

## DAFTAR PUSTAKA

- Assauri, S.,2008. *Manajemen Produksi dan Operasi*. Jakarta: LPFEUI.
- Assifie, 2004.*Analisa Kinerja Organisasi dengan Pendekatan System Dynamic : Studi Kasus pada DJB menggunakan Perspektif Modifikasi Balanced Scorecard*, Program Pascasarjana Departemen. Ilmu administrasi FISIP UI.
- Bizhan,N,B,. Zeinolabedin, A,S.,2014. Performance Evaluation of Banks: An Integrated DEA and BSC. *Science Road Publishing Corporation*10(1). 2-7
- Charnes, A., Cooper, W., & Rhodes, E. 1978. Measuring the efficiency of decision making units.*European Journal of Operational Research*, 2, 429–444.
- Chen, T., & Chen, L. 2007. DEA performance evaluation based on BSC indicators incorporated: The case of semiconductor industry. *International Journal of Productivity and Performance Management*, 56(4), 335-357.
- Eilat H., Golany, B., & Shtub, A. 2008. R&D project evaluation: An intergrade DEA and Balanced Scorecard approach. *Omega*, 36, 895-912.
- Eisenhardt, K. M. 1989. Agency theory: An assessment and review. *Academy of Management Review* 14.
- Fama and Jensen, 1983.Agency Problem and Residual Claims.*Journal of Law & Economic*, Vol XXVI.
- Fletcher, H. D., & Smith, D. B. 2004.Managing for value: Developing a performance measurement system integrating economic value added and the Balanced Scorecard in strategic planning.*Journal of Business Strategies*, 21, 1-17.
- Gasperz, 2011.*Total Quality Management*, PT. Gramedia Pustaka Utama, Jakarta.
- Green, Alison and David Mayes.1991. Technical Inefficiency in Manufacturing Industries. *The Economic Journal* 101(406), 523-538.
- Giuffrida, A and Gravelle, H. 2001. “*Measuring Performance in Primary Care: Econometric Analysis and DEA*. University of York.
- Hadad, Muliaman., Wimboh Santoso., Dhaniel Ilyas dan Eugenia Mardanugraha, 2003. *Analisis Industri Perbankan Indonesia : Penggunaan Metode Nonparametrik Data Envelopment Analysis (DEA)*.
- Hanafi. 2010. *Analisis Manajemen Keuangan*. Edisi Pertama.Yogyakarta. BPFE
- Hansen dan Mowen, 2009.*Akuntansi Manajemen*, Edisi 8, Jakarta, Penerbit Salemba Empat.

- Indratwati, 2010. *Analisis Efisiensi Teknis BUMD Dengan Menggunakan Metode DEA*. Universitas Sebelas Maret, Surakarta.
- Indriantoro, N., & Supomo, B. 2013. *Metodologi Penelitian Bisnis Untuk Akuntansi & Manajemen (Pertama)*. Yogyakarta: BPF.
- Ittner, C.D., Larcker, D.F., 1998b. Are nonfinancial measures leading indicators of financial performance? An analysis of customer satisfaction. *Journal of Accounting Research* 36: 1–35.
- Jensen and Meckling 1976. Theory of the Firm. Managerial Behavior, Agency Cost and Ownership Structure. *Journal of Financial Economics*. Vol 3 No. 4
- Jemric dan Vujcic, 2002. *Efficiency of Banks in Croatia: A DEA Approach*. Comparative Economic Studies.
- Kaplan, R. S., & Norton, D. P. 1996. *Using the balance scorecard as a strategic management system*. Harvard Business Review, 74(1), 75–85.
- Kaplan, R.S. and Norton, D.P, 1996. *The Balanced Scorecard: Translating Strategy into Action*. Harvard Business School Press, MA, USA.
- Kaplan, R.S. and Norton, D.P. 2001. "Transforming the balanced scorecard from performance measurement to strategy management: part 1", *Accounting Horizons*, Vol. 15 No. 1, pp.87-104.
- Kasim, A., 1993. *Pengukuran Efektifitas Organisasi*. Jakarta: Fakultas Ekonomi Universitas Indonesia.
- Kasim, A., 1993. *Pengukuran Efektifitas Organisasi*. Jakarta: Fakultas Ekonomi Universitas Indonesia.
- Mahmudi, 2007. *Manajemen Kinerja Sektor Publik*. Yogyakarta: Unit Penerbit dan Percetakan Sekolah Tinggi Ilmu Manajemen YKPN.
- Mahmudi, 2007. *Manajemen Kinerja Sektor Publik*. Yogyakarta: Unit Penerbit dan Percetakan Sekolah Tinggi Ilmu Manajemen YKPN.
- Mardiasmo, 2002. *Akuntansi Sektor Publik*, Penerbit Andi, Yogyakarta.
- Mulyadi, 2007. *Sistem Perencanaan dan Pengendalian Manajemen*. Salemba Empat, Jakarta.
- Mulyadi, 2009. *Balanced Scorecard : Alat Manajemen Kontemporer untuk Pelipatganda Kinerja Keuangan Perusahaan*, Cetakan Pertama, Salemba Empat, Jakarta.

