

DAFTAR PUSTAKA

- Anthoula, Kladogeni, and Hatzigeorgiou Alexandros. 2011. "Designing a Balanced Scorecard for the Evaluation of a Local Authority Organization." *European Research Studies* 14, no. 2 (Oktober): 66-80.
- Atkinson, A. A., Kaplan, R. S., Matsumura, E. M., & Young, S. M. 2012. *Management Accounting: Information for Decision-Making and Strategy Execution*. New Jersey: Pearson Education Inc.
- Bungin, Burhan. 2009. *Analisis Penelitian Data Kualitatif*. Jakarta: Raja Grafindo.
- Creswell, J. W. 2003. *Research Design: Qualitative, Quantitative, and Mixed Method Approach*. USA: Sage Publication.
- Cahya, Puspita. 2018. Penerapan *Balanced Scorecard* dalam Pengukuran Kinerja Organisasi Sektor Publik (Studi pada Dinas Perhubungan Daerah Istimewa Yogyakarta). Skripsi Gelar Sarjana. Universitas Gadjah Mada.
- Kaplan, R. S., & Norton, D. P. 1992. The Balanced Scorecard: Measure that Drive Performance. *Harvard Business Review*.
- , 1996. *The Balanced Scorecard: Translating Strategy into Action*. Boston: Harvard Business School Press.
- , 2001. *The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in The New Business Environment*. Boston: Harvard Business School Press.
- Mulyadi. 2001. *Balanced Scorecard: Alat Manajemen Kontemporer Untuk Pelipatganda Kinerja Keuangan Perusahaan*. 2nd ed. Jakarta: Salemba Empat.
- , 2014. *Sistem Terpadu Pengelolaan Balanced Scorecard*. Yogyakarta: UPP STIM YKPN.
- McAdam, Rodney, and Timothy Walker. "An Inquiry into Balanced Scorecards within Best Value Implementation in UK Local Government." *Public Administration* 81, no. 4 (2003): 873-892.
- Miles, B. Matthew, and Michael Huberman. *Analisis Data Kualitatif Buku Sumber Tentang Metode-Metode Baru*. Jakarta: UIP, 1992.

Niven, Paul R. 2002. *Balanced Scorecard: Step by Step Maximizing Performance and Maintaining Results*. New Jersey: John Wiley & Sons, Inc.

-----, 2003. *Balanced Scorecard: Step by Step for Government and Non Profit Agencies*. New Jersey: John Wiley & Sons, Inc.

-----, 2006. *Balanced Scorecard Step-by-Step: Maximizing Performance and Maintaining Results*. New York: John Wiley & Sons, Inc.

Northcott, Deryl, and Tuivaiti Ma'amora Taulapapa. 2012. "Using The Balanced Scorecard to Manage Performance in Public Sector Organizations: Issues and Challenges." *International Journal of Public Sector Management* 25, no. 3.

Osborne, D., and P. Plastrik. *The Reinventor's Fieldbook: Tools for Transforming Your Government*. San Francisco: Josey-Bass, 2000.

"Peraturan Presiden Republik Indonesia No. 81 Tahun 2010 Tentang Grand Design Reformasi Birokrasi 2010-2025." Jakarta, Desember 21, 2010.

Rigby, D. K. 2018. *Management Tools: An Executive Guide*. Retrieved from Bain&Company:http://www.bain.com/Images/BAIN_BOOK_Management_Tools_2017.pdf

Sekaran, U., & Bougie, R. 2016. *Research Methods For Business: A Skill Building Approach*. New York: John Wiley & Sons.

Smith, Shilinka. 2014. Performance management as Ritual in the New Zealand Public. Thesis Gelar Master. Auckland University of Technology.

Yin, Robert K. 2009. *Case Study Research: Design and Methods*. 4th Ed. Thousand Oaks, CA: Sage Publication.