

Daftar Referensi

- 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.
- Barney, J. B., 1991 " *Strategic factors market: Expectation, Luck and business strategy* ", **Management Science**, 42 (10), pp.1231-1241.
- 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.
- Cooper, Donald R. & C. William Emory (1998) **Metode Penelitian Bisnis**, Erlangga, Jakarta.
- 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.
- Flak, Leif Skiftenes dan Willy Dertz (2005), Stakeholder Theory and Balanced Scorecard to Improve IS Strategy Development in Public Sector, **Agder University College**, Norway.
- Ferdinand A, 2004, **Structural Equation Modelling Dalam Penelitian Manajemen**, Semarang : Badan Penerbit Universitas Diponegoro.

- Hair, J.F., Jr., R.E. Anderson, R.L. Tatham & W.C. Black, (1995), **Multivariate Data Analysis With Readings**, Englewood Cliffs, NJ: Prentice Hall.
- Hornngren, C.T. (1992), **Cost Accounting: A Managerial Emphasis**, Englewood Cliffs, NJ: Prentice-Hall.
- Indriantoro, Nur & Bambang Supomo (2002), **Metodologi Penelitian Bisnis untuk Akuntansi dan Manajemen**, BPFE, Yogyakarta.
- 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 Sistem**, 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.
- Mintzberg, 1988 "*Competitive Advantage*", **Management Science**.
- Mulyadi, (2001), **Balanced Scorecard, alat manajemen kontemporer untuk pelipatganda kinerja keuangan perusahaan**, Edisi ke-2, Salemba Empat, Jakarta.
- Pearce II, J. A., and Robinson Jr. R. B., 1996, **Strategic Management: Formulation, Implementation, and Control**, 5th Edition, Irwin, Chicago.
- Parasuraman, A., Vareri, A., Zeithaml, Leonard L. Berry, (1988), "SERVQUAL: A Multiple-item scale of Measure konsumen perception of Future Research", **Journal of Marketing**, vol.49 (November).
- Porter, M.E., 1980, **Competitive Strategy, Technique for Analyzing Industry and Competitors**, Free Press, London.

- Porter, M.E., 1998, **Competitive Advantage, Creating and Sustaining Superior Performance**, Free Press, London.
- Porter, M.E., 2003, **Strategi Bersaing: Teknik Menganalisis Industri dan Pesaing**, Erlangga.
- Roger, Brian, Sean de burca, Teresa Brannick, dan William J Glynn, (2000), "Quality practices, Quality performance and business performance: A test of the Trade Off and multiple capability theories," **Journal of The Irish Academy of Management**.
- Sarosa, Samiaji dan Zowghi, Didar (2003), "Strategy for Adopting Information Technology for SMEs : Experience in Adopting Email Within an Indonesian Furniture Company", **Electronic Journal of Information Syatems Evaluation** Vol. 6 Issue 2 pp. 165 – 176.
- Sukanto, (2000), **Keunggulan bersaing**, PT. Gramedia Pustaka Utama.
- Utama, Sidharta (1997), "Economic Value Added: Pengukuran Penciptaan Nilai Bank", **Manajemen Usaha Indonesia**, No. 4, Th.XXVI.
- Yee-Chin Lilian Chan (2004), "Performance Measures and adoption of Balanced Scorecard: a Survey of Municipal Goverments in the USA and Canada", **The International Journal of Public Sector Management**, Vol.17, No.3, pp.204-221.