

## DAFTAR PUSTAKA

- Alawi, A.A. (2015). *The Role Of Engagement On Stakeholder's Satisfaction With The Destination Marketing Organisation's Performance*. Thesis. School of Advertising, Marketing, and Public Relations Faculty of Business Queensland University of Technology, [www.sampr.org](http://www.sampr.org)
- Archakova, A. (2013) *Service Quality and Customer Satisfaction. Case study: Company X*. Thesis. Faculty of Business Administration Lappeenranta Saimaa University of Applied Sciences. [www.lsas.org](http://www.lsas.org)
- Amanita, A dan Sarjono, H. (2013). Pengukuran Kinerja Perusahaan Menggunakan Metode *Balanced Scorecard* Pada PT. Asuransi Jasa Tania Tbk.
- Bakar, Z. A. et.al. (2015). *The Effect of Business Continuity Management Factors on Organizational Performance: A Conceptual Framework*. International Journal of Economics and Financial Issues, ISSN: 2146-4138 available at <http://www.econjournals.com>
- Benn, S., et.al. (2016). *Defining And Identifying Stakeholders: Views From Management And Stakeholders*. S.Afr.J.Bus.Manage.2016,47(2)
- Cascio, W.F. (2006). *Applied Psychology in Personnel Management*. 3rd edition. New Jersey : Prentice Hall, Inc
- Chai, L. (2016). *Synergy among Business Processes: The Construct, Drivers, Consequences and Managerial Implications*. Graduate Theses and Dissertations. <https://lib.dr.iastate.edu/etd/16510>
- Chukwu, G.J., et.al. (2018). *Stakeholders' Satisfaction and Performance of Insurance Firms in Nigeria*. IOSR Journal of Economics and Finance (IOSR-JEF) e-ISSN: 2321-5933, p-ISSN: 2321-5925. Volume 9, Issue 6 Ver. III (Nov. – Dec.2018), PP 06-13 [www.iosrjournals.org](http://www.iosrjournals.org)
- Creswell, J. W. (2014). *Qualitative Inquiry & Research Design: Choosing among Five Approaches (4th Ed.)*. Thousand Oaks, CA: SAGE
- Dania, W. A. P, dkk. (2012). Analisis Pengukuran Kinerja Korporasi Menggunakan Metode *Performance Prism* (Studi Kasus Di Pt Inti Luhur Fuja Abadi, Pasuruan). Jurnal Teknologi Pertanian Vol. 13 No. 1 [April 2012] 67-77
- Dessler, G. (2010). *Manajemen Sumber Daya Manusia Edisi Kesepuluh Jilid 2*. Jakarta: Index.

- Dobre, O.I. (2013). *Employee motivation and organizational performance*. Review of Applied Socio- Economic Research (Volume 5, Issue 1/ 2013 ), pp. 53. <http://www.reaser.eu>
- Elnaga, A., & Imran, A. (2013). *The Effect of Training on Employee Performance*. European Journal of Business and Management Vol.5, No.4, ISSN 2222-2839
- Hamid, E.S dan Malian, S. (2004). *Memperkokoh Otonomi Daerah Kebijakan Evaluasi dan Saran*. Yogyakarta : UII Press
- Fahmi, I. (2013). *Manajemen Kinerja (Teori dan Aplikasinya)*. Alfabeta: Bandung.
- Khadka, K., & Maharjan, S. (2017). *Customer Satisfaction And Customer Loyalty, Case Trivsel Städtjänster (Trivsel siivouspalvelut)*. Thesis. Centria University Of Applied Sciences Business Management, November 2017, [www.centria.org](http://www.centria.org)
- Kuncoro, M. (2005). *Strategi (Bagaimana Meraih Keunggulan Kompetitif)*. Jakarta: Penerbit Erlangga.
- Maltis, R.L., & Jackson, J.H. (2006). *Human Resources Management. Manajemen Sumber Daya Manusia*. Terjemahan Diana Angelica.. Edisi 10. Jakarta : Salemba Empat
- Mahsun, M. (2006). *Pengukuran Kinerja Sektor Publik*. Yogyakarta: BPFE Yogyakarta.
- Mangkunagara, A. A. (2012). *Manajemen Sumber Daya Manusia, Edisi I Cetakan 20*. Jakarta: Bumi Aksara.
- Mayasari, I., Haryanti, K. dan Hindiarto, F.(2012). Penilaian Kinerja Berdasarkan Kompetensi dan KPI (Key performer indicator) Perusahaan daerah Air minum Kabupaten Semarang. *Prediksi, Kajian Ilmiah Psikologi* - No. 2, Vol . 1 , Juli -Desember 2012, hal. 224 – 228
- Mazibananga, T. (2012). *In what ways can CSR be adopted as a sustainable business strategy? - A case study of Zimbabwe companies*. Thesis. Master of Business Administration Leadership, The University of Liverpool. <https://www.researchgate.net/publication/235719060>
- Mittal. V., & Frennea, C. (2010). *Customer Satisfaction: A Strategic Review And Guidelines For Managers*. Marketing Science Institute. <https://www.researchgate.net/publication/291865854>

- Moeheriono, (2012). *Pengukuran Kinerja Berbasis Kompetensi*. Jakarta : Raja Grafindo Persada
- Nestor, S. (2001). *International Efforts to Improve Corporate Governance: Why and How*. available at [http: www.oecd.com](http://www.oecd.com)
- Rivai, V dan Basri, M. F. A. (2005). *Performance Appraisal*. Jakarta: PT. Raja Grafindo Persada
- Rokhim, M. (2017). Penentuan *Key Performance Indicator* Dengan Metode *Balanced Scorecard*. *Jurnal Teknik Industri*, Vol. 18, No.02, ISSN 1978-1431
- Sugiono. (2006). *Memahami Penelitian Kualitatif*. Bandung: Alfabeta.
- \_\_\_\_\_. (2011). *Memahami Penelitian Kualitatif R&D*. Bandung: Alfabeta.
- Syafrudin. (2017). *Key Performance Indicator* Dalam Mengukur Kinerja Karyawan Di Unit Pengelola Kegiatan Lestari. *Al-Mustashfa: Jurnal Penelitian Hukum Ekonomi Islam* Vol. 2, No. 2
- Tandiontong, M, dkk. (2011). Pengaruh Efektifitas Penerapan Metode *Balance Scorecard* Dalam Meningkatkan Kinerja Perusahaan (Studi Kasus Pada Pt Pln (Persero) Distribusi Jabar Dan Banten). *Jurnal Riset Akuntansi* Vol.III No.2 Oktober 2011
- Wirawan. (2009). *Evaluasi Kinerja Sumber Daya Manusia*. Jakarta: Salemba Empat.
- Weber, M. & Zarko, I.P. (2018). *A Regulatory View on Smart City Services*. *Sensors* 2019, 19, 415; doi: 10.3390/ s19020415 [www.mdpi.com/journal/sensors](http://www.mdpi.com/journal/sensors)