

DAFTAR PUSTAKA

- Bryson, J. M., Ackermann, F., & Eden, C. (2007, Jul/Aug). Putting the Resource-Based View of Strategy and Distinctive Competencies to Work in Public Organization. *Public Administration Review* .
- Cobbold, I., & Lawrie, G. (2003). Classification of Balanced Scorecards based on their intended use. *PMA Conference*. Maidenhead, Berkshire: 2GC Active Management.
- Cobbold, I., & Lawrie, G. (2003). The Development of the Balanced Scorecard as a Strategic Management Tool. *PMA Conference*. Maidenhead, Berkshire: 2GC Active Management.
- De Kluyver, C. A., & Pearce, J. A. (2006). *Strategy A View from the Top*. New Jersey: Pearson Education.
- Hrebiniak, L. G. (2005). *Making Strategy Work*. New Jersey: Wharton School Publishing.
- Kaplan, R. S. (2005). How the balanced scorecard complements the McKinsey 7-S model. *Strategy & Leadership* , 33(3), pp. 41-46.
- Kaplan, R. S., & Norton, D. P. (2006). *Alignment: Using the balance Scorecard to Create Corporate Synergies*. Boston: Harvard Business School Publishing.
- Kaplan, R. S., & Norton, D. P. (2001). Building a Strategy Focused Organization. *Ivey Business Journal* , 12-19.
- Kaplan, R. S., & Norton, D. P. (1993, September-October). Putting the Balanced Scorecard to Work. *Harvard Business Review* , pp. 134-142.
- Kaplan, R. S., & Norton, D. P. (2001). *Strategy Focused Organization*. Boston: Harvard Business School Publishing.
- Kaplan, R. S., & Norton, D. P. (2004). *Strategy Maps: Converting Intangible Assets into Tangible Outcomes*. Boston: Harvard Business School Publishing.
- Kaplan, R. S., & Norton, D. P. (1996, January). Using the Balanced Scorecard as a Strategic Management System. *Harvard Business Review* .
- Kartajaya, H., Yuswohadi, & Taufik. (1998). *Bridging to the Network Company*. Jakarta: Gramedia.
- Llewellyn, S., & Tappin, E. (2003, June). Strategy in the Public Sector: Management in the Wilderness. *Journal of Management Studies* .
- Luis, S., & Biromo, P. A. (2007). *Step by step in cascading Balanced Scorecard to Functional Scorecards*. Jakarta: PT. Gramedia Pustaka Utama.

- Manajemen PT. Pos Indonesia. (2007). *Laporan Manajemen triwulan IV*. Bandung: PT. Pos Indonesia.
- Morgan, M., Levitt, R. E., & Malek, W. (2007). *Executing Your Strategy: How to break it down & get it done*. Boston: Harvard Business School Press.
- Morisawa, T., & Kurosaki, H. (2003, 12 1). Using the Balanced Scorecard in Reforming Corporate Management Systems. *NRI Papers* .
- Niven, P. R. (2002). *Balanced Scorecard Step by step: Maximizing performance and maintaining results*. New York: John Wiley & Sons.
- Padmodimuljo, D. (2004). *Pengukuran kualitas pelayanan PT Pos Indonesia*. Jakarta.
- Poister, T. H., & Streib, G. D. (1999, March). Strategic Management in the Public Sector. *Public Productivity & Management Review* .
- Pos Indonesia. (2007). *Rencana Jangka Panjang PT Pos Indonesia (Persero 2007 - 2011)*. Bandung: Pusat Perencanaan korporat dan transformasi PT Pos Indonesia (Persero).
- (2003). *Postal Market 2004, Review and outlook*. Universal Postal Union.
- (2007). *Rencana Jangka Panjang PT Pos Indonesia (Persero 2007 - 2011)*. Bandung: Pusat Perencanaan korporat dan transformasi PT Pos Indonesia (Persero).
- Simons, R. (2000). *Performance Measurement & Control Systems for Implementing Strategy*. New Jersey: Pearson Education International.
- Thompson, A. A., Strickland, A. J., & Gamble, J. E. (2008). *Crafting and Executing Strategy: The Quest for Competitive Advantage*. New York: McGraw-Hill.
- Undang Undang Republik Indonesia no 6 tahun 1984 tentang POS. (1984). Indonesia.
- Wheelen, T. L., & Hunger, J. D. (2008). *Strategic Management and Business Policy*. New Jersey: Pearson Prentice Hall.