

Reference

- Bagus, S.N. (2016). Peningkatanmutu PTS merupakantugasbadanpenyelenggara. *Ristekdikti*. Retrieved from http://kelembagaan.ristekdikti.go.id/index.php/2016/11/02/peningkatanmutu-pts-merupakan-tugas-badan-penyelenggara/
- Baron, P. and Corbin, L. (2012). Student engagement: Rhetoric and reality. *Higher Education Research & Development*, *31*(6), 759-772.
- Benzoni, K. A., Rousseau, D.M., & Li, M. (2005). Managing relationships across generations of academics: Psychological contract in faculty-doctoral student collaborations. *International Journal of Conflict Management*, 17(1), 4-33. DOI: 10.1108/10444060610734154
- Bordia, S. and Hobman, E.V. (2010). Advisor-student relationship in business education project collaborations: A psychological contract perspective. *Journal of Applied Social Psychology*. 40(9), pp. 2360-2386.
- Bordia, S., Bordia, P., Milkovitz, M., Shen, Y., &Restubog, S. L. D. (2018). What do international students really want? An Exploration of the content of international students' psychological contract in business education. *Studies in Higher Education*. DOI: 10.1080/03075079.2018.1450853
- Collis, D. (2013). The student as a consumer. Retrieved from https://evolllution.com/opinions/student-as-consumer/
- Cooper, D. R. and Schindler, P.S. (2014). Business research methods. New York, NY: The McGraw-Hill.
- Creswell, J.W. (2012). *Educational research: Planning, conducting and evaluating quantitative and qualitative research* (4th ed.). Boston, USA: Pearson Education.
- DataKata. (2018). Meskimasihrendah, angkapartisipasiperguruantinggimenunjukkanpeningkatan. Retrieved from https://databoks.katadata.co.id/datapublish/2018/07/13/meski-masihrendah-partisipasi-perguruan-tinggi-menunjukkan-peningkatan
- Fullick, M. (2011). Are student the consumers of higher education?. Retrieved from https://www.theguardian.com/higher-education-network/blog/2011/dec/14/marketisation-best-bits
- Furedi, F. (2011). Introduction to the marketization of higher education and the student as consumer. In M. Molesworth, R. Scullion, and E. Nixon (Ed.), *Marketisation of Higher Education and the student as Consumer*, (pp. 1-7). New York, USA: Routledge.
- Goziev, S. (2018). Western individualism versus the eastern spirit of community. *Journal of Eurasian Affairs*, 4. Retrieved from http://www.eurasianaffairs.net
- Herriot, P., & Pemberton, C. (1997). Facilitating new deals. *Human Resource Management Journal*, 7, 45–56.
- Hesse_Biber, S.N. (2017). The practice of qualitative research (3rd ed.). London, England: Sage.
- Hill, F. M. (1995). Managing service quality in higher education: the role of the student as primary consumer. *Quality Assurance in Education*, 3(3), 10-21. DOI: 10.1108/0968488951003497
- Johnson, J.M. (2002). In-depth interviewing. In JF. Gubrium J.A. Holstein (Eds.), Handbook of interview research: Context & method. Thousand Oaks, CA: Sage.
- Jovic, E. and McMullin, J. (2011). The Handbook of Social of Aging. In Settersten, R.A. and Angel, J.L. (Eds)., *Learning and Aging* (229-244). New York: Springer.
- Knapp, J.R and Masterson, S. S. (2017). The psychological contract of undergraduate university student: Who do they see as exchange partners, and what do they think the deals are?. *Res High Educ.* DOI: 10.10007/s11162-017-9477-8
- Koskina, A., (2013). What does the student psychological contract mean? Evidence from a UK business school. *Studies in Higher Education*. DOI: 10.1080/03075079.2011.618945



