

DAFTAR PUSTAKA

- Abdullah, M. M. (2014). *Manajemen dan Evaluasi Kinerja karyawan*. Yogyakarta: Aswaja Pressindo.
- Abdullah. N., Olurotimi, A., Shonubi, R., Norhidayu, H. (2016). *Recognition and Appreciation and its Psychological Effect on Job Satisfaction and Performance in a Malaysia IT Company: Systematic Review*. IOSR Journal Of Humanities And Social Science (IOSR-JHSS). Volume 21, Issue 9, Ver. 6 (Sep. 2016) PP 47-55.
- Alzaabi, S. H., & Al_dhaafri, H. (2018). The Effect of Strategy Management and Balanced Scorecard on Organizational Performance of UAE Civil Defense. *Business Management Strategy*, 84-104.
- Amstrong, M. (2006). *A handbook of Human Resource Management Practice*. London: Kogan Page Limited.
- Arifyanto, A. F. (2015). Strategy Map dan rancangan balanced scorecard PT. DPI. *Jurnal Bisnis dan Manajemen*, 117-124.
- Arikunto. (2006). *Prosedur Penelitian Suatu Pendekatan Praktek*. Jakarta : PT. Rineka Cipta
- Asosiasi Penyelenggara Jasa Internet Indonesia*. (2018, Februari). Retrieved maret 16, 2019, from APII: <https://apjii.or.id/anggota/infoisp/DI+YOGYAKARTA>
- Ayoub, H., Omar, N., & Rahman, I. K. (2016). Balanced Scorecard and Strategic alignment: A malaysian case. *International Journal of Economics and Financial Issues*, 85-95.

- Berba, E. M & Palaoag. T. D. (2019). *Improving Customer Satisfaction on Internet Services in LNU Using Virtualized AAA Network Architecture*. IEEA 2019, March 16-19, 2019, Osaka, Japan
- Biswas, S. K., & Gautam, A. (2017). strategic Human resource management and employee performance: A study of selected Indian power sector PSUS . *Kavv international journal of economics, comerce & business management*, 21-29.
- Darmawan, A & Firmansyah S(2018). Pengaruh Penjualan Kredit Terhadap Kinerja Perusahaan Di Indonesia, *Akuntabilitas: Jurnal Ilmu Akuntansi* Volume 11 (1), 2018: 135 - 146
- Darmawan. A & Firmansyah. S. (2018). *Pengaruh Penjualan Kredit Terhadap Kinerja Perusahaan Di Indonesia*. *Akuntabilitas: Jurnal Ilmu Akuntansi* Volume 11 (1), 2018: 135 – 146.
- Dipang, L. (2013). Pengembangan Sumber Daya Manuia dalam Peningkatan Kinerja Karyawan pada PT Hasjrat Abadi Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 1080-1088.
- Gaol, G. J. (2014). *A to Z Human capital (manajemen sumber daya manusia) konsep, teori, dan pengembangan dalam konteks organisasi publik dan bisnis*. Jakarta: PT. Gramedia Widiasarana.
- Gesuele, b., & Romanelli, M. (2015). Human resource Measurement: A balanced Scorecard approach. *Journal of Human Resource Management*, 28-32.

- Gilani, M. H., Zadeh, M. S., & Saderi, H. R. (2012). The Role of strategic human resource management in creation competitive advantages (case study: A comercial organization in Malaysia). *International Journal of busines and social science*, 225-238.
- Grau, J. B., & Ripoll, C. G. (2010). Stratgeic Human Resources Management as an Antecednt to the Balanced Scorecard. *Colegio official de psicologos*, 64-73.
- Haryono, S. (2018). *Manajemen kinerja SDM, Teori dan Aplikasi*. Jakarta: PT. Luxima Metro media.
- Hasibuan, M. S. (2006). *Manajemen Sumber Daya Manusia*. Jakarta: PT. Bumi Kasara.
- Herdiansyah, Haris. 2010. *Metode Penelitian Kualitatif untuk Ilmu-ilmu Sosial*. Jakarta: Salemba Humanika
- Irvan. R. M & Heryanto. (2019). *The Effect Of Competence And Workload On Motivation And Its Impact On The Performance Of Civil Servants At The Regional Secretariat Of The Regency Of Dharmasraya*. Archives of Business Research – Vol.7, No.5. Publication Date: May. 25, 2019. DOI: 10.14738/abr.75.6461.
- Johnson, Christensen & Kagermann. (2008). *Reinventing your business model*. harvard business review. Desember 2008.
- Jordao, R. V., & Novas, J. L. (2013). Study on the Use of the Balanced Scorecard for strategy Implementation in a large Brazilian Mixed Economy Company. *Journal of technology Management & Technology*, 98 - 107.

