DAFTAR PUSTAKA


Beatriz, M., Sanchez, G., Maria, A., Pires, M., & Broccardo, L. (2017). The use and design of the BSC in the health care sector: A


Gursoy, Dogan, Chi, Christina, Karadag, E. (2013). Generation differences in work values and attitudes among frontline and service contact Managing the Multigenerational Nursing Team B. *International


Minnaar, L. (2014). A manager’s perspective on generation Y in the hospitality industry in Finland.


Scorecard Implementation: a hospital-based case study in Pakistan, 1–14.


