

REFERENCE

(Robertson, 2002 dalam Mohamad Mahsun, 2006: 25). Mahsun, Mohamad. (2006). *Pengukuran Kinerja Sektor Publik*, Penerbit BPFE, Yogyakarta.

Anthony, R. N. & Govindarajan, V. (2007). *Management Control System*, (12th ed.). New York: McGraw-Hill.

Atkins, M. H., & Lowe, J. F. (1997). Sizing up the Small Firm: the UK and Australian Experience, *International Small Business Journal*, (15)3, 42-55. <http://dx.doi.org/10.1177/0266242697153003>

Department of Management, Iowa. "What are the different types of performance measures?" Accessed on March 2018. <https://dom.iowa.gov/faq/what-are-different-types-performance-measures>

Gamble, J. E., Peteraf, M. A., & Thompson, Jr. A. A. (2013). *Essentials of Strategic Management: The Quest for Competitive Advantage*, (4th ed.). New York: McGraw-Hill.

Hansen, D. R. & Mowen, M. (2000). *Managerial Accounting*. Mason: Thomson South-Western.

Hennink, M., Hutter, I., & Bailey, A. (2010). *Qualitative research methods*. London: Sage Publications, Ltd.

Indosat Ooredoo. <https://indosatOoredoo.com/id/personal>. Accessed April 2018.

Kaplan, R. S. & Norton, D. P. (1992), *The Balanced Scorecard – Measures that Drive Performance*. Boston: Harvard Business Review.

Kaplan, R. S. & Norton, D. P. (1996). *The Balanced Scorecard: Translating Strategy into Action*, (1st ed.). Boston: Harvard Business Review.

Kaplan, R. S. & Norton, D. P. (2000). *Focusing Your Organization on Strategy – with the Balanced Scorecard*, (2nd ed.). Boston: Harvard Business Review.

Kaplan, R. S. & Norton, D. P. (2007). *Using the Balanced Scorecard as a Strategic Management System*. Boston: Harvard Business Review.

Lister, J. (2009). *Performance Measurement Types*. Retrieved from: http://www.ehow.com/list_6717347_performance-measurement-types.html

Lubis, I. (n.d.). *Laporan Keuangan*. Retrieved from: http://www.getbookee/get_book.php?u

Niven, P. R. (2002), *Balanced Scorecard Step-by-step: Maximizing Performance and Maintaining Results*. New York: John Wiley & Sons, Inc.

Othman, Rozhan & Khairy Ahmad Domil, Ahmad & Che Senik, Zizah & Abdullah, Nor & Hamzah, Noradiva. (2006). A Case Study of Balanced Scorecard Implementation in a Malaysian Company. *Journal of Asia-Pacific Business*.

Sekaran, U., & Bougie, R. (2009). *Research Method for Business*. Chichester: John Wiley & Sons, Inc.

Wibowo. (2007). *Manajemen Kinerja*. Jakarta: PT Raja Grafindo Persada

Wikipedia. https://id.wikipedia.org/wiki/Indosat_Ooredoo. Accessed April 2018.

Yuwono, Seny, E. Jukarno, M. Ikhsan,(2002) Petunjuk Praktis Penyusunan
Balanced Scorecard: Menuju Organisasi yang Berfokus pada Strategi, Jakarta:
PT. Gramedia Pustaka Umum.