- Najafi, E., Aryanegad, M., Lotfi, F., and Ebnerasould, A. 2009. Efficiency and effectiveness rating of organization with combined DEA and BSC. *Applied Mathematical Sciences*, 3, 239-265.
- Nugroho, Sahid S. 1995. Analisis DEA dan Pengukuran Efisiensi Merk. *Jurnal Kelola / 8 / IV*, 43-52. Yogyakarta.
- Rickards, R.C. 2003. Setting benchmarks and evaluating balanced scorecards with data envelopment analysis. *Benchmarking*, 10(3), 226–245.
- Rickards, R. C. 2007. BSC and benchmark development for an e-commerce SME. *Benchmarking*, 14, 222-250.
- Robertson, 2002. *Perwujudan Akuntabilitas Instansi Pemerintahan*, Edisi Pertama, Pustaka Belajar, Yogyakarta
- Sawir, 2005. *Analisis Kinerja Keuangan dan Perencanaan Keuangan Perusahaan*. PT Gramedia Pustaka, Jakarta.
- Sekaran, 2006. *Metode Penelitian Untuk Bisnis*. Jakarta: Salemba Empat
- Suchaeri, 2012. *Total Customer*. Solo : Metagraf.
- Sucipto, S, K. 2009. Pengukuran Performasi dan Efisiensi dengan Menggunakan Balance Scorecard dan Data Envelopment Analysis Berdasarkan Kriteria Balance Scorecard. *Tugas Akhir*, Jurusan Teknik Industri, Institut Teknologi Sepuluh Nopember, Surabaya.
- Sugiyono, 2010. *Metode Penelitian Bisnis*, cetakan ke14, Bandung: Alfabeta.
- Sukmadinata, 2011. *Metode Penelitian Pendidikan*. Bandung : PT Remaja Resdakarya
- Sumanth, 1985. *Productivity Engineering and Management*. New York: Mc Graw-Hill Book Company.
- Suseno, 2008. Analisis Kinerja dan Skala Ekonomi pada Industri Perbankan Syariah di Indonesia. *Journal of Islamic and Economics*, Volume 2 N0.1 Jakarta.
- Thoriq, 2015. *Pengaruh Komunikasi Pemasaran Terhadap Kepuasan Pelanggan*. *Skripsi*, Jurusan Ilmu Komunikasi, Universitas Negeri Yogyakarta.
- Tjiptono, 2012. *Pemasaran Strategic*. Yogyakarta, ANDI
- Trick, Michael A. 1996. *Data Envelopment Analysis for Consultants*. Mcgrawhill Book Comp. London.
- Wang, Y And Chang, W,. 2013. Evaluating Firm Performance with Balanced Scorecard and Data Envelopment Analysis. *Wseas transactions on business and economics*.

- Watts and Zimmerman 1986. *Positif Accounting Theory*. New Jersey : Pentice-Hall International Inc.
- Wibowo. 2007. *Manajemen Kinerja*. PT. Raja Grafindo Persada, Jakarta.
- Youngblood, A.D. and Collins, T.R., Addressing balanced scorecard trade-off issues between performance metrics using multi-attribute utility theory, *Engineering Management Journal*, Vol. 15 No. 1, 2003, pp.11-15.
- Yuwono, 2002. *Petunjuk Praktis Penyusunan Balanced Scorecard Menuju Organisasi yang Berfokus pada Strategi*, PT. Gramedia Pustaka Utama, Jakarta.
- Zopiatis, A. 2010. Is it art or science? Chef's competencies for success. *International Journal of Hospitality Management*, 29(1), 459-467.