

DAFTAR PUSTAKA

- Asian Development Bank. (2023). Laporan Tahunan 2022: Membangun ketangguhan dalam keadaan menantang. Diakses pada 12 Mei 2024, dari <https://www.adb.org/id/documents/adb-annual-report-2022>
- Brynjolfsson, E., & McAfee, A. (2014). *The second machine age: Work, progress, and prosperity in a time of brilliant technologies*. W. W. Norton & Company.
- Bowen, G. A. (2009). Document Analysis as a Qualitative Research Method. *Qualitative Research Journal*, 9(2), 27–40. <https://doi.org/10.3316/QRJ0902027>
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (4th ed.). SAGE Publications.
- Chui, M., Manyika, J., & Miremadi, M. (2016). *Where machines could replace humans—and where they can't (yet)*. McKinsey Quarterly.
- Collins, J. C., & Porras, J. I. (2008). *Organizational vision and visionary organizations*. *California Management Review*.
- Direktorat Pembinaan Pengelolaan Keuangan Badan Layanan Umum. (n.d.). Situs web PPK BLU. Kementerian Keuangan Republik Indonesia. Diakses pada 12 Mei 2024, dari <https://blu-djpb.kemenkeu.go.id/>
- Doerr, J. (2018). *Measure what matters: How Google, Bono, and the Gates Foundation rock the world with OKRs*. Portfolio/Penguin.
- Hennink, M., Hutter, I., & Bailey, A. (2020). *Qualitative research methods*. SAGE Publications Inc.
- Hood, C. (1991). *A public management for all seasons?* *Public Administration*, 69(1), 3–19. <https://doi.org/10.1111/j.1467-9299.1991.tb00779.x>
- Iskandar, A. (2023). *Strategic management using OKR*. PT Elex Media Komputindo.
- Jensen, M. C., & Meckling, W. H. (1976). *Theory of the firm: Managerial behavior, agency costs and ownership structure*. *Journal of Financial Economics*, 3(4), 305–360. [https://doi.org/10.1016/0304-405X\(76\)90026-X](https://doi.org/10.1016/0304-405X(76)90026-X)
- Kementerian Keuangan Republik Indonesia. (2009). Keputusan Menteri Keuangan Nomor 76/KMK.05/2009 tentang Penetapan Institut Agama Islam Negeri Sumatera Utara pada Departemen Agama sebagai Instansi Pemerintah yang Menerapkan Pola Pengelolaan Keuangan Badan Layanan Umum. Diakses

pada 12 Mei 2024, dari
<https://jdih.kemenkeu.go.id/fullText/2009/76~KMK.05~2009Kep.HTM>

Kementerian Keuangan Republik Indonesia. (2022). Peraturan Menteri Keuangan Nomor 202/PMK.05/2022 tentang Perubahan atas Peraturan Menteri Keuangan Nomor 129/PMK.05/2020 tentang Pedoman Pengelolaan Badan Layanan Umum. Diakses pada 20 Mei 2024, dari
<https://jdih.kemenkeu.go.id/in/page/dokumen-peraturan/5f95f047-704c-4cd2-b5a9-08dae485fdb>

Kementerian Komunikasi dan Informatika Republik Indonesia. (2021). Program pelatihan digital untuk meningkatkan literasi teknologi dan sumber daya manusia Indonesia. Kementerian Komunikasi dan Informatika Republik Indonesia.

Kumar, V., & Shah, D. (2004). *Building and sustaining profitable customer loyalty for the 21st century*. *Journal of Retailing*, 80(4), 317-330.
<https://doi.org/10.1016/j.jretai.2004.10.007>

Mahmud, A., Susilowati, N., Anisykurlillah, I., & Aeni, I. N. (2024). *Internal control and financial viability: The moderating role of leadership qualities on management of income-generating activities at Indonesian higher education*. *Journal of Applied Research in Higher Education*, 16(3), 359.
<https://doi.org/10.1108/JARHE-05-2022-0162>

Nadler, D. A., & Tushman, M. L. (1997). *Competing by design: The power of organizational architecture*. Oxford University Press.

Narayanan, R., Olk, P. M., & Fukami, C. V. (2010). *The role of internships in enhancing business education: Insights from the student's perspective*. *Journal of Management Education*, 34(1), 58-78.
<https://doi.org/10.1177/1052562909338462>

Nurmillah, A. (2021). Peran BLU dalam pembangunan nasional. DJKN Kementerian Keuangan Republik Indonesia. Diakses pada 14 Mei 2024, dari
<https://www.djkn.kemenkeu.go.id/artikel/baca/14421/Peran-BLU-dalam-Pembangunan-Nasional.html>

Osborne, D., & Gaebler, T. (1992). *Reinventing government: How the entrepreneurial spirit is transforming the public sector*. Addison-Wesley.

Pemerintah Republik Indonesia. (2005). Peraturan Pemerintah Nomor 23 Tahun 2005 tentang Pengelolaan Keuangan Badan Layanan Umum. Diakses pada 12 Mei 2024, dari <https://peraturan.bpk.go.id/Home/Details/49441/pp-no-23-tahun-2005>

- Porter, M. E. (1980). *Competitive strategy: Techniques for analyzing industries and competitors*. The Free Press.
- Reichheld, F. F. (2003). *The loyalty effect: The hidden force behind growth, profits, and lasting value* (2nd ed.). Harvard Business School Press.
- Suriadi, S., Adams, M., & Kumar, A. (2020). Flexible integration of blockchain with business process automation: A federated architecture. *Journal of Management and Information Technology*, 37(1), 1-22. <https://doi.org/10.1080/02683962.2019.1700190>
- Thompson, M. A., Peteraf, J. E., Gamble, T., & Strickland, C. A. J. (2022). *Crafting and executing strategy: The quest for competitive advantage concepts and cases*. McGraw-Hill Education.
- Wehrich, H. (1982). *The TOWS matrix: A tool for situational analysis*. *Long Range Planning, 15(2), 54–66. [https://doi.org/10.1016/0024-6301\(82\)90120-](https://doi.org/10.1016/0024-6301(82)90120-)
- Westerman, G., Bonnet, D., & McAfee, A. (2014). *Leading digital: The playbook for digital transformation*. Harvard Business Review Press
- Wheelen, T., Hunger, J. D., Hoffman, A. N., & Bamford, C. E. (2018). *Strategic management and business policy* (15th ed.). Pearson Education Limited.
- .