- Kalender, Z. T & Vayvay, O. (2016). *The Fifth Pillar of the Balanced Scorecard: Sustainability*. Procedia - Social and Behavioral Sciences 235 (2016) 76 – 83 doi: 10.1016/j.sbspro.2016.11.027
- Kaplan, R. S., & Norton, D. P. (2006). *alignment: using the balanced scorecard to create corporate synergies*. USA: Harvard Business School Press.
- Khanna, T & Rivkin (2001). *Estimating the performance effects of business groups in emerging markets*. Strategic Management Journal. Volume 22, Issue 1. January 2001. Pages 45-74.
- Khantimirov. (2017). *Market Share as a Measure of Performance: Conceptual Issues and Financial Accountability for Marketing Activities within a Firm*. Journal of Research in Marketing. Volume 7 No.3 August 2017.
- Klopota, I., Mjeda, T., Kurečić, P. (2018). *Exploring the Motivation of Employees in a Firm: A Case-Study*. Business Systems Research. Vol. 9 No. 1.
- Kotler, Philip & Keller. K. (2016). *Marketing Management, 15th Edition*. Pearson Education, Inc.
- Kurniasari, V & Memarista, G. (2017). *Analisis Kinerja Perusahaan Menggunakan Metode Balanced Scorecard*. Universitas Kristen Petra
- Laksmi, A. C. (2015). *Continuing Professional Development for the Auditing Profession: Evidence From Indonesia*. RMIT University
- Ljupco, Lucija & Marina (2008) *The Importance Of Balanced Scorecard As A Strategic Management Tool And Its Implementation In The Companies In R. Macedonia And Worldwide*. EconPapers journal 2008 p:21-31.

- Lucianetti, L. (2010). The impact of the strategy maps on balanced scorecard performance. *Int. J. business performance management*, 21-36.
- Macedonia, R. (2008). the importance of balanced scorecard as a strategic management tool and its implementation in the comanies in R macedonia and worldwide. *Cea Journal Of Economics*.
- Mangkunegara, A. P. (2009). *Manajemen sumber daya manusia*. Bandung: PT. Remaja Rosdakarya.
- Mintzberg, H., Ahlstrand, B., Lampel, J. (1998). *Strategy safari: A guided tour through the wilds of strategic management*. Penerbit: Free Press.
- Moeliono, M Anton. (1993). *Tata bahasa Baku Bahasa Indonesia*. Jakarta: Balai Pustaka
- Moleong, L. J. (2007). *Metodologi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.
- Mondy, R. W. (2008). *Manajemen Sumber Daya Manusia*. Jakarta: Erlangga.
- Montgomery, Douglas. (2008). *Applications of design of experiments in engineering*. Volume 24, Issue 5 August 2008. Pages 501-502.
- Nielsen, S., & Nielsen H, E. (2015). The Balanced Scorecard and the Strategic Learning Process: A System Dynamics Modeling Approach. *Hindawi Publishing Corporation*, 1-20.

