
- \_\_\_\_\_. 2001. "An Examination of Reverse Logistics Practices." *Journal of Business Logistics*, Vol. 22, No. 2.
- Ross, D.F. 1998. *Competing Through Supply Chain Management*. Chapman & Hall. NY.
- Stock, J. R., 2001. "The Seven Deadly Sins of Reverse Logistics." *Material Handling Management*, Vol. 56, No. 3
- Stock, J. R., Speh, T. W., and Shear, L. H. 2002. "Many Happy (Product) Return." *Harvard Business Review*, Vol. 80, No. 7.
- Sugiyono. 2012. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta
- Trebilcock, B. 2001. "Why are returns so tough?". *Modern Material Handling*, Vol. 56 No. 11

- Tyndall, et al. 1998. *Supercharging Supply Chain: New Ways to Increase Value Through Global Operation Excellence*. John Wiley & Sons. New York
- Wathne, Kenneth H. Dan Heide, Jan B. 2000. Opportunism in Interfirm Relationships: Forms, Outcomes, and Solutions. *Journal of Marketing*, 64(4), pp. 36-51
- Williammson, O.E. 1975. Markets and Hierarcies: Analysis and Anti-trust Implications: *A Study in the Economics of Internal Organization*. Free Press. New York.
- Wu, Yen-Chun Jim, et al. 2006. Reverse Logistics in the Publishing Industry: China, Hong Kong, and Taiwan. *International Journal of Physical Distribution & Logistics Management*, Vol. 36 Iss: 7 pp. 507 – 523.
- Zhou, et al. 2005. Exploring Various Knowledge in Relation Extraction. In ACL-05, p427-434. Ann Arbor, MI.

