

8. REFERENCES

Books

Aaker, D.A., Kumar, V., and Day, G.S, 1998. *Marketing Research*, 6th ed. New York: John Wiley & Sons Inc.

Bryman, A, and Bell, E, 2007. *Business Research Methods*. 2nd ed. New York: Oxford University Press
Creswell, John W., 2009. *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. 3rd ed. SAGE publication.

Denzin, N. K and Lincoln, Y. S, 2000. *Introduction: The discipline and practice of qualitative research*, 2nd edition, Thousand Oaks, CA: Sage Publication Inc

Freeman, R. E, 1984. *Strategic Management: A Stakeholder Approach*, MA: Pitman Publishing Inc.

Friedman, A L, and Miles, S, 2006. *Stakeholders; Theory and Practice*, New York: Oxford University Press

Patton, M. Q., 2002. *Qualitative evaluation and research methods*, 3rd ed. Thousand Oaks, CA: Sage Publications, Inc

Yin, Robert K, 2003. *Case study research: design and methods*, 3rd ed. Thousand Oaks, CA: Sage Publications

Journal Article

Albaum, G, and Peterson, R, 2006. Ethical Attitudes of Future Business Leaders: Do They Vary by Gender and Religiosity?, *Business & Society*, 45, 3, pp. 300-321

Brønn, P, and Vrioni, A, 2001. Corporate social responsibility and cause-related marketing: an overview, *International Journal of Advertising*, 20, 2, pp. 207-222

Carroll, Archie B, 1979. A Three-Dimensional Conceptual Model of Corporate Performance, *Academy of Management Review*, 4, 4, pp. 497-505

Carroll, Archie B, 1999. Corporate Social Responsibility: Evolution of a Definitional Construct, *Business & Society*, 38 (3), pp268-295

Carroll, A, and Shabana, K, 2010. The Business Case for Corporate Social Responsibility: A Review of Concepts, Research and Practice, *International Journal of Management Reviews*, 12, 1, pp. 85-105

Commission of the European Communities, 2001. Promoting a European Framework for Corporate Social Responsibilities, COM (2001) 366 final, Brussels.

Dahlsrud, Alexander, 2006. How Corporate Social Responsibility is Defined: an Analysis of 37 Definitions, *Corporate Social Responsibility and Environmental Management*, 15, 1-13

Dawkins, J, and Lewis, S, 2003. CSR in Stakeholder Expectations: And Their Implication for Company Strategy, *Journal of Business Ethics*, 44, 2/3, pp. 185-193

DeTienne, K, and Lewis, L, 2005. The Pragmatic and Ethical Barriers to Corporate Social Responsibility Disclosure: The Nike Case, *Journal of Business Ethics*, 60, 4, pp. 359-376

Detomasi, D 2008. The Political Roots of Corporate Social Responsibility, *Journal of Business Ethics*, 82, 4, pp. 807-819

Dharasmi, S and Scott, I, 2009. Quantitative and qualitative research: Received and interpretivist views of science, *Canadian Family Physician*. 55, 8, pp843, 844.

Eisenhardt, K M, 1989. Building Theories from Case Study Research, *Academy of Management Review*, 14, 4, pp. 532-550

Friedman, A, and Miles, S, 2002. Developing stakeholder theory, *Journal of Management Studies*, 39, 1, pp. 1-21

Godos-Díez, J, Fernández-Gago, R, and Martínez-Campillo, A, 2011. How Important Are CEOs to CSR Practices? An Analysis of the Mediating Effect of the Perceived Role of Ethics and Social Responsibility, *Journal of Business Ethics*, 98, 4, pp. 531-548

Graafland, JJ, 2002. Profits and Principles: Four Perspectives, *Journal of Business Ethics*, 35, 4, pp. 293-305

Graafland, J, and van de Ven, B, 2006. Strategic and Moral Motivation for Corporate Social Responsibility, *Journal of Corporate Citizenship*, 22, pp. 111-123

Hemingway, C, and MacLagan, P, 2004. Managers' Personal Values as Drivers of Corporate Social Responsibility, *Journal of Business Ethics*, 50, 1, pp. 33-44

Hoepfl, M. C, 1997. Choosing qualitative research: A primer for technology education researchers, *Journal of Technology Education*, 9, 1, 47-63

Hopkins, M, 2006. What is Corporate Social Responsibility all About?, *Journal of Public Affairs*, 6, 3/4, pp. 298-306

Hui, L, 2008. Combining faith and CSR: a paradigm of corporate sustainability, *International Journal of Social Economics*, 35, 6, pp. 449-465

Instituto Ethos de Empresas e Responsabilidade Social (ETHOS) (2001), Ethos Indicators on Corporate Social Responsibility, ETHOS, Sao Paulo.

