

Daftar Pustaka

Buku dan Jurnal

- Ackoff, R. L. (1967). Management misinformation systems. *Management Science*, 14(4), pp 147-156. doi: 10.1287/mnsc.14.4.B147
- Aikat, Deb & Remund, David. (2012). Of Time Magazine, 24/7 Media, and Data Deluge: The Evolution Of Information Overload Theories And Concepts. *Information Overload: An International Challenge for Professional Engineers and Technical Communicators*. New York : John Wiley & Sons
- Alsop, Ronald J. (2004). Corporate reputation: Anything but superficial – the deep but fragile nature of corporate reputation. *Journal of Business Strategy*,. 25(6) pp. 21 – 29. doi:10.1108/02756660410699900
- Baez, Marcos., Birukou, Aliaksandr., Casati, Casati., & Marchese, Maurizio. (2010). Addressing Information Overload in the Scientific Community. *IEEE Internet Computing*, 14(6), pp 31-38. doi: <https://doi.org/10.1109/MIC.2010.107>
- Balmer, John. M. T., Greyser, S. A. (2003). *Revealing the corporation*. Taylor and Francis : London
- Bawden, D. (2001). *Information overload*. London: South Bank University. (Library and information briefing series, 92.)
- Bawden, D., Holtham, Clive., & Courtney, Nigel. (1999). Perspectives on information overload. *Aslib Proceedings*, 51(8), pp. 249-255. doi:10.1108/EUM00000000006984
- Bromley, D. B. (2000). Psychological aspects of corporate identity, image, and reputation. *Corporate Reputation Review*, 3(3) pp. 240–252.
- Bungin, Burhan. (2014). *Penelitian Kualitatif*. Jakarta: Kencana
- Butcher, Helen. (1995). *Information Overload in Management and Business*. London: The IEE
- Campbell, D. J. (1988). Task complexity: A review and analysis. *The Academy of Management Review*, 13(1), pp. 40-52. doi: 10.5465/AMR.1988.4306775
- Castells, M. (2010). *The Rise of the Network Society*. New Jersey: Wiley - Blackwell

- Cooper, G. (1998). *Research into cognitive load theory and instructional design at UNSW*. Available at:
<http://webmedia.unmc.edu/leis/birk/CooperCogLoad.pdf>
- Dezenhall, Eric. (2014). *Glass Jaw : A Manifesto for Defending Fragile Reputations in an Age of Instant Scandal*. Boston : Twelve
- Doorley, John & Garcia, Helio. F. (2015). *Reputation Mangement : The Key to Successful Public Relations and Corporate Communication*. New York : Routledge
- Eastlick, (1993). Information overload in mail catalog shopping. *Journal of Direct Marketing* 7(4), pp. 14-19
- Eppler, M., & Mengis, J. (2004). The concept of information overload: A review of literature from organization science, accounting, marketing, MIS, and related disciplines. *The Information Society*, 20(5), 325-344. doi:10.1080/01972240490507974
- Griffin, Andrew. (2014). *Crisis, Issues and Reputation Management*. London : Kogan Page Limited
- Hennink, Monique., Hutter, Inge., & Bailey, Ajay., (2011). Qualitative Research Methods. *Critical Public Health*, 22(1), pp. 111-112. doi: 10.1080/09581596.2011.565689
- Helm, Sabrina., Gobbers, Kerstin. Liehr., & Storck, Christopher. (Eds). (2011). *Reputation Management*. Berlin : Springer
- Heylighen, F. (2002). *Complexity and information overload in society: Why increasing efficiency leads to decreasing control*. Available at:
<http://pcp.vub.ac.be/Papers/PapersFH2.html>
- Hiltz, S. R., & Turoff, M. (1985). Structuring computer-mediated communication systems to avoid information overload. *Communications of the ACM*, 28(7), pp. 680-689. doi:http://doi.acm.org/10.1145/3894.3895
- Hunt, R. E., & Newman, R. G. (1997). Medical knowledge overload: A disturbing trend for physicians. *Health Care Management Review*, 22 pp. 70–75.

