

DAFTAR PUSTAKA

- Akpol (2007), Profil Akademi Kepolisian, Semarang
- Anderson, J.C., Rungtusanatham, M., Schroeder, R.G. (1994), "A Theory of Quality Management Underlying the Deming Management Method" **Academy of Management Review**, Vol. 19, No. 3
- Basu Swastha Dharmmesta (1998), "Teknologi Informasi dalam Pemasaran : Implikasi dalam Pendidikan Pemasaran", **Jurnal Ekonomi dan Bisnis Indonesia**, Vol. 13, No. 3, pp. 116 – 125
- Beals, Reginald M. (2000) "Competing Effectively : Environmental Scanning, Competitive Strategy and Organizational Performance in Small Manufacturing Firms", **Journal of Small Business Management**, Januari, pp.27-45
- Carmona, Salvador dan Anders Gronlund (2003), "Measures vs Action: the Balanced Scorecard in Swedish Law Enforcement", **International Journal of Operation and Production Management**, Vol. 23, No.12, pp.1475-1496
- Cobbold, Ian; Gavin Lawrie, and Khalil Issa, (2004), "Designing A Strategic Management Sistem using the third generation balanced scorecard," **International Journal of Productivity and Performance Management**, Vol.53, No.7
- Cooper, Donald R. & C. William Emory (1998) **Metode Penelitian Bisnis**, Erlangga, Jakarta
- Croteau, P dan Li Ming Fang., 2003, "The Tyranny of The Balanced Scorecard in the innovation economy", **Journal of Intellectual Capital**
- Davis, P.S dan Schul, P.L. (1993), "Addressing the Contigent Effect of Business Unit Strategic Orientation on Relationships between Organizational Context and Business Performance", **Journal of Business Research**, Vol.27, pp.183-200

- Dilanthi Amaratunga, Richard Haigh, dan Marjan Sarshar, (2002), "Application of the balanced scorecard concept to develop a conceptual framework to measure facilities management performance within NHS facilities," **International Journal of Health Care Quality Assurance**, ABI/INFORM Global
- Ferdinand, Augusty Tae, (2006), **Structural Equation Modelling Dalam Penelitian Manajemen**, Badan Penerbit Universitas Diponegoro Semarang.
- Flak, Leif Skiftenes dan Willy Dertz (2005), **Stakeholder Theory and Balanced Scorecard to Improve IS Strategy Development in Public Sector**, Agder University College, Norway
- Fuad Mas'ud, (2004), **Survai Diagnosis Organisasional (Konsep dan Aplikasi)**, Badan Penerbit Universitas Diponegoro
- Ghozali, Imam, 2001, **Aplikasi Analisis Multivariate dengan program SPSS**, Badan Penerbit UNDIP, Semarang.
- Indriantoro, Nur & Bambang Supomo (2002), **Metodologi Penelitian Bisnis untuk Akuntansi dan Manajemen**, BPF, Yogyakarta
- Jaworski, B.J. and Kohli, A.K. (1993), "Market Orientation: Antecedent and Consequences", **Journal of Marketing**, vol. 57, July, pp. 53-70
- Kadarmanta, A (2008) **Pendidikan Polisi berbasis Kompetensi**, PT. Forum Media Utama, Jakarta.
- Keats, B.W. dan Hitt, M.A (1988) "A Causal Model of Linkages Among Environmental Dimension, Macro Organizational Characteristics and Performance", **Academy of Management Journal**, Vol. 31, No. 3, pp.570-598
- Kaplan, Robert S. & David P. Norton (1996), **Using The Balanced Scorecard as Strategic Management System**, Harvard Business School Press
- Kuncoro, Mudrajad (2003), **Metode Riset untuk Bisnis dan Ekonomi**, Penerbit Erlangga, Jakarta
- Li, Mingfang dan Simerly, R.L. (1998) "The Moderating Effect of Environmental Dynamism on the Ownership and Performance Relationship", **Strategic Management Journal**, Vol.19, pp.169-179