

## DAFTAR PUSTAKA

- Bastian, Indra. 2001. Akuntansi Sektor Publik. Penerbit BPFE, Universitas Gajah Mada, Yogyakarta.
- Carton R. B. (2004). *Measuring organizational performance: An explanatory study. A Graduate Dissertation*, University of Georgia, Athens.
- Carton R. B., Hofer C.w. (2006). *Measuring organizationperformance: Metrics for enterpreneurship and strategic management research*, Edward Legard Publishing Limited.
- Chopra, S., and Meindl, P. (2001). *Supply chain management : Strategy, planning, and operations*. New Jersey – Prentice Hall.
- Chopra, Sunil and Peter Meindl, 2004. *Supply Chain Management Strategy, Planning, and Operation*. Second Edition.
- Chow, Chee W. dan Wim A. Van Der Stede, 2006. “The Use and Usefulness of Nonfinancial Performance Measures”, *Management Accounting Quarterly* Spring, Volume 7 Nomor 3.
- Claycomb C, Droge C, Germain R., 1999. The effect of just-in-time with customers on organizational design and performance. *International Journal of Logistics Management*, 10(1), 37–58
- Cook, Robert L., Michael S. Graver, 2011. “Subscription Supply Chain”, *Mid American Journal of Business*, Vol. 17, No. 2, p: 37-45.
- David Simchi-Levi, 2000, “Designing And Managing The Supply Chain” , Mc Graw – Hill Companies Inc, United States of America.
- Feldmann M, Müller S. An incentive scheme for true information providing in supplychains. *OMEGA* 2003;31(2):63–73.
- Ferdinand, Augusty. 2006. *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi, Tesis, dan Disertasi Ilmu Manajemen*, Badan Penerbit Universitas Diponegoro, Semarang.
- Ghozali, Imam. 2005. *Aplikasi Analisis Multivariat dengan program SPSS*, Badan Penerbit Universitas Diponegoro, Semarang.
- Gunasekaran A, Patel C, Tirtiroglu E., 2001. Performance measures and metrics in a supplychain environment. *International Journal of Operations and Production Management*, 21(1/2), 71–87
- Indrajit R. E dan Pranoto, R.D (2002) *Konsep Manajemen Supply Chain*. Grasindo, Jakarta.

- Jahanshahi, Asghar. Gashti, Mohammad Ali Hajizadeh. Seyed Abbas, Mirdamadi, Nawaser. Khaled dan Khaksar, Seyed Mohammad Sadeq. 2011. Study the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty. *International Journal of Humanities and Social Science* Volume. 1 No. 7. Special Issue –June 2011.
- Kalakota, Ravi & Maria Robinson. 2000. *e-Business 7.0 : A Roadmap to Success*.
- Kaplan, Robert S. dan David P. Norton, (2000), “Balanced Scorecard: Menerapkan strategi menjadi aksi”, Erlangga, Jakarta.
- Keegan, Warren J. 2003. *Manajemen Pemasaran Global*. Terjemahan Alexander Sindoro. Jakarta: Jilid 1 dan 2, Prenhallindo
- Kotler, Philip. 1991. *Manajemen Pemasaran, Analisis, Perencanaan, Implementasi dan Pengendalian*. Jakarta: Erlangga.
- Li, S., Ragu-Nathan, B., Ragu-Nathan, T.S. & Subba Rao, S. (2006). “The Impact of Supply Chain Management Practise on Competitive Advantage and Organizational Performance,” *Omega*, 34(1). 107 –124
- Monczka, K.J. Petersen, R.B. Handfield, G.L. Ragatz, 1998. Success factors in strategic supplier alliances: the buying company perspective, *Decision Science*, 29 (3), 5553–5577.
- Porter, M. 1985. *Competitive Advantage*. New York: Three Free Press.
- Rahardi. 2012. Analisis Komparasi Pengukuran Kinerja Reksa Dana Menggunakan Metode Sharpe, Treynor Dan M2. *Jurnal. Fakultas Ekonomi dan Bisnis Universitas Diponegoro*
- Rahmasari, Lisda. 2011. Peningkatan Motivasi Melalui Pemberdayaan Psikologis Dan Dampaknya Terhadap Kinerja Individu. *Majalah Ilmiah INFORMATiKA* Vol. 2 No. 3, September 2011.
- Said. Andi I, *et al.*, *Produktifitas dan Efisiensi dengan Supply Chain Management* (Jakarta : Penerbit PPM, 2006)
- Sigit Soehadi, 2003, *Perilaku Organisasi*, Penerbit BPFE UST, Yogyakarta.
- Simchi-Levi, D., Kaminsky, P. and Simchi-Levi, E. (2003), “Designing and Managing the Supply Chain”, 2nd Edition, McGraw-Hill, Boston, MA.
- Stevenson, J William. 2002. *Operation Management*. New York: McGrawHill
- Sugiyono. 2010. *Metode Penelitian Kuantitatif Kualitatif & RND*. Bandung : Alfabeta
- Sugiyono. 2013. *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Bandung : Alfabeta
- Tjiptono, Fandy, 2008, *Strategi Pemasaran*, Edisi 3, ANDI: Yogyakarta.

Tjiptono, Fandy & Anastasia Diana. (2003). Total Quality Management, Yogyakarta : Andi

Ursula, G. & Wilderom, C. P. M. (1997). Organizational effectiveness = corporate performance? Why and how two research traditions need to be merged. Tilburg University, Netherlands.

Venrakaman N., Rmanujam, V. (1986). Measurement of business performance in strategy research: A comparison approach. *Academy of Management Review*, 1(4), 801-814.

