

## DAFTAR PUSTAKA

- BPJS Kesehatan. (2017). *Utilisasi Review tahun 2017*. BPJS Kesehatan KC Surakarta, Surakarta.
- Creswell, John W. (2014). *Research Design : Qualitative, Quantitative, and mixed methods approaches*, SAGE Publication Inc, United States of America.
- Kaplan, Robert S. dan Norton, David P. (1992). *The Balanced Scorecard : Measures that Drive Performance*, Harvard Business Review, Harvard Business School Publishing Corporation, Massachusetts.
- Kaplan, Robert S. dan Norton, David P. (1996). *The Balanced Scorecard: Translating Strategy Into Action*, Harvard Business School Press, Massachusetts.
- Kaplan, Robert S. dan Norton, David P. (2000). *Having Trouble With Your Strategy? Then Map It*. Harvard Business Review, Harvard Business School Publishing Corporation, Massachusetts.
- Kaplan, Robert S. dan Norton, David P. (2004). *Strategy Maps*. Harvard Business School Press, Massachusetts.
- Mulyadi. (2018). *Sistem Terpadu Pengelolaan Kinerja Personel Berbasis Balanced Scorecard*, UPP STIM YKPN, Yogyakarta.
- Mulyadi, dan Setiawan, Johny. (1999). *Corporate Culture and Performance, Dampak Budaya Perusahaan Terhadap Kinerja*, Prenhallindo, Jakarta.
- Niven, Paul R., (2002). *Balanced Scorecard Step by Step Maximizing Performance and Maintaining Results*, John Wiley & Sons, Inc, New York.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 56 Tahun 2014 tentang Klasifikasi dan Perizinan Rumah Sakit.
- Rumah Sakit Mata Solo. (2018). *Laporan Keuangan tahun 2014-2018*, Rumah Sakit Mata Solo, Surakarta.
- Thompson, A.A., Peteraf, M.A., Gamble, J.E., dan Strickland III, A.J., (2018). *Crafting & Executing Strategy : The Quest for Competitive Advantage Concepts and Cases*, McGraw Hill Education, New York.
- Trisnantoro, Laksono. (2005). *Aspek Strategis Manajemen Rumah Sakit Antara Misi Sosial dan Tekanan Pasar*, ANDI, Yogyakarta.
- Undang-Undang Republik Indonesia Nomor 44 Tahun 2009 tentang Rumah Sakit.