

## DAFTAR PUSTAKA

- Baker, William E. and James M. Sinkula. 1999. “*The Synergistic Effect of Market Orientation and Learning Orientation on Organizational Performance*”, *Journal of The Academy of Marketing Science*, Volume 27 Nomor 4, hal 411-427.
- Banker, R. D., G. Potter and R. G. Schroeder. 1993. “*Reporting Manufacturing Performance Measures to Workers: An Empirical Study*,” *Journal of Management Accounting Research* 5 (Fall): 33-55.
- Daft, Richar. L. 1998. *Understanding Management*, Dryden Press, Forth Worth.
- Dewi, Maya Sari, 2009, “*Pengaruh Total Quality Management Terhadap Kinerja Manajerial Pada PT SUPER ANDALAS STEEL*”, Universitas Sumatra Utara, Medan.
- Garrison, H. Ray and Noren W. Eric. 2000. *Managerial Accounting*. McGraw-Hill Companies. Inc.
- Gasperz, Vincent, 2001. *Metode analisis Untuk Peningkatan Kualitas*, PT Gramedia Pustaka, Jakarta
- Ghozali, Imam, 2011. *Aplikasi Analisis Multivariate Dengan Program SPSS*, Badan Penerbit Universita Diponegoro, Semarang.
- Ghozali, Imam, 2005. *Aplikasi Analisis Multivariate Dengan Program SPSS*, Badan Penerbit Universita Diponegoro, Semarang.
- Ghozali, Kusnasriyanti Yusfaningrum dan Imam, “ *Analisis Pengaruh Partisipasi Anggaran Terhadap Kinerja Manajerial Melalui Komitmen Tujuan Anggaran dan Job Relevan Information (JRI) Sebagai Variabel Intervening*”, SNA VIII 2005 Solo.

- Hajjat, Mahmood M. 2002. “*Costumer Orientation: Cunstruction and validation of the CUSTOR Scale*”, *Marketing Intelegence and Planing*, 20 (7), hal 428-441.
- Harrington, Denis and gary Akehurst. 2000. “*An Empirical Study of Service Quality Implementation*”, *The Service Industries Journal*, Volume 20, Nomor 2.
- Heneman, H. G. 1974. “*Comparisons of Self and Superior Ratings of Managerial Performance*”, *Journal of Applied Phsycology*, hal 638-642.
- [http://: www.wikipedia.com](http://www.wikipedia.com).
- Ibrahim, Buddy. 2000. *Total Quality Management : Panduan Menghadapi Persaingan Global*. Djambatan. Jakarta.
- Ishikawa, Kaoru. 2005. *Pengendalian Mutu Terpadu*, PT Remaja Rosdakarya, Bandung.
- Ja’far, Bertha Kusuma Wardani dan Muhammad, “*Pengaruh Sistem Akuntansi Manajemen Terhadap Hubungan Manajemen Kualitas Proses dan Kinerja Kualitas Produk*”, SNA IX 2006 Palembang.
- Jogiyanto, H. M. 2004. *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-Pengalaman*, Edisi 2004/2005, BPFE, Yogyakarta.
- Mahoney, T. A., T. H. Jerdee and S. J. Carroll. 1963. *Development of Managerial Performance: A Research Approach*, Cincinnati: South Western Publ. Co.
- Mardiyah, Listianingsih dan Aida Ainul, “*Pengaruh Sistem Pengukuran Kinerja, Sistem Reward, dan Profit Center Terhadap Hubungan Antara Total Quality Management dengan Kinerja Manajerial*”, SNA VIII 2005 Solo.
- Mulyadi. 1998. *Total Quality Management*, Edisi I, Aditya Media, Yogyakarta.

- Narsa, I made dan Rani Dwi Yuniawati, *Pengaruh Interaksi Antara Total Quality Management Dengan Sistem Pengukuran Kinerja dan Sistem Penghargaan Terhadap Kinerja Manajerial (Studi Empiris Pada PT Telkom Divre V Surabaya)*, Jurnal Akuntansi & Keuangan Vol. 5, No.1
- Nasution, M. N. 2005. *Manajemen Mutu Terpadu*. Edisi Kedua, Ghalia Indonesia, Jakarta.
- Roberts, Harry V. dan Bernard F. 1993. *Quality is personal – A Foundation For Total Quality Management*, Macmillan Inc., New York.
- Sim, K. L. and L. N. Killough. 1998. “*The Performance Effects of Complementarities Between Manufacturing Practice and Management Accounting System*,” Journal of Management Accounting Research 10 (Fall): 325-346.
- Smith, D. H. and R. G. Lewis. 1997. “*The Effectiveness of Total Quality Management: A Response to The Critics*,” In R. Toracco (Ed.), *AHRD Conference*: 472-477.
- Sugiyono, 2010. *Metode Penelitian Bisnis*. Bandung: Alfabeta Bandung.
- Sumarno. J, “ *Pengaruh Komitmen Organisasi dan Gaya Kepemimpinan terhadap Hubungan Antara Partisipasi Anggaran dan Kinerja Manajerial (Studi Empiris pada Kantor Cabang Perbankan Indonesia di Jakarta)*”, ”, SNA VIII 2005 Solo.
- Tjiptono, Fandi dan Anastasia Diana. 2003. *Total Quality Management*, Edisi Revisi, Penerbit Andi, Yogyakarta.
- White, J. R and R. R. Ruh. 1973. “*Effects of Personal Values on The Relationship between Participation and Job Attitudes*”, *Administrative Science Quaterly*, hal 509.
- Zeitz, Gerland, Russel Johannesson, and J. E. Ritchie. 1997. “*An Employee Survey Measuring Total Quality Management Practices and Culture*”, *Group ang Organization Management*, Volume 22 Nomor 2, hal 414-444.