Islam, M, and Deegan, C, 2010. Media pressures and corporate disclosure of social responsibility performance information: a study of two global clothing and sports retail companies, *Accounting & Business Research*, 40, 2, pp. 131-148

Kanji, G, and Chopra, P, 2010. Corporate social responsibility in a global economy, *Total Quality Management & Business Excellence*, 21, 2, pp. 119-143

Kok, P, van der Wiele, T, McKenna, R, and Brown, A, 2001. A Corporate Social Responsibility Audit within a Quality Management Framework, *Journal of Business Ethics*, 31, 4, pp. 285-297

Lacey, R, and Kennett-Hensel, P, 2010. Longitudinal Effects of Corporate Social Responsibility on Customer Relationships, *Journal of Business Ethics*, 97, 4, pp. 581-597

L'Etang, J, 1994. Public Relations and Corporate Social Responsibility: Some Issues Arising, *Journal of Business Ethics*, 13, 2, pp. 111-123

Liu, Yanqiu and Zhou, Xing, 2009. Corporate Social Responsibility and Customer Loyalty: A Conceptual Framework, *Service Systems and Service Management*. 6th international Conference, pp 794-798.

Lynes, J, and Andrachuk, M, 2008. Motivations for corporate social and environmental responsibility: A case study of Scandinavian Airlines, *Journal of International Management*, 14, 4, pp. 377-390

Maignan, I, and Ralston, D, 2002. Corporate Social Responsibility in Europe and the U.S.: Insights from Businesses' Self-presentations, *Journal of International Business Studies*, 33,3, pp. 497-514

Mijatovic, I, and Stokic, D, 2010. The Influence of Internal and External Codes on CSR Practice: The Case of Companies Operating in Serbia, *Journal of Business Ethics*, 94, 4, pp. 533-552

Porter, M. and Kramer, M, 2006. Strategy & Society: The Link Between Competitive Advantage and Corporate Social Responsibility, *Harvard Business Review*, 84, 12, pp. 78-93

Rabianski, J S, 2003. Primary and Secondary Data: Concepts, Concerns, Errors, and Issues, *Appraisal Journal*, 71, 1, pp. 43-55

Raghubir, P, Roberts, J, Lemon, K, and Winer, R, 2010. Why, When, and How Should the Effect of Marketing Be Measured? A Stakeholder Perspective for Corporate Social Responsibility Metrics, *Journal of Public Policy & Marketing*, 29, 1, pp. 66-77

Russo, A, and Perrini, F, 2010. Investigating Stakeholder Theory and Social Capital: CSR in Large Firms and SMEs, *Journal of Business Ethics*, 91, 2, pp. 207-221

Rute, A, Fátima, D, and David, C, 2005. Corporate social responsibility in Portugal: empirical evidence of corporate behaviour, *Corporate Governance: The International Journal of Effective Board Performance*, 5, 5, pp. 3-18

Samuel O., Idowu, and Papasolomou, Ioanna, 2007. Are the corporate social responsibility matters based on good intentions or false pretences? An empirical study of the motivations behind the issuing of CSR reports by UK companies. *Corporate Governance: The International Journal of Effective Board Performance*, 7, 2, pp136-147

Sethi, S, 1975. Dimensions of Corporate Social Performance: An Analytical Framework, *California Management Review*, 17, 3, pp. 58-64

Silberhorn, D and Warren, Richard C, 2007. Defining corporate social responsibility: A view from big companies in Germany and the UK, *European Business Review*, 19, 5 pp.352 – 372

Slevitch, L, 2011. Qualitative and Quantitative Methodologies Compared: Ontological and Epistemological Perspectives, *Journal of Quality Assurance in Hospitality & Tourism*, 12,1, pp. 73-81

Thompson, L J, 2008. Gender equity and corporate social responsibility in a post-feminist era, *Business Ethics: A European Review*, 17, 1, pp. 87-106

Tilt, C, and Symes, C, 1999. Environmental disclosure by Australian mining companies: environmental conscience or commercial reality?, *Accounting Forum*, 23, 2, p. 137

Tuzzolino, F, and Armandi, B, 1981. A Need-Hierarchy Framework for Assessing Corporate Social Responsibility, *Academy of Management Review*, 6, 1, pp. 21-28

Wan Saiful, W, 2006. Defining corporate social responsibility, *Journal of Public Affairs*, 6,3/4, pp. 176-184

World Business Council for Sustainable Development, 2000. Corporate Social Responsibility: Making Good Business Sense. World Business Council for Sustainable Development: Geneva 8.3

Website

United Nation Statistics Division, 2011. *Classifications Registry*. [Online] Available at:<http://unstats.un.org/unsd/cr/registry/default.asp?Lg=1>, Accessed 5th April 2011

Official publications

Annual Report 2012-2016, Kilas Balik Perjalanan PROPER, Indonesia: Pertamina Terminal BBM Rewulu

Report 2015: Resilience Responsibility: Membangun Ketahanan Usaha Dengan Penuh Tanggung Jawab, ASTRA international.

Interviewee

Head of Operations/ manager, Supervisor, Corporate Social Responsibility, Corporate quality, Environment, Health, Agriculture and Safety, Pertamina Rewulu, interviewed 2017-Jan-7, and his CSR Team.