- Lincoln, Y. S. and Guba, E.G. (2985). Naturalistic inquiry. Beverly Hills, CA: Sage Publications, Inc.
- Luo, H.C. (2012). An Empirical study on the relationship marketing mechanism: A Psychological contract perspective. *International Joint Conference on Service Sciences*. DOI: 10.1109/IJCSS.2012.24
- Maringe, F. (2011). The student as consumer: affordances and constraints in a transforming higher education environment. In M. Molesworth, R. Scullion, and E.
- McGlinchey, S. (2014). The "Students as Customer" phenomenon. Retrieved from https://www.e-ir.info/2014/02/09/student-as-customer/
- Miles, M.B. and Huberman, A.M. (1994). *Qualitative data analysis: An expanded source book* (2nd ed.). Thousand oaks, CA: Sage.
- Molesworth, M., Scullion, R., & Nixon, E. (2011). *The marketisation of higher education and the student as consumer.* New York, USA: Routledge.
- Morrison, E, W. and Robinson, S. L. (1997). When employees feel betrayed: A model of how psychological contract violation develops". *Academy of Management Review*, 22, 226–256.
- Nielsen. (2013, September). Education aspirations around the world. Retrieved from http://www.nielsen.com/content/dam/corporate/us/en/reports-downloads/2013%20Reports/Nielsen-Global-Education-Aspirations-September-2013.pdf
- Nixon (Ed.), *Marketisation of higher education and the student as consumer* (pp. 142-154). New York, USA: Routledge.
- O'Toole, P and Prince, N. (2015). The psychological contract of science student: Social exchange with universities and university staff from the students' perspective. *Higher education Research & Development*, 34(1), 160-172. DOI: 10.1080/07294360.2014.934326
- Peredaryenko, M. S. and Krauss, S. E. (2013). Calibrating the human instrument: understanding the interviewing experience of novice qualitative researchers. *The Qualitative Report, 18* (85), 1-17.
- Redding, P. (2005). The evolving interpretations of customers in higher education. *International Journal of Consumer Studies*, *2* 9(5), 409-417.
- Reykowski, R. (1999) Collectivism and individualism as a description of the categories of social change and the mentality. IFiS PAN, Warszawa.
- Robinson, S. L. and Rousseau, D.M. (1994). Violating the psychological contract: Not the expectation but the norm. *Journal of Organizational Behavior*, *15*, 245-259.
- Robinson, S., & Morrison, E.W. (1995). Organizational citizenship behavior: A psychological contract perspective. *Journal of Organizational Behavior*, *21*, 525-546.
- Rousseau, D. M. (1995). *Psychological contracts in organizations: understanding written and unwritten agreements.* Thousand Oaks: Sage.
- Rousseau, D.M. (1989). Psychological and Implied Contract in Organizations. *Employee Responsibilities and Right Journal*, *2* (2), 121-140.
- Rousseau, D.M. and McLean Park, J. (1993). The Contracts of individuals and organizations. *Research in Organizational Behavior*, 15, 1-43.
- Sander, P., Stevenson, K., King, M., & Coates, D. (2010). University students' expectation of teaching. *Studies in Higher Education*, *25* (3), 309-323. DOI: 10.1080/03075070050193433.
- Schensul, J.J. (2011). Methodology, methods, and tools in qualitative research. In Lapan, S.D., Quartaroli, M.T., and Riemer, F.J (Ed), *Qualitative Research: an Introduction to Methods and Designs*. San Francisco, United State of America: Jossey-Bass.
- Shaw, J. S. (2011). What will colleges do when the bubble bursts?. *The Higher Education Bubble*. DOI: 10.1007/s12129-011-9253-8



- Thomas, D.C., Au, K., Ravlin, E. C. (2003). Cultural Variation and The Psychological Contract. *Journal of Organizational Behaviour, 24,* 451-471.
- Thompson, J. A. and Bunderson, J. S. (2003). Violation of principle: ideological currency in the psychological contract. *Academy of Management Review, 28,* 571-586.
- Tibell, L.A.E. and Rundgren, C. (2009). Educational challenges of molecular life science: Characteristics and implications for education and research. *CBE-Life Sciences Education, 9,* 25-33.
- Toutkoushian, R. K. and Paulsen, M. B. (2016). *Economics of higher education: backgrounds, concepts, and applications.* Netherlands: Springer.
- Waden-Benzoni, K.A., Rousseau, D.M., and Li, M. (2006). Managing relationship across generations of academics: Psychological contracts in faculty-doctoral student collaborations. *International Journal of Conflict Management*, *17* (1), 4-33. DOI: 10.1108/10444060610734154.