- Nurcahyo. R., Pustiawari. S., Gabriel D.S. (2018). *Developing A Strategy Map Based on Sustainability Balanced Scorecard Framework for Manufacturing Industry in Indonesia*. International Journal of Engineering & Technology, 7 (2.34) (2018) 48-51.
- Odekerken, S., Gaby, Wulf D.K., & Schumacer P. (2003). *Strengthening Outcomes of retailer-consumer relationship The dual impact of relationship marketing tactics and consumer personality*. Journal of Business Research Vol. 56,pp. 177-190.
- Pancawati, M., Tjahjono, H. K., & Puji, M. K. (2010). Peta Strategi pengembangan TVRI Stasiun DIY berbasis Balanced Scorecard. *Jurnal Bisnis: Teori dan Implementasi*, 219-245.
- Pawirosumarto., Sarjana, P. K., Gunawan, R. (2017). *The effect of work environment, leadership style, and organizational culture towards job satisfaction and its implication towards employee performance in Parador Hotels and Resorts Indonesia*. International Journal of Law and Management. Vol. 59 Issue: 6, pp.1337-1358.
- Porter, M. (1996). *What is strategy?* Harvard Business Review 74(6) 61–78.
- Raco, R. J. (2010). *Metode Penelitian Kualitatif*. Jakarta: PT. Gramedia Widiasarana Indonesia
- Rao, S., & Sreelakshmi, G. (2017). Balanced Scorecard_Strategy Mapping Tool: a Case Study. *Asian Journal of applied science and Thechnology*, 117-121.
- Robbins, Stephen P. 2001. *Perilaku Organisasi: Konsep, Kontroversi, Aplikasi*, Jilid 1, Edisi 8, Prenhallindo, Jakarta

- Rupita, A. J., & Tjahjono, H. K. (2018). Intention of Hospital Managers in Implementing the Balanced. *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*, 212-220.
- Savsar, C. (2015). From Performance Measurement to Strategic. *Journal of Economic Development, Environment and People*.
- Sekaran, U., & Bougie, R. (2013). *research methods for business*. United Kingdom: John Wiley & Sons Ltd.
- Soegoto, E. S. (2009). Penerapan manajemen kinerja dengan pendekatan balanced scorecard dalam meningkatkan akuntabilitas perguruan tinggi. *Majalah ilmiah UNIKOM*, 137.
- Subadi, T. (2010). *Lesson Studi Berbasis PTK (Penelitian Tindakan Kelas): Suatu Model Pembinaan menuju Guru Profesional*. Surakarta: Badan penerbit FKIP UMS.
- Subaidi, A., & Mauludin, H. (2017). Analysis of employee performance appraisal based on 360 methods and balanced scorecard at Malang medium tax office. *IOSR Journal if business and management*.
- Sugiyono. (2010). *Metode Penelitian Pendidikan*. Bandung: CV Alfabeta.
- Sujarweni, Wiratna. (2014). *Metode Penelitian: Lengkap, Praktis, dan Mudah Dipahami*. Yogyakarta: Pustaka Baru Press
- Sutrisno, E. (2013). *Manajemen Sumber Daya Manusia*. Jakarta: Kencana.

- Taufik, A. R., Djamhuri, A., & Saraswati, E. (2018). Performance measurement using balanced scorecard (BSC) (Study at Hospitals in Pasuruan). *Journal accounting and business education*.
- Thompson, P. G. & Strickland. (2012). *Crafting and Executing Strategy. The Quest for Competitive Advantage*. New York: Mc Graw Hill
- Tjahjono, Achmad (2009), *Akuntansi Pengantar 2*, Yogyakarta: Ganbika
- Tjahjono, H.K (2004), *Budaya Organisasional dan Balanced Score Card : Dimensi teori dan praktik*. UPFE UMY
- Utami, L. R. (2017). Efek Balanced Scorecard terhadap penentuan strategi perusahaan. *Jurnal Bisnis dan Ekonomi (JBE)*, 62-74.
- Wahyuni, R. R., & Haryono, S. (2014). Pengaruh perilaku organisasi pada kinerja pegawai. *The Asia pacific journal of management* .
- Walker. J.W. (2001). *Perspectives*. Human Resource Planning, Vol. 24 No. 1, pp.6-10.
- Wulandari, R., Fahmi, I., & Nurmalina, R. (2017). Perencanaan strategis dengan pendekatan balanced scorecard pada perusahaan properti (studi kasus: elang group). *Jurnal aplikasi bisnis dan manajemen*, 229-312.
- Yu, M. L., Hamid, S., Ijab, M. T., & Soo, H. P. (2009). The e-balanced scorecard (e-BSC) for measuring academic staff performance excellence. *Springer Science+Business Media B.V*, 57:813-823.