

## DAFTAR PUSTAKA

- A.F.Stoner James, DKK, 1996, Manajemen, Edisi Bahasa Indonesia, Penerbit PT. Prenhallindo, Jakarta
- Ahmadi,dan Mulyono. (1991). Psikologi Belajar. Jakarta. Rineka Cipta
- Ahmadi, S.A.A., Salamzadeh, Y., Daraei, M., Akbari, J., (2012). *Relationship Between Organizational Culture and Strategy Implementation: Typologies and Dimension*. Global Business And Management Research : An International Journal. Vol 4 no. 3&4
- Arikunto, Suharsimi. 1996. Prosedur Penelitian Jakarta : Kencana
- Arikunto Suharsimi, (2000), Manajemen Penelitian, Jakarta, Rineka Cipta.
- Arikunto, S (2002). Prosedur Penelitian, Suatu Pendekatan Praktek. Jakarta: PT. Rineka Cipta.
- Augusty, Ferdinand, 2006. Metode Penelitian Manajemen: Pedoman Penelitian Untuk. Penulisan Skripsi, Tesis
- Azwar, S. (2007). Sikap Manusia Teori dan Pengukurannya, adisi 2, Yogyakarta : Pustaka Pelajar
- Brinkschroder. (2014). *Strategy Implementation: Key Factors, Challenges and Solutions*. 4<sup>th</sup> IBA Bachelor Thesis Conference. University of Twente, Faculty of Management and Governance. The Netherlands
- Cooper, D. R & Schindler, P. (2006). *Business Research Methods*. MCGraw Hill Publishing Company UK
- Dadang Juliantara, 2005, Peningkatan Kapasitas Pemerintah Daerah Dalam Pelayanan Publik,
- Dwiyanto, Agus. 2005. Mewujudkan Good Governance Melalui Pelayanan. Publik. Yogyakarta: Gajah Mada University Press
- Ghozali, Imam, 2005. Aplikasi Analisis Multivariate dengan Program SPSS, Edisi. Ketiga, Badan Penerbit Universitas Diponegoro
- Ghozali, Imam. (2011). *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang : BP Universitas Diponegoro
- Hartadi, Bambang, 1999, Sistem Pengendalian Dalam Hubungan dengan. Manajemen dan Audit, Edisi ketiga, Penerbit BPF, Yogyakarta
- Hessel Nogi S. 2005. Manajemen Publik. Jakarta: Gramedia Widia.
- Hitt, M.A., Ireland, R.D. & Hoskisson, R.E. (2007). *Strategic Management: Competitiveness and Globalization*, 7th edition. Ohio: Thomson/South Western Hrebiniak, L.G. (2005). *Making Strategy Work*. Pearson Education, Inc
- <http://dpkd.sumbangprov.go.id/berita/read/791-upt-samsat-bukittinggi-harus-tingkatkan-pelayanan.html>
- <http://www.baritominang.co.id/pelayanan-samsat-bukittinggi-dikeluhkan-warga/>
- Imam Ghozali. 2002. Aplikasi Analisis Multivariate Dengan Program SPSS. Badan Penerbit Universitas Diponegoro Semarang
- Idris Muhammad, Troena, Eka Afnan, Noermijati, Rohman Fatchur, Newcombe, Peter A. (2013). *The Effects of Transformational Leadership Styles, Organizational Culture and Work Motivation on*

*Employee Performance*, School of Psychology University of Queensland  
Brisbane Australia.

- Isaboke, C.M. (2015). *Influence Of Organization Culture On Strategy Implementation In Selected Universities In Kenya*. International Journal of Economics, Commerce and Management. Vol. III Issue 9, September 2015. ISSN 2348 0386.
- Jooste. C, Fourie, B. (2009). *The Role Of Strategic Leadership In Effective Strategy Implementation: Perception Of South African Strategic Leaders*. Southern African Business Review. Volume 13 Number 3 2009
- Kalali, N.S., Anvari, M.R.A., Pourezat, A.A., Dastjerdi, D.K. (2011). *Why Does Strategic Plans Implementation Fail? A Study In The Health Service Sector Of Iran*. African Journal of Business Management Vol. 5(23), pp. 9831-9837, 7 October, 2011
- Kaplan, R.S, Norton, D.P. (2005). *Creating the Office of Strategy Management*. Paper 05-071.
- Kariuki., Mwendu, J. Kepha, O. (2014). *Factors Affecting Effective Implementation Of Strategic Change At Co-Operative Bank Of Kenya*. International Journal of social sciences management and entrepreneurship 1 (1): 111-129.
- Kep. Menpan No: 63/KEP/M.PAN/7/2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik
- Keputusan Menteri Pendayagunaan Aparatur Negara No. 63/KEP/M.PAN/2003 yang kemudian dikembangkan menjadi 14 unsur yang relevan, valid dan reliabel
- Lear, L.W . (2012). *The Relationship Between Strategic Leadership And Strategic Alignment In High Performing Companies In South Africa*. Dissertation of University of South Africa.
- Levin, R.I., *dkk*, 2002, Quantitative Approaches to Management (Seventh Edition),. McGraw – Hill, Inc. New ...
- Lunenburg, F.C ( 2012). *Organizational Structure: Mintzberg's Framework*. International Journal of Scholarly. Academic, Intellectual Diversity, 1-8
- Mahsun, Mohamad, 2006. Pengukuran Kinerja Sektor Publik,. Penerbit BPFE, Yogyakarta
- Malayu, S.P. 2003. Manajemen Dasar, Pengertian dan. Masalah. Jakarta : PT Toko Gunung Agung
- Mbaka, R.M & Mugambi, F. 2014. *Factors affecting succesfull strategy implementation in the water sector in Kenya*. IOSR Journal of Business and Management. Vol. 16 Issue 7. Ver III PP. 61-68.
- McShane, S.L. & Glinov.V.( 2008). *Organizationnal Behavior*. Tirth Edition. Mc Graw-Hill.
- Moenir, H.A.S, 1992, Manajemen Pelayanan Indonesia, Bumi Aksara, Jakarta
- Moeljono, Djokosantoso. 2003. Budaya Korporat dan Keunggulan Korporasi.
- Muchlas, Makmuri (2005) Perilaku Organisasi. Yogyakarta; Gadjah Mada University. Press

- Mumenya, A.G., