

## DAFTAR PUSTAKA

- Armstrong, M., & Baron, A. (2005). *Managing Performance: Performance Management in Action*. CIPD Publishing.
- Astuti, Y., Safrudin, A. (2017). Metode FUZZY AHP untuk Pemilihan Ketua OSIS pada SMA N 1 Jogonalan Klaten, *Citec Journal*, Vol. 4, No. 1, Manajemen Informatika STMIK AMIKOM Yogyakarta.
- Chanias, S., & Hess, T. (2016). UNDERSTANDING DIGITAL TRANSFORMATION STRATEGY FORMATION: INSIGHTS FROM EUROPE'S AUTOMOTIVE INDUSTRY. *PACIS 2016 Proceedings*. 296
- Drucker, P. F. (1954). *The Practice of Management*. Harper & Row.
- Eckerson, W. W. (2009). *Performance dashboards: Measuring, monitoring, and managing your business*. John Wiley & Sons.
- Elkington, J., 1998. Partnerships from cannibals with forks: the triple bottom line of 21<sup>st</sup> century business. *Environ. Qual. Manag.* 8, 37–51. <https://doi.org/10.1002/tqem.3310080106>.
- Kaplan, R. S., & Norton, D. P. (1996). *The Balanced Scorecard: Translating Strategy into Action*. Harvard Business Review Press.
- Kaplan, R. S. (2012). Conceptual Foundations of the *Balanced Scorecard*. In *Handbook of Management Accounting Research* (Vol. 3, pp. 1251-1269). Elsevier.
- Kaplan, R. S., & Norton, D. P. (1992). The *Balanced Scorecard: Measures that Drive Performance*. *Harvard Business Review*, 70(1), 71-79.
- Marr, B., & Schiuma, G. (2003). Measuring and managing intellectual capital and knowledge assets in new economy organizations. *Journal of Intellectual Capital*, 4(1), 48-74.
- Neely, A., Gregory, M., & Platts, K. (2005). Performance measurement system design: A literature review and research agenda. *International Journal of Operations & Production Management*, 25(12), 1228-1263.
- Parmenter, D. (2015). *Key Performance Indicators (KPI): Developing, Implementing, and Using Winning KPIs*. John Wiley & Sons.
- Robbins, S. P., & Coulter, M. (2007). *Manajemen* (Edisi 9). Erlangga.

- Sugiyono. 2006. Statistika untuk Penelitian. Bandung: Alfabeta.
- Suhartanto, D., Putra, I. G. E., & Santoso, P. B. (2018). The Implementation of Key Performance Indicators in University Social Responsibility to Support the Achievement of Green Campus. *Journal of Environmental Management and Tourism*, 9(2), 233-241.
- Wilson, James A. The Triumph of the Automobile: The Social and Cultural Impact of the Motorcar. New York: Penguin Books, 1979.
- Yap, C., Siu, E., Baker, G. R., Brown, A. D., and Lowi-Young, M. P. (2005). A comparison of systemwide and hospital-specific performance measurement tools/practitioner application. *Journal of HealthcareManagement*, 50(4), p.251-62.