

### Daftar Pustaka

- Abigail, R. A., & Chan, D. D. (2011). *Managing Conflict Through Communication Fourth Edition*. Boston: Allyn & Bacon.
- Argenti, P. A. (2011). *Corporate Communication*. Singapore: McGraw-Hill.
- Bempah, R. P. (2018, January 29). *Antar Pesanan Makanan, Pengemudi Ojek Online Ditimpuk Helm Ojek Pangkalan*. Retrieved April 29, 2018, from Merdeka : <https://www.merdeka.com/peristiwa/antar-pesanan-makanan-pengemudi-ojek-online-ditimpuk-helm-ojek-pangkalan.html>
- Berlo, D. K. (1960). *The Process of Communication : An Introduction to Theory and Practice*. New York: Holt, Rinehart, and Winston, Inc.
- Biliocta, Y. (2018, February 8). *Diserang Ojek Pangkalan, Driver Online di Cianjur Lapor Polisi*. Retrieved April 29, 2018, from Merdeka: <https://www.merdeka.com/peristiwa/diserang-ojek-pangkalan-driver-online-di-cianjur-lapor-polisi.html>
- Bodgan, R., & Taylor, S. J. (1993). *Kualitatif Dasar-Dasar Penelitian*. Surabaya: Usaha Nasional.
- Bornstein, G. (2003). *Intergroup Conflict: Individual, Group, and Collective Interests. Personality and Social Psychology Review*.
- Burns, e. a. (1987). *Mediation: Empowerment in Conflict Management*. Long Grove: Waveland Press.
- Cangara, H. (2006). *Pengantar Ilmu Komunikasi*. Jakarta: PT. Raja Grafindo Persada.
- Coser, L., & Campbell, S. (2003). Realistic Group Conflict Theory. In G. Bornstein, *Intergroup Conflict: Individual, Group, and Collective Interests. Personality and Social Psychology Review* (pp. 129-145).

- DeLamater, D. J., & Myers, J. (2011). *Social Psychology: Seevent Edition*. Cengange Learning, Inc.
- Depari, E., & Colin, M. (1998). *Peranan Komunikasi Massa dalam Pembangunan*. Yogyakarta: Gadjah Mada University Press.
- Devito, J. A. (1997). *Komunikasi Antar Manusia*. Jakarta: Professional Book.
- Effendy, O. U. (2003). *Ilmu Teori, dan Filsafat Komunikasi*. Bandung: Citra Aditya Bakti.
- Fazzi, R. (2011). *Getting to Yes: Negotiating Agreement Without Giving In*. New York: Penguin Books.
- Goggin, G. (2006). *Cell Phone Culture*. New York: Routledge.
- Go-Jek, O. (2017). *One App For All You Need*. Retrieved April 14, 2018, from Go-Jek: <https://www.go-jek.com/about/>
- Hardjana, A. M. (2003). *Komunikasi Intrapersonal & Komunikasi Interpersonal*. Yogyakarta: Kanisius.
- Kresiberg, L. (2006). The Development of the Conflict Resolution Field. In D. Druckman, & P. Diehl, *Conflict Resolution Volume I* (p. 107). London: Sage Publication.
- Kriyantono, R. (2006). *Teknik Praktis Riset Komunikasi*. Jakarta: Kencana.
- KumparanNews. (2017, March 22). *Prahara Transportasi Onlien di Luar Negeri*. Retrieved April 29, 2018, from Kumparan: <https://kumparan.com/@kumparannews/prahara-kendaraan-berbasis-online-di-luar-negeri>
- Littlejohn, S. W., & Domenici, K. (2007). *Communication, Conflict, and The Management Difference*. USA: Wavelend Press.

- Nasution, Z. (1989). *Teknologi Komunikasi dalam Perspektif: Latar Belakang dan Perkembangannya*. Jakarta: Lembaga Penerbit Fakultas Ekonomi Universitas Indonesia.
- Nicholson, M. (1991). Negotiation, Agreement and Conflict Resolution: The Role of Rational Approaches and Their Criticism. In R. Vayrynen, *New Directions in Conflict Theory: Conflict Resolution and Conflict Transformation* (p. 59). London: Sage Publication.
- Permana, S. I. (2017, February 26). *Dikejar Taksi, Sopir Go-Car di Yogya Menyelamatkan Diri ke Polsek*. Retrieved December 6, 2017, from News Detik: <https://news.detik.com/berita/3432272/dikejar-taksi-sopir-go-car-di-yogya-menyelamatkan-diri-ke-polsek>
- Prasetya, D. (2017, October 9). *Demo ke DPRD Banten, Tukang Ojek Pangkalan Minta Ojek Online Dilarang*. Retrieved April 29, 2018, from Merdeka: <https://www.merdeka.com/peristiwa/demo-ke-dprd-banten-tukang-ojek-pangkalan-minta-ojek-online-dilarang.html>
- Pruitt, D. G., & Rubin, J. (2004). *Teori Konflik Sosial*. Yogyakarta: Pustaka Pelajar.
- Rakhmat, J. (1995). *Metode Penelitian Komunikasi*. Bandung: PT Rosda Karya.
- Rogers, E. M. (1983). *Diffusion of Innovations*. London: The Free Press.
- Rogers, E. M. (1986). *Communication Technology: The New Media in Society*. London: The Free Press.
- Supriyatno, H. (n.d.). *Pengertian Sistem Transportasi*. Retrieved December 6, 2017, from Kompasiana: <http://www.academia.edu/7423545/1. Pengertian Sistem Transportasi>
- Ward, M. (2002). *Beyond Reason: Using Emotion as You Negotiate*. New York: Viking.

- Wardhana, H. (2015, December 24). *Di Yogyakarta, Gojek Mulai "Bermasalah" dengan Ojek Pangkalan*. Retrieved December 6, 2017, from Kompasiana: [https://www.kompasiana.com/wardhanahendra/di-yogyakarta-go-jek-mulai-bermasalah-dengan-ojek-pangkalan\\_567b4539d37a61d119847927](https://www.kompasiana.com/wardhanahendra/di-yogyakarta-go-jek-mulai-bermasalah-dengan-ojek-pangkalan_567b4539d37a61d119847927)
- Wingart, & Olekalns. (2004). *The Magic of Dialogue: Transforming Conflict into Cooperation*. New York: McGraw-Hill.
- Wood, T. J. (2013). *Interpersonal Communication*. Boston USA: Wadsworth Cengage Learning.
- Yin, R. (2002). *Studi Kasus (Desain dan Metode)*. Jakarta: PT. Raja Grafindo Persada.