



## DAFTAR PUSTAKA

- Allianz (2020), “Allianz Risk Barometer: Identifying The Major Business Risk for 2020”, Januari 2020, diakses pada tanggal 31 Mei 2020 melalui <https://www.agcs.allianz.com/content/dam/onemarketing/agcs/agcs/reports/Allianz-Risk-Barometer2020.pdf>
- Aula, P. (2010), “Social media, reputation risk and ambient publicity management”. *Strategy and Leadership*, Vol. 38 No. 6, hal. 43–49
- Beasley, M.S., Clune, R., Hermanson, D.R. (2005), “Enterprise risk management: an em- pirical analysis of factors associated with the extent of implementation” *Journal of Accounting and Public Policy*, Vol. 24, hal. 521–523
- Barnett, M.L., Jermier, J.M., Lafferty, B.A. (2006), “Corporate reputation: the definitional landscape” *Corporate Reputation Review*, Vol. 9, hal. 26-38
- Biell, L., Muller, A. (2013), “Sudden crash or long torture: the timing of market reactions to operational loss events” *Journal of Banking and Finance*, Vol. 37, hal. 2628-2638
- Chakravarthy, J., deHaan, E., Rajgopal, S. (2014) “Reputation repair after a serious restatement” *Accounting Review*, Vol. 89, hal. 1329-1363
- Caves, R. E., Porter, M. (1977) “From entry barriers to mobility barriers” *Quarterly Journal of Economics*, Vol. 91, hal. 421-434
- Chun, R. (2005), “Corporate reputation: Meaning and Measurement” *International Journal of Management Review*, Vol. 7, hal. 91-109
- Coombs, W.T. (2007), “Protecting organization reputations during a crisis: the development and application of situational crisis communication theory” *Corporate Reputation Review*, Vol. 10, hal. 163-176
- Cooper, Donald R. & Pamela S. Schindler. (2008). Business Research Methods, 11th ed., New York, NY: Irwin/McGraw-Hill. (C).



Csiszar, E., Heidrich, G.W. (2006), “The question of reputational risk: perspectives from an industry” *Geneva Paper Risk Insurance*, Vol. 31, hal. 382–394

Cummins, J.D., Lewis, C.M., Wei, R. (2006), “The market value impact of operational loss events for US banks and insurers” *Journal of Banking and Finance*, Vol. 30, h2605-2634

Das, Panchanan (2019), *Econometrics in Theory and Practice: Analysis of Cross Section, Time Series and Panel Data with Stata 15.1*, Singapore: Springer

De la Fuente Sabate, J.M., de Quevedo Puente, E. (2003), “Empirical analysis of the relationship between corporate reputation and financial performance: a survey of the literature” *Corporate Reputation Review*, Vol. 6 No. 2, hal. 161–177

Diamond, Douglas W., Dybvig, Philip H. (1983), “Bank Runs, Deposit Insurance, and Liquidity.” *Journal of Political Economy*, Vol. 91 No.3, hal. 401-419

Dowling, G. R. (1986), “Managing your corporate image” *Industrial Marketing Management*, Vol 15, hal. 109-115

Dyck, A., Morse, A., Zingales, L. (2010), “Who blows the whistle on corporate fraud?” *Journal of Finance*, 65 (6), 2213-2253

Eccles, R.G., Newquist, S.C., Schatz, R. (2007), “Reputation and its risks” *Harvard Business Review*, Vol. 85, hal. 104-114

Eckert, C. (2017), “Corporate reputation and reputation risk: Definition and measurement from a (risk) management perspective” *The Journal of Risk Finance*, Vol. 8 No.2, hal. 145-158

Fiordelisi, F., Soana, M. G., Schwizer, P. (2013), “The determinants of reputational risk in the banking sector” *Journal of Banking and Finance*, Vol. 37 No. 5, hal. 1359–1371

Fiordelisi, F., Soana, M. G., Schwizer, P. (2014), “Reputational losses and operational risk in banking” *European Journal of Finance*, Vol. 20 No. 2, hal. 105–124



Fombrun, C., Shanley, M. (1990), “What’s in a Name? Reputation Building and Corporate Strategy” *The Academy of Management Journal*, Vol. 33 No. 2

Gatzert, N. (2015), “The impact of corporate reputation and reputation damaging events on financial performance: empirical evidence from the literature” *European Management Journal*, Vol. 33 No. 6, hal. 485–499

Gatzert, N., Schmit, J. (2016), “Supporting strategic success through enterprise-wide risk reputation management” *Journal of Risk Insurance*, Vol. 83, hal. 641-679

Gillet, R., Hübner, G., Plunus, S. (2010), “Operational risk and reputation in the financial industry” *Journal of Banking and Finance*, Vol. 34, hal. 224–235

Hanafi, Mamduh M. (2006), *Manajemen Risiko*, Yogyakarta: UPP STIM YKPN

Heidinger, D., Gatzert, H. (2018), “Awareness, determinants and value of reputation risk management: Empirical evidence from banking and insurance industry” *Journal of Banking and Finance*. Vol. 91, hal. 106-118

Hoyt, R.E., Liebenberg, A.P. (2011), “The value of enterprise risk management” *Journal of Risk Insurance*, Vol. 78 No. 4, hal. 795–822

Hosseinali-Mirza, V., de Marcellis-Warin, N., Warin, T. (2015), “Crisis communication strategies and reputation risk in the online social media environment” *International Journal of Business and Social Science*, Vol. 6, hal. 7-21

