

DAFTAR PUSTAKA

- [1] N. A. F. Nasution, "Analisis Pengukuran Kinerja Perusahaan Dengan Menggunakan Balanced Scorecard Pada PT. Telekomunikasi Indonesia Tbk-Witel Medan," 2021, *Universitas Islam Negeri Sumatera Utara*.
- [2] A. M. Lubis, D. A. Pane, and P. Nurjanah, "Analisis Balanced Scorecard sebagai Alat Pengukur Kinerja Perusahaan (Studi Kasus pada PT Toyota Astra Motor)," *Trending J. Manaj. Dan Ekon.*, vol. 1, no. 1, pp. 209–228, 2023, doi: 10.30640/trending.v1i1.516.
- [3] P. Kotler and K. L. Keller, *Marketing Mangement*. 2016.
- [4] M. Armstrong and S. Taylor, *Armstrong's handbook of human resource management practice: A guide to the theory and practice of people management*. Kogan Page Publishers, 2023.
- [5] R. Djannah and Triyonowati, "Pengaruh Kinerja Keuangan Terhadap Pertumbuhan Laba Pada Perusahaan Food and Beverages," *J. Ilmu dan Ris. Manaj.*, vol. 6, no. 7, pp. 1–16, 2017.
- [6] S. M. Zaqi, "Analisis Balanced Scorecard Sebagai Alat Ukur Kinerja Perusahaan Pada PT Tunas Mobilindo Perkasa Cabang Tunas Daihatsu Perintis," 2024, *Politeknik STMI Jakarta*.
- [7] D. Norton and R. Kaplan, "Translating Strategy into Action: The Balanced Scorecard," *Harv. Bus. Rev.*, 2000.
- [8] S. Ismail, "Manajemen strategik," *Jakarta: Erlangga*, vol. 256, 2012.
- [9] M. R. Subagya, A. B. Taufiq, and A. Alipudin, "Pengukuran Kinerja Perusahaan Dengan Metode Balanced Scorecard Pada PT. Garuda Metalindo Tbk," *J. Online Mhs. Bid. Akunt.*, vol. 9, no. 4, 2022.
- [10] F. R. David, "Manajemen Strategis. Edisi Sepuluh," *Jakarta: Salemba Empat*, 2006.
- [11] R. S. Sedjati, *Manajemen Strategis*. Deepublish, 2019.
- [12] W. Wibowo, "Manajemen Kinerja (Edisi Keenam)," *Jakarta Jakarta Rajawali Pers*, vol. 70, 2014.
- [13] Y. T. Ningrum, "Analisis Pengukuran Kinerja Perusahaan Dengan Balanced Scorecard Studi Kasus Pt Bpr Wijayamulya Santosa," *Yogyakarta Univ. Sanata Dharma*, 2017.
- [14] M. Zikrilla, "Pengukuran Kinerja Perusahaan PT Unilever. Tbk Menggunakan Metode Balanced Scorecard," 2019, *Institut Agama Islam Negeri (IAIN) Batusangkar, Batusangkar*.
- [15] I. Muasaroh, "PERANCANGAN PENERAPAN BALANCE SCORECARD SEBAGAI ALAT UKUR KINERJA PADA INSTITUSI KESEHATAN DALAM PERSPEKTIF EKONOMI ISLAM (Studi Pada Puskesmas Rawat Inap Permata Sukarama Bandar Lampung)," 2017, *UIN Raden Intan Lampung*.
- [16] F. Rangkuti, "SWOT Balanced Scorecard; Teknik Menyusun Strategi Korporat yang Efektif Plus Cara Mengelola Kinerja dan Resiko," 2017.
- [17] R. S. Kaplan and D. P. Norton, *Strategy maps: Converting intangible assets into tangible outcomes*. Harvard Business Press, 2003.
- [18] P. R. Niven, *Balanced scorecard: Step-by-step for government and nonprofit agencies*. John Wiley & Sons, 2008.

