DAFTAR PUSTAKA


Flynn, Morman, 1997, Publik Sector Management, Prentice Hall


Kravchuk, Robert S; Schack, Ronald W, 1996, *Designing effective performance-measurement systems under the Government Performance


Meadows, Brian; Freeman, Kim; Berardocco, Sandro; Thomson, Ken; Zmatlo, Maria, 1994, Performance measurement at ED TEL, CMA Magazine, Vol: 68 Iss: 6, hal: 17-20.


Prabhu, Vas B; Robson, Andrew; Mitchell, Ed, 2002, Business excellence in the publik sector - a comparison of two sub-groups with the 'private' service sector, TQM Magazine, Vol: 14 Iss: 1, hal: 34.


Smith, Peter, 1996, Measuring Outcome in the Publik Sector, London: Taylor & Francis Publisher.