Kementerian Komunikasi dan Informasi (2018), “Siaran Pers No. 53/HM/KOMINFO/02/2018: Jumlah Pengguna Internet 2017 Meningkat, Kominfo Terus Lakukan Percepatan Pembangunan Broadband”, 22 Januari 2019, diakses pada tanggal 1 September 2019 melalui [https://www.kominfo.go.id/content/detail/12640/siaran-pers-no-53hmkominfo022018-tentang-jumlah-pengguna-internet-2017-meningkat-kominfo-terus-lakukan-percepatan-pembangunan-broadband/0/siaran\\_pers](https://www.kominfo.go.id/content/detail/12640/siaran-pers-no-53hmkominfo022018-tentang-jumlah-pengguna-internet-2017-meningkat-kominfo-terus-lakukan-percepatan-pembangunan-broadband/0/siaran_pers)

Kementerian Komunikasi dan Informasi (2019), “Siaran Pers No. 17/HM/KOMINFO/01/2019: Tahun 2018, Kominfo Terima 733 Aduan



Konten Hoaks yang disebar Via WhatsApp”, Januari 2019, diakses 1 September 2019 melalui [https://www.kominfo.go.id/content/detail/16003/siaran-pers-no-17hmkominfo012019-tentang-tahun-2018-kominfo-terima-733-aduan-konten-hoaks-yang-disebar-via-whatsapp/0/siaran\\_pers](https://www.kominfo.go.id/content/detail/16003/siaran-pers-no-17hmkominfo012019-tentang-tahun-2018-kominfo-terima-733-aduan-konten-hoaks-yang-disebar-via-whatsapp/0/siaran_pers)

Kiss, Hubert J., Rodriguez-Lara, I., Rosa-Garcia, A. (2018), “Panic Bank Runs”  
*Economic Letters*, Vol. 162, hal. 146-149

Krueger, Thomas M., Wrolstad, M. A., Dalsem, Shane Van (2010),  
“Contemporaneous relationship between corporate reputation and return”  
*Managerial Finance*, Vol 36 No. 6, hal 482-490

Lange, D., Dai, Y., Lee, P.M. (2011), “Organizational reputation: a review” *Journal of Management*, Vol. 37, hal. 253-184

Lechner, P., Gatzert, N. (2017), “Determinants and value of enterprise risk management: empirical evidence from Germany” *European Journal of Finance*, Vol. 24 No. 10, hal. 867–887

Liff, R., Wahlstrom, G. (2018), “Failed Crisis Communication: The Northern Rock Bank Case” *Accounting, Auditing & Accountability Journal*, Vol. 31, hal. 237-260

Mukherjee, N., Zambon, S., Lucius, H. (2014), “Do banks manage reputational risks?”, *IAFEI Quarterly*, Vol. 27, hal. 22–36

Otoritas Jasa Keuangan (2016), “Salinan Peraturan Otoritas Jasa Keuangan No. 18 18/POJK.03/2016” Tentang Penerapan Manajemen Risiko bagi Bank”, diakses pada tanggal 1 September 2019 melalui <https://www.ojk.go.id/id/kanal/perbankan/regulasi/peraturan-ojk/Documents/Pages/POJK-Nomor-18-POJK.03.2016/SAL%20-%20POJK%20Manajemen%20Risiko%20.pdf>

Pagach, D., Warr, R. (2010), “The Effects of Enterprise Risk Management on Firm Performance” *North Carolina State University, Raleigh Working Paper*

Republika (2016), “Ini Komentar Sri Mulyani Soal Isu Aksi Rush Money”, November 2016, diakses pada tanggal 1 September 2019 melalui



<https://www.republika.co.id/berita/ekonomi/makro/16/11/18/ogtv7q330-inikomentar-sri-mulyani-soal-isu-aksi-rush-money>

Saunders, A. dan M.M. Cornett (2014), *Financial Institution Management: A Risk Management Approach Eighth Edition*, New York: McGraw-Hill Education

Scandizzo, S. (2011), “A framework for the analysis of reputational risk”, *Journal of Operational Risk*, Vol. 6, hal. 41-63

Scott, S.V., Walsham, G. (2005), “Reconceptualizing and managing reputation risk in the knowledge economy: toward reputable action” *Organization Science*, Vol. 16 No. 3, hal. 308–322

Simorangkir, I. (2011), “Penyebab Bank Runs di Indonesia: Bad Luck atau Fundamental?”. *Buletin Ekonomi Moneter dan Perbankan*

Statista (2019), “Number of social network users in Indonesia from 2017 to 2023”, 20 Februari 2019, diakses pada tanggal 1 September 2019 melalui <https://www.statista.com/statistics/247938/number-of-social-network-users-in-indonesia/>

Sturm, P. (2013), “Operational and reputational risk in the European banking industry: the market reaction to operational risk events” *Journal of Economic Behavior and Organization*, Vol. 85, hal. 191–206

Tempo (2016), “Rush Money Jadi Viral di Medsos, Ini Penjelasan BCA”, November 2016, diakses pada tanggal 1 September 2019 melalui <https://bisnis.tempo.co/read/822264/rush-money-jadi-viral-di-medsos-ini-penjelasan-bca>

Walter, I. (2007), “Reputational risk and conflicts of interest in banking and finance: the evidence so far” *Journal of Financial Transformation*, Vol. 21, hal. 39–54.

Walker, K. (2010), “A systematic review of the corporate reputation literature: definition, measurement, and theory” *Corporate Reputation Review*, Vol. 12, hal. 357-387



**FAKTOR YANG MEMENGARUHI PENERAPAN MANAJEMEN RISIKO REPUTASI INDUSTRI  
PERBANKAN DI INDONESIA**

WEDAR PAMULARSIH, I Wayan Nuka Lantara, M.Si., Ph.D

Universitas Gadjah Mada, 2020 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Wooldridge, Jeffrey M. (2012), *Introductory Econometrics: A modern Approach*,  
USA: Cengage Learning