- Iselin, E. R. (1993). The effects of the information and data properties of financial ratios and statements on managerial decision quality. *Journal of Business Finance & Accounting*, 20(2), pp. 249-266. doi:10.1111/j.1468-5957.1993.tb00663.x
- Jackson, T. W., & Lichtenstein, S. (2011). Optimising e-mail communication: The impact of seminar-and computer-based training. *International Journal of Internet and Enterprise Management*, 7(2), pp. 197-216. doi: 10.1504/IJEM.2011.039915
- Jackson, T., & Farzaneh, P., (2012). Theory-based Model of Factors Affecting Information Overload. *International Journal of Information Management*, 32(6), pp. 523-532. doi: 10.15503/jecs20131-20-29
- Jakopovic, Hrvoje. (2013). Public Relations Ethics In Information Management. *Journal of Education, Culture and Society*, (1), pp. 20-29
- Cornelissen, Joep, P., (2008). Corporate Communication. The International Encyclopedia of Communication. doi: 10.1002/9781405186407.wbiecc143
- Keller, K. L., & Staelin, R. (1987). Effects of quality and quantity of information on decision effectiveness. *Journal of Consumer Research*, 14(2), pp. 200-213.
- Libowski, Z. (1975). Sensory and information inputs overload: Behavioral effects. *Comprehensive Psychiatry*, 16 pp. 199–221.
- Liehr-Gobbers, K., Peters, & P., Zerfaß, A. (2009). *Reputationsmessung: Grundlagen und Verfahren*. Berlin : Leipzig
- Luscuere, C. (1993) “Organisatiekunde en corporate communication”, in: C.B.M. van Riel (ed.), *Corporate Communication: Het managen van reputatie*, Alpen aan den Rijn: Kluwer
- Meier, R. L. (1963). Communications overload: Proposals from the study of a university library. *Administrative Science Quarterly*, 7 pp. 521–544.
- Miller, G. A. (1994). The Magical Number Seven, Plus Or Minus Two: Some Limits On Our Capacity For Processing Information. *Psychological Review*, 101(2), pp. 343-352. doi: 10.1108/02635579010003405

- Muller, T. E. (1984). Buyer response to variations in product information load. *Journal of Applied Psychology*, 69(2), pp. 300-306. doi: 10.1037/0021-9010.69.2.300
- Nelson, M. R. (1994). We have the information you want, but getting it will cost you! Held hostage by information overload. *Crossroads*, 1(1), 11-15. doi: 10.1145/197177.197183
- Neuman, W. Lawrence. (2014). *Basics of Social Research: Qualitative & Quantitative Approaches*. UK : Pearson Education Limited
- Nihoul, P. (2005). Will electronic commerce change the law? Towards a regulatory perspective based on competition, information and learning skills. In: C. T. Marsden (ed.). *Regulating the Global Information Society*. London – New York: Routledge.
- O'Reilly, C. A. (1980). Individuals and information overload in organizations: Is more necessarily better? *The Academy of Management Journal*, 23(4), pp. 684-696. doi: 10.2307/255556
- Owen, R. S. (1992). Clarifying The Simple Assumption of The Information Load Paradigm. In J.F.Sherry & B.Sternthal (Eds.), *Advances in consumer research*, 19, pp. 770-776
- Riel, Cees. B. M., & Fombrun, Charles. J., (2007). *Essentials of Corporate Communications*. New York : Routledge
- Roetzel, Peter. G. (2018). *Information overload in the information age: a review of the literature from business administration, business psychology, and related disciplines with a bibliometric approach and framework development*. doi: 10.1007/s40685-018-0069-z
- Seitel, Fraser. P., (2017). *The Practice of Public Relations*. Essex : Pearson
- Sewall, T. J. (1988). *A Factor Analysis of Three Learning Styles Instruments: A Test of The Curry Model of Learning Style Characteristics*. (Doctoral dissertation). University of Wisconsin - Madison.
- Schneider, S. C. (1987). Information overload: Causes and consequences. *Human Systems Management*, 7(2), pp. 143-153.

- Schultz, D., & Barnes, Beth E. (1995) *Strategic Advertising Campaigns*, Illinois : NTC Business Books.
- Schultz, D.E., Tannenbaum, S., & Lauterborn, R.F. (1993) *Integrated Marketing Communications*, Illinois : NTC Business Books
- Schick, A. G., Gordon, L. A., & Haka, S. (1990). Information overload: A temporal approach. *Accounting, Organizations and Society*, 15(3), pp. 199-220. doi: 10.1016/0361-3682(90)90005-F
- Schwaiger, Manfred. (2004). Components and Parameters of Corporate Reputation - an Empirical Study. *Schmalenbach Business Review*, Vol.56, pp. 46-71
- Sinaga, Santun. (2017). *Peran Hubungan Masyarakat (Humas) dalam Menjaga Citra Perkebunan Nusantara III Medan* (Skripsi). Universitas Sumatera Utara - Medan
- Stacks, Don. W. (2010). *Primer of Public Relations Research*. New York : The Guilford Press
- Simpson, C. W., & Prusak, L. (1995). Troubles with information overload: Moving from quantity to quality in information provision. *International Journal of Information Management*, 15(6), pp. 413-425. doi: 10.1016/0268-4012(95)00045-9
- Smith, Ronald. D. (2017). *Strategic Planning for Public Relations*. New York : Routledge
- Speier, C., Valacich, J. S., & Vessey, I. (1999). The influence of task interruption on individual decision making: An information overload perspective. *Decision Sciences*, 30(2), pp. 337-360. doi:10.1111/j.1540-5915.1999.tb01613.x
- Spira, Jonathan. B. (2011). *Overload! : How Too Much Information is Hazardous to Your Organization*. New Jersey : John Wiley & Sons, Inc
- Stake, Robert. E., (2005). *Multiple Case Study Analysis*. New York : The Guilford Press
- Steyn, Benita., (2003). From strategy to corporate communication strategy: A conceptualisation. *Journal of Communication Management*, 8(2), pp. 168-183. doi:10.1108/13632540410807637

