DAFTAR PUSTAKA

Balogun, Julia., *"Organizational Restructuring : From Design to Reality, European Management Journal Vol. 25, No. 2, pp. 81-91,2007, London* : 2007.

Brand, HE., Wilson, J., *"The Impact of Organisational Restructuring on Organisation Climate and Employee Attitudes", SAJEMS NS Vol. 3 (2000) No.1, University of Pretoria* : 2000.

Djati, S Pantja., Khusaini, M., "Kajian Terhadap Kepuasan Kompensasi, Komitmen Organisasi, dan Prestasi Kerja", Jurnal Manajemen dan Kewirausahaan Vol.5, No.1, Maret 2003 : 25-41, Universitas Kristen Petra : 2003.

Edaran Direksi PT PLN (Persero) Nomor 002.E/DIR/2013, "Petunjuk Unit Pelaksana Perhitungan Kinerja Organisasi Unit dan Anak Perusahaan", PT PLN (Persero) : 2013.

Hartline, MD., Ferrel, O.C., *"The Management Of Customer-Contact Service Employees : An Empirical Investigation", Journal of Marketing, Vol. 60, October, pp. 52-70*, 1996.

Hackman, J.R, Lawler, E.E, "*Employee Reactions To Job Characteristics", Journal Of Applied Psychology*, 55, *259-286*, 1971.

Howard, Jack L., Frink, Dwight D., Ruigrok, Winfried., Pettigrew, Andrew., Peck, Simon., Whittington, Richard., "*Corporate Restructuring and New Forms of Organizing: Evidence from Europe1", Management International Review; 1999; 39, ProQuest pg. 41, Group Organization Studies* : 1986-1998.

Jaksic, Milica., Jaksic, Milos., "*Performance Management And Employee Satisfaction*", *JEL Classification* : 2013.

Jeon, Hoseong., & Choi, Beomjoon., "*The Relationship Between Employee Satisfaction And Customer Satisfaction", Journal of Services Marketing, Vol 26, number 5, pp. 332-341*, 2012.

Keng-Sheng Ting, *"Research on The Influence of Organizational Culture and Organizational Restructuring on Organizationa Performance : Taking Old Folks Nursing Organization in Taiwan as an Example", The Journal of Human Resource and Adult Learning Vol.7, Num. 2,* Kao Yuan University Taiwan : 2011.

Keputusan Direksi PT PLN (Persero) Nomor 1221.K/DIR/2011, "*Pilot Project* Program Debirokratisasi Organisasi 2 layer Pada Unit Pelaksana Pelayanan Di Lingkungan PT PLN (Persero) Distribusi dan PT PLN (Persero) Wilayah Direksi PT PLN (Persero)", PT PLN (Persero) : 2011.

Komisi Pemeriksaan Keuangan (KPK), "Survey Kepuasaan Pegawai (*Employee Satisfaction*) KPK Tahun 2008", Jakarta : 2008.

Larwood, K Deborah., "*Home Health Care Quality Improvement : Its Relationship To Organizational Culture And Its Effect On Employee Satisfaction And Organizational Performance, As Masured By Patient Outcomes", Disertation submitted to Maryland University College* : 2006.

Lee, Grace., Teo, Albert., "*Organizational Restructuring : Impact on Trust and Work Satisfaction", Asia Pasific Journal of Management, 22, 23-25, Netherlands :* 2005.

Mafini, C., & Pooe, D.R.I, "*The Relationship Between Employee Satisfaction And Organisational Performance: Vidence From A South African Government Department", SA Journal of Industrial Psychology/SA Tydskrif vir Bedryfsielkunde, 39(1), Art.#1090, 9 pages, 2013.*

Mwenda, Ithiri., "*Coorporate Restucturing and Its Effect on Kenya Commercial Bank Performance*", 2008.

Netemeyer, R.G., Boles, J.S., McKee, D.O., McMurrian, R., "*An Investigation Into The Antecedents Of Organizational Citizenship Behaviors In A Personal Selling Context", Journal of Marketing, Vol 61, July, pp.85-98*, 1997.

Olson, Deborah A., Tetrick, Lois E., "*Group & Organization Studies (1986-1998)", ABI/INFORM Complete pg.374*, 1988.

Parasuraman, Zeithamal., Berry, *A., "Conceptual Model of Service Quality and Its Implications For Future Research",* 1985.

Peraturan Menteri Energi dan Sumber Daya Mineral Republik Indonesia Nomor 09 Tahun 2014, "Tarif Tenaga Listrik yang Disediakan Oleh Perusahaan Perseroan (Persero) PT Perusahaan Listrik Negara", PT PLN (Persero) : 2014.

Popescu, Alina., Grigore, Liliana., "*The Relationship Between Organizational Culture And Employees' Satisfaction", Bucharest* : 2007.

Ratnaningsih, Endang., "Restrukturisasi Pada Masa Krisis Ekonomi Global Tahun 2008 Dalam Hubungannya Terhadap *Turnover Intention* Karyawan dengan *Job Insecurity* Sebagai Variabel Pemoderasi", Yogyakarta : 2008.

Robinson, Deborah E., Decaro, Frank., Reed, William., Rivera, Luis., Linberg, Kurt., *"The Impact Of Deregulation and Restructuring : An Empirical Case study of The Electric Utility Industry From 1998 Through 2007", Capella University* : 2008.

Ruigrok, Winfried., Pettigrew, Andrew., Peck, Simon., Whittington, Richard., "*Coorporate Restructuring and New Forms of Organizing : Evidence from Europe", International Review* : 2007.

Soegiono, Steven Leonardo., Stanto, Eddy Madiono., "Restrukturisasi Organisasi di PT Samudra Alam Raya Surabaya", Agora Vol. 1, No. 3, Universitas Kristen Petra : 2013.

Srivastava, Sameer B., *"Organizational Restructuring and Social Capital Activation", University of California* : 2012.

Stevenson, William B., Bartunek, Jean M., Borgatti, Stephen P., *"Front and Backstage Process of an Organizational Restructuring Effort", The Journal of Applied Behavioral Science, Vol. 39 No. 3, Sept 2003 243-258*, 2003.

Torppa, Cynthia B., Smith, Keith L, *"An Examination of The Impact of Organizational Restructuring on Identification Within Extension", Journal of Extension Vol. 47 No. 6*, 2009.

William, Paul., Naumann, Earl., *"Customer Satisfaction and Business Performance : a Firm Level Analysis", Journal of Services Marketing 25/1 (2011) 20-32, Emerald Group Publishing Limited* : 2009.

Wilson, *"Redefining Employee Satisfaction : Business Performance, Employee Fulfillment, and Leadership Practices", Wilson Learning* : 2006.

FEB UNDIP