

Bibliography

- Ahn, Heinz. "Applying the Balanced Scorecard Concept: An Experience Report." *Long Range Planning* 34, no.4, 2001: 441-461.
- Al-Zwyalif, Inaam M. "Using a Balanced Scorecard Approach to Measure Environmental Performance: A Proposed Model." *International Journal of Economics and Finance*, 2017: 118.
- Anthony, N Robert, and Govindarajan Vijay. *Management Control System*. Boston: McGraw-Hill Education, 2007.
- Atkinson, A. A, R. S. Kaplan, E. M Matsumura, and Young S. M. *Management Accounting: Information for Decision-Making and Strategy Execution Sixth Edition*. New Jersey: Pearson Education, Inc., 2012.
- Chaudron, D. "The Balanced Scorecard & Performance Improvement." 2003.
- Creswell, John W. *Research Design: Qualitative, Quantitative, and Mixer Methods Approaches*. California: Sage Publications, 2003.
- Erwin, interview by Imanuel Abri Utomo. (January 15, 2018).
- Gamble, J. E., M Peteraf, and Jr., A. A A.Thimpson. *Essentials of Strategic Management*. New York: McGraw-Hill, 2015.
- Gekonge, C. O. "What a System!" *The Profesional Journal of KASNEB*, 2005.
- George, JM, and Gareth R Jones. *Contemporary Management: Creating Value in Organizations, 8th Edition, Global Edition*. New York: McGraw-Hill, 2014.
- Harris, Patrick. "The Importance of Employees in the Process of Building Customer Experience." *Journal of Brand Management*, 2007.
- Hoque, Z, and W James. "Linking Balanced Scorecard Measures to Size and Market Factors: Impact on Organizational Performance." *Journal of Management Accounting Research*, 2000: 1-17.
- Iveta, Gabčanová. "Human Resources Key Performance Indicators." *Journal of Competitiveness Vol. 4*, 2012: 117-128.
- Janakiram, B, and Vijay N. Rao. *Management and Behavioral*. New Delhi: Excel Books, 2010.
- Johnson, H.T. "Toward a New Understanding of Nineteenth-Century Cost Accounting Rev, 56(3)." 1981: 510-518.

- Kaplan, R. S, and D. P. Norton. "The Balanced Scorecard: Translating strategy into action. Boston." *Harvard Business School Press*, 1996.
- Kaplan, Robert S. "Conceptual Foundations of the Balanced Scorecard." *SSRN Electronic Journal*, 2010.
- Kopecka, Nattarinee. "The Balanced Scorecard Implementation. Integrated Approach, and the Quality of its Measurement." *Procedia Economics and Finance* 25, 2015: 59-69.
- Kotler, P. *Marketing Management*. New Jersey: Prentice Hall, 2000.
- Krishnan, Anbalagan, Kwok Mow Chan, Jeya Chandra Malar Jayaprakash, Junaid M. Shaikh, and Abu Hassan Bin Md Isa. "Measurement of Performance at Institutions of Higher Learning: the Balanced Scorecard Approach." *International Journal of Managerial and Financial Accounting*, 2008: 199.
- Malgwi, Dr A A, and H. Dahiru. "Balanced Scorecard Financial Measurement of Organization Performance: a Review." *IOSR Journal of Economics and Finance* 4, 2014: 1-10.
- Malina, M, and F Selto. "Choice and change of performance model measures." *Management Accounting Research*, 2004.
- Maryanne, Mowen M., and Hansen R. Don. *Managerial Accounting*. Ohio: Thomson/South-Western, 2007.
- Mintzberg, H. *The Structuring of Organizations*. New Jersey: Prentice Hall, 1979.
- Mulyadi. *Balanced Scorecard: Alat Manajemen Kontemporer untuk Pelipatganda Kinerja Keuangan Perusahaan*. Jakarta: Salemba Empat, 2001.
- NetMBA.com Balanced Scorecard*. n.d.
<http://www.netmba.com/accounting/mgmt/balanced-scorecard/> (accessed November 14, 2017).
- Neviana, interview by Imanuel Abri Utomo. (January 2018, 2018).
- Niven, P. R. *Balanced Scorecard Step-by-step: Maximizing Performance and Maintaining Results*. New Jersey: John Wiley & Sons, Inc., 2002.
- Norton, David P, and Robert S. Kaplan. "The Balanced Scorecard: Measures That Drive Performance." *Harvard Business Review*, 1992.
- Sekaran, U. *Research Methods for Business*. New York: John Wiley & Sons, 2003.
- Stewart, Charles J., and William B. Cash. *Interviewing: Principles and Practices*. New York: McGraw-Hill, 2003.

Sumanto, interview by Imanuel Abri Utomo. (January 15, 2018).

Swawipra, Ida Bagus, interview by Imanuel Abri Utomo. (February 20, 2018).

Team, BSC Designer. *Balanced Scorecard Fact Sheet and Statistics*. January 14, 2015. <https://bscdesigner.com/balanced-scorecard-fact-sheet.htm>. (accessed November 13, 2017).

Velimirović, Dragana, Milan Velimirović, and Rade Stanković. "Role and Importance of Key Performance Indicators Measurement." *Serbian Journal of Management* 6, no.1, 2011.