- Stvilia, B., Twidale, M.B., Smith, L.C., & Gasser, L. (2005). Assessing information quality of a community-based encyclopedia. In F. Naumann, M. Gertz & S. Mednick (Eds.), *Proceedings of the International Conference on Information Quality-ICIQ 2005* (pp. 442-454). Cambridge, MA:MTIQ.
- Swain, M. R., & Haka, S. F. (2000). Effects of information load on capital budgeting decisions. *Behavioral Research in Accounting*, 12, pp. 171-199.
- Thompson, David., & Fertik, Michael. (2010). *Wild West 2.0 : How to Protect and Restore Your Online Reputation on The Untamed Social Frontier*. New York : American Management Association
- Tushman, M. L., & Nadler, D. A. (1978). Information processing as an integrating concept in organizational design. *Academy of Management Review*, 3(3), 613-624. doi:10.5465/AMR.1978.4305791
- Vollmann, T. E. (1991). Cutting the Gordian knot of misguided performance measurement. *Industrial Management & Data Systems 1* pp. 24-26
- Weber, Larry. (2009). *Sticks and Stones : How Digital Reputations Are Created Over Time and Lost in a Click*. New Jersey : John Wiley & Sons, Inc
- Webster, F. (2005). *Theories of the Information Society*. London - New York: Routledge
- Wilcox, Dennis. L., Cameron, Glen. T., & Reber, Bryan. H. (2014). *Public Relations : Strategies and Tactics*. England : Pearson Education Limited
- Wurman, R. S., Leifer, L., Sume, D., & Whitehouse, K. (2001). *Information Anxiety 2*. Indianapolis, IND.: Que.
- Yin, Robert. K., (2018). *Case Study Research and Applications :Design and Methods*. UK: Sage Publications, Inc
- Zull, J. E. (2002). *The Art of Changing The Brain: Enriching Teaching By Exploring The Biology Of Learning*. Sterling, VA.: Stylus Pub.

Artikel Online

- BBC. (2019, July 18). Orangutan Numbers Stable but Palm Oil Still a Threat. Retrieved from <https://www.bbc.com/news/newsbeat-49036245>

- Blair, Ann. (2011, March 14). Information Overload's 2,300-Year-Old History. Retrieved from <https://hbr.org/2011/03/information-overloads-2300-yea.html>
- CNN Indonesia. (2019, April 16). Buntut Kampanye Hitam, Ekspor CPO RI ke Uni Eropa Anjlok. Retrieved from <https://www.cnnindonesia.com/ekonomi/20190415204434-92-386648/buntut-kampanye-hitam-ekspor-cpo-ri-ke-uni-eropa-anjlok>
- GAPKI, (2019). Labelisasi Produk “Palm Oil Free” : Gerakan Boikot Minyak Sawit?. Retrieved from <https://gapki.id/news/1765/labelisasi-produk-palm-oil-free-gerakan-boikot-minyak-sawit>
- Gunarto, Hari. (2018, 29 Oktober). Presiden Pasang Badan untuk Industri Sawit. Retrieved from <https://www.beritasatu.com/bisnis/519263-presiden-pasang-badan-untuk-industri-sawit.html>
- Handayani, Sri. N. (2016, July 29). Cara PR Melawan Kampanye Negatif terhadap Kelapa Sawit. Retrieved from <https://swa.co.id/swa/trends/management/cara-pr-melawan-kampanye-negatif-terhadap-kelapa-sawit>
- Hemp. Paul., (2009). Death by Information Overload. Retrieved from <https://hbr.org/2009/09/death-by-information-overload>
- Henricks. (2019, February 20). How the Digital Age Is Changing Information Flow. Retrieved from <https://www.holmesreport.com/latest/article/how-the-digital-age-is-changing-information-flow>
- Julianto, Pramdia. A., (2018, March 6). Kementan: Industri Kelapa Sawit Berkontribusi Besar Terhadap Ekonomi. Retrieved from <https://ekonomi.kompas.com/read/2018/03/06/193500226/kementan--industri-kelapa-sawit-berkontribusi-besar-terhadap-ekonomi>
- PRSA., (n/d). Learn About PR. Retrieved from <http://prsa.prsa.org/about-prsa/learn-about-pr/>

Tullis, Paul., (2019, February 19). How the world got hooked on palm oil. Retrieved from <https://www.theguardian.com/news/2019/feb/19/palm-oil-ingredient-biscuits-shampoo-environmental>

Wulandari, Dwi. (2017, September 22). Strategi PR Astra Agro Lestari Demi Mengurangi Stigma Negatif Publik. Retrieved from <https://mix.co.id/corcomm-pr/public-relations/strategi-pr-astra-agro-lestari-demi-mengurangi-stigma-negatif-publik/>

Dokumen

Greenpeace. (2018). The Final Countdown: Now or never to reform the palm oil industry. Retrieved from <https://www.greenpeace.org/international/publication/18455/the-final-countdown-forests-indonesia-palm-oil/>

Oil World. (2013). Oil World 2013 Annual Report. Retrieved from www.simedarby.com/upload/Palm_Oil_Facts_and_Figures.pdf