

DAFTAR PUSTAKA

- Cooper, Donald R., dan Schlinder, Pamela.S. 2011. *Business Research Methods 11th Edition*. New York: McGraw Hill.
- Fred R. David. 2011. *Strategic Management Concept & Cases, Chapter 6 – Strategy Analysis and Choice*. Upper Saddle, NJ: Prentice Hall
- Kaplan, Robert S., dan Norton, David P. 2004. *Strategy Maps*. Boston, Massachusetts: Harvard Business School Press
- Kotabe, M., dan Helsen, K. 2010. *Global Marketing Management*. Hongkong: John Wiley and Sonds, Inc
- Porter, Michael E. 2008. “The Five Competitive Forces That Shape Strategy.” Harvard Business Review.
- Singh, Pramendra, K. 2012. “Management of Business Process Can Help an Organization Achieve Competitive Advantage.” International Management Review.
- Thompson, Arthur A., Peteraf, Margaret A., Gamble, John E, dan A.J. Strickland III. 2012. *Crafting and Executing Strategy 18th Edition*. New York: McGraw Hill.
- International Telecommunication Union (ITU) 1999, Telecommunication Development Handbook, Available: <http://www.itu.int> 1999
- Nielsen, A.C. Research; *Consumer Trends in Telecommunication*; 2013
- Pearce, J.A. dan Robinson, R.B. *Formulating, Implementing and Controlling of Competitive Strategy*. Richard D. Irwin Inc. 1994
- Website Wikipedia mengenai Pengertian Sistem Informasi Manajemen. Diakses pada 20 Februari 2014, dari http://id.wikipedia.org/wiki/Sistem_informasi_manajemen
- Website Postel, www.postel.go.id
- Website International Telecommunications Union www.itu.int

Wirelessintellegence.com

Website smartfren, www.smartfren.com