

DAFTAR PUSTAKA

- Advendi S.U., N. M. G., Andeka R. T., M.A. Ineke P., 2015, “Sistem Penilaian Kinerja Pegawai Menggunakan Logika *Fuzzy* (Studi Kasus PT. PLN Persero APD Bali), *Jurnal Fakultas Teknologi Informasi Universitas Kristen Satya Wacana*, No. 7, pp. 1-6.
- Ambar, T. S., dan Rosidah, 2003, *Manajemen Sumber Daya Manusia*, Graha Ilmu, Yogyakarta.
- Arikunto, S., 2002, *Manajemen Penelitian*, Rineka Cipta, Jakarta.
- As’ad, M., 1998, *Psikologi Industri*, Liberty, Yogyakarta.
- Azwar, S., 2000, *Reliabilitas dan Validitas Data*, Pustaka Pelajar, Yogyakarta.
- Bernardin, H. J., dan Russel J. E. A., 1993. *Human Resource Management*, McGraw Hill Inc., Singapore.
- Boucher, T. O., 2006, *Design of Industrial Information System*, Elsevier Inc., Burlington.
- BUMN, 2014, *Kriteria Penilaian Kinerja Unggul*, BUMN, Jakarta.
- Churchill G. A., 2005, *Basic Marketing Research*, Erlangga, Jakarta.
- Deliarnov, 2012, *Perkembangan Pemikiran Ekonomi*, Raja Grafindo Persada, Jakarta.
- Gaspersz, Vincent, 2005, *Sistem Manajemen Kinerja Terintegrasi Balanced Scorecard dengan Six Sigma Untuk Organisasi Bisnis dan Pemerintah*, Gramedia Pustaka Utama, Jakarta.
- Gibson, Ivancevich, Donnelly. 1985. *Organisasi*, Jilid I, Edisi 8, Binarupa Aksara, Jakarta.
- Haines, S., 2000, *The System Thinking Approach to Strategic Planning and Management*, 1st ed., CRC Press LLC, Florida.
- Ibrahim Johanes, 2006, *Hukum Organisasi Perusahaan*, Revika Aditama, Bandung.
- Indonesian Quality Award Foundation, 2007, *Kriteria Kinerja Ekselen (Malcolm Baldrige Criteria for Performance Excellence) 2011-2012 Bidang Bisnis*, Indonesian Quality Award Foundation, Jakarta.

- Jambekar, Anil B., 2000, "A Systems Thinking Perspective of Maintenance, Operations, and Process Quality", *Journal of Quality in Maintenance Engineering*, Vol. 6 Iss: 2, pp.123 – 132.
- Klingner D. E., dan Nalbandian J., 1985, *Public Personel Management*, Prentice Hall, New Jersey.
- Kristiyanti Celina Tri Siwi, 2008, *Hukum Perlindungan Konsumen*, Sinar Grafika, Jakarta.
- Nugraheni R. P., Mochamad C., Remba Y. E., 2015, Perancangan Sistem Pengukuran Kinerja Perusahaan Dengan Metode *Performance Prism* (Studi Kasus PT. PLN (Persero) Area Malang), *Jurnal Universitas Brawijaya*, Vol. 112, pp. 123- 131.
- O'Loughlin, A., McFadzean E., 1999, Toward a Holistic Theory of Strategic Problem Solving, *Team Performance Management*, Vol. 5, No. 3, pp. 103-120.
- Php.net, 2001, History of PHP, <http://php.net/manual/en/history.php.php>, online accessed on 1 Feb. 2015.
- PT PLN, 2013, *Rencana Jangka Panjang PT PLN (Persero)*, PT PLN (Persero), Jakarta.
- PT PLN UPJB, 2014, *Rencana Jangka Panjang 2014-2018*, PT PLN UPJB, Yogyakarta.
- _____, 2014, *Panduan Manitoring Kinerja SPP-SP dan Aset Operator*, PT PLN UPJB, Yogyakarta.
- Sadikin Iskandar, 2010, *Bunga Rampai Kriteria Malcolm Baldrige National Quality Award*, Lembayung Center Indonesia, Bandung.
- Senge, P.M., and J.D. Sterman, 1992, Systems Thinking and Organizational Learning: Acting Locally and Thinking Globally in the Organization of Future, *European Journal of Operational Research*, Vol.59, No.1, pp.137-150.
- Sugianto Fajar, 2011, *Economic Analysis Of Law, Seri Analisis Ke-ekonomian Tentang Hukum Seri I*, Kencana, Jakarta.

- Sugiyono, 2010, *Metode Penelitian Kuantitatif Kualitatif & RND*, Alfabeta, Bandung.
- Sterman, J., 2000, *Business Dynamics: Systems Thinking and Modeling for a Complex World*, McGraw Hill, Boston.
- Swirski, K., 2011, Power Plant Performance Monitoring Using Statistical Methodology Approach, *Journal of Power Technologies*, Vol.92, No.2, pp.63-76.
- Vanany, I., 2003, Aplikasi Analytic Network Process (ANP) pada Perancangan System Pengukuran Kinerja, *Jurnal Teknik Industri*, Vol.5, No.1, pp.50-62.
- Widienius, M., dan David A., 2002, *MySQL Reference Manual Documentation from The Source*, O'reilly Media Inc., Gravenstein.