

## DAFTAR PUSTAKA

- Adams, Chris dan Neely, Andy, 2002, *The Performance Prism Can Boost M&A Success*, Cranfield School of Management.
- Arabzad, S. Mohammad, Bahrami, Mahdi, dan Ghorbani, Mazaher, 2012, *Integrating Kano-DEA Models for Distribution Evaluation Problem*, *Procedia-Social and Behavioral Sciences*, Vol.41, pp. 506-512.
- Bernolak, C, 1997, *Productivity Gainsharing: Working Paper*, International Labor Organization, No. EMD/16/E
- Bhagatav, Vankatesh, 2009, *Technical Efficiency Measurement by Data Envelopment Analysis: An Application in Transportation*, *Alliance Journal of Business Research*.
- Chew, W., 1988, *No-nonsense guide to measuring productivity*, *Harvard Business Review*, Vol. 66 No. 1, pp. 110-18.
- Christopher, William F. Dan Thor, Carl G, 1993, *Handbook of Productivity Measurement and Improvement*, Productivity Press, Oregon.
- Cooper. William W., Seiford, Lawrence M., dan Tone, Kaoru, 2007, *DATA ENVELOPMENT ANALYSIS A Comprehensive Text with Models, Applications, References and DEA Solver Software*, Springer Science and Business Media, New York.
- Febriarso, Pandu, 2008, *Perancangan Sistem Kinerja dengan Metode Performance Prism (Studi Kasus Hotel Arini Jl. Brigjen Slamet Riyadi No.361 Solo)*, Laporan Tugas Akhir, Jurusan Teknik Industri Fakultas Teknik Universitas Muhammadiyah Surakarta.
- Galbreath, Jeremy, 2006, *Does Primary Stakeholder management positively affect the bottom line?: Some evidence from Australia*, *Management Decision*, Vol. 44, pp. 1106-1121.
- Griffin, R. W., 2004, *Manajemen*, Erlangga, Jakarta

- Halsteinli, Vidar, Kittelsen, Sverre A., dan Magnussen, Jon, 2009, *Productivity growth in outpatient child and adolescent mental health services: The impact of case-mix adjustment*, *Social Science and Medicine*, Vol.70, pp. 439-446.
- Hannula, Mika, 2000, *Total Productivity Measurement based on Partial Productivity Ratio*, *International Journal of Production Economics*, Vol. 78, pp. 57-67.
- Ittner, Christopher D. dan Larcker, David F., 2003, *Coming Up Short on Nonfinancial Performance Measurement*, *Harvard Business Review* Article, 1-10.
- Jackson, M. dan Petersson, P., 1999, *Productivity – an overall measure of competitiveness*, *Proceedings of the 2nd Workshop on Intelligent Manufacturing Systems*, Leuven, 22-24 September, pp. 573-581.
- Kendrick, J.J., 1993, *TQM ups Revenues, Productivity, studies show*, *Quality*, Vol 32 No. 2.
- Meena, P.L. dan Sarmah, S.P., 2012, *Development of a Supplier Satisfaction Index Model*, *Industrial Management and Data Systems*, Vol. 112, pp 1236-1254
- Min, Hokey., Min, Hyesung, dan Joo, Seong-Jong, 2008, *A Data Envelopment Analysis-based balance scorecard for measuring comparative efficiency of Korean luxury hotel*, *International Journal of Quality and Reliability Management*, Vol. 25, pp 349-365
- Moseng, B. dan Rolstadas, A., 2001, *Success factors in the productivity process*, *Proceeding of 10th World Productivity Congress*.
- Organisation of Economic and Cooperation Development, 2001, *Measuring Productivity*, OECD Publications.
- Purwanto, R. Nugroho dan Siswadi, Erwinta, 2006, *Pengolahan Data Skala Terbatas dengan Metode Data Envelopment Analysis (DEA): Studi Kasus Efektivitas Peluncuran Produk Baru*, *Majalah Usahawan LMFEUI*.

- Rezkyka, Nyimas Rika, 2007, *Analisis Faktor – Faktor yang mempengaruhi tingkat kepuasan pelanggan restoran cepat saji X*, Skripsi, Fakultas MIPA Universitas Indonesia.
- Shim, Gyu-Yeol, Lee, Seung-hwan, dan Kim, Yong-man, 2006, *How Investor Behavioral Factors Influence investment satisfaction, trust in investment company, and reinvestment intention*, Journal of Business Research. Vol. 61. pp 47-55.
- Singgih, Moses L. dan Chandra Viki, 2008, *Pengukuran Efisiensi Jasa Pelayanan Stasiun Pengisian Bahan Bakar Umum (SPBU) dengan Metode Data Envelopment Analysis*, Laporan Penelitian, Jurusan Teknik Industri Institut Teknologi Sepuluh November.
- Tangen, Stefan, 2005, *Demystifying Productivity and Performance*, International Journal of Productivity and Performance Management, Vol. 54, pp. 34-46.
- Wang, Ying-Ming, Liu, Jun, dan Elhag, Taha M.S., 2007, *An integrated AHP-DEA methodology for bridge risk assessment*, Computers and Industrial Engineering Journal, Vol.54, pp. 513-525.
- Yee, Rachel W. Y., Yeung, Andy, C.L., dan Cheng, T.C. Edwin, 2008, *The Impact of employee satisfaction on quality and profitability in high-contact service industry*, Journal of Operations Management, Vol. 26, pp. 651-668.