- [19] D. Sundoro, Y. J. Nuryatno, R. A. Delyuzar, and F. Aprilindo, "Analisis Kinerja Perusahaan Metode Balanced Scorecard pada PT XYZ (Maufaktur Injeksi Plastik) Periode 2021-2023," vol. 4, no. 1, pp. 739–754, 2024.
- [20] I. A. Andika, I. C. Chandra, and S. Mario, "Analisis Balance Scorecard Sebagai Alat Pengukuran Kinerja Perusahaan X," *Ina. J. Ind. Qual. Eng.*, vol. 9, no. 2, pp. 109–117, 2021, doi: 10.34010/iqe.v9i2.4319.
- [21] A. J. C. Darius, D. P. E. Saerang, and S. Pangerapan, "Penerapan Balanced Scorecard Sebagai Alat Pengukuran Kinerja Manajerial Pada Pt Taspen (Persero) Cabang Manado," *J. EMBA J. Ris. Ekon. Manajemen, Bisnis dan Akunt.*, vol. 9, no. 3, pp. 832–842, 2021.
- [22] S. A. Indri, H. K. Tjahjono, and R. Widowati, "BUSINESS STRATEGY MAP AND KEY PERFORMANCE INDICATORS FOR SAFFRON PETSHOP BASED ON BALANCED SCORECARD 1 INTRODUCTION Companies must be more responsive to survive and thrive in a changing corporate environment that is increasingly competitive (Ratna et al ,," pp. 1–16, 2024.
- [23] Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: CV. Alfabeta, 2017.
- [24] Bonifacio, "6 Metrics to Measure Employee Engagement: The Employers Guide," <https://www.shiftbase.com/blog/employee-engagement-metrics>.
- [25] A. Farhan, D. Kurniawan, and L. Fitria, "Penyusunan Rencana Strategis di PT . Panairsan Pratama Menggunakan Metode Balanced Scorcard," *J. Online Inst. Teknol. Nas.*, vol. 4, no. 01, pp. 205–216, 2016.
- [26] R. Alfaini, W. Wahyudin, and R. Puspasari, "Pengukuran Balanced Scorecard dalam Upaya Peningkatan Kinerja Pada Start-up Car Care PT. X," *J. Unitek*, vol. 16, no. 2, pp. 151–161, 2023, doi: 10.52072/unitek.v16i2.601.
- [27] R. S. Kaplan and D. P. Norton, "Having trouble with your strategy? Then map it.," *Harv. Bus. Rev.*, vol. 78, no. 5, 2000.
- [28] M. Destianissa and R. D. Pasaribu, "Development Of Strategy Map And Measuring Corporate Performance With Sustainability Balanced Scorecard Approach (Case Study On Renewable Energy Consultant Services Company Pt Xyz)," no. June, pp. 1146–1158, 2024.
- [29] N. C. Essau, J. Morasa, and P. M. Kapojos, "ANALISIS PENGUKURAN KINERJA PERUSAHAAN DENGAN MENGGUNAKAN METODE BALANCED SCORECARD PADA PT. ASTRA INTERNATIONAL, TBKâ€™€ DAIHATSU SALES OPERATION CABANG MALALAYANG," *J. EMBA J. Ris. Ekon. Manajemen, Bisnis dan Akunt.*, vol. 9, no. 2, 2021.
- [30] A. Mansyur, M. Rudy, Suriyanti, and Ramlawati 4, "Pengukuran Kinerja Perusahaan Menggunakan Metode Balance Scorecard," *Ilmu Ris. Akunt.*, vol. 3, no. 1, p. 21, 2023.
- [31] E. Sarmigi, Z. Abdallah, and Maryanto, *Akuntansi Manajemen Dasar-Dasar Pengukuran Kinerja Manajemen*, 1st ed. Yogyakarta: Deepublish, 2021.
- [32] F. I. Achmad, Rispianda, and G. P. Liansari, "Business Process Improvement Untuk Proses Penjualan , Produksi Dan Pembelian di CV. Cahaya Abadi Teknik," *J. Online Inst. Teknol. Nas.*, vol. 4, no. 01, pp.

382–393, 2016.

- [33] Kasmir, *Analisis Laporan Keuangan*. RajaGrafindo Persada, 2018.
- [34] Asri Usman, Mediaty, Nadhilah Amaliah Liwan, and Oktavia Nindita, “A Systematic Literature Review: the Role of Balanced Scorecard in Performance Measurement for Corporate Sustainability,” *J. Financ. Bus. Digit.*, vol. 2, no. 4, pp. 463–484, 2023, doi: 10.55927/jfbd.v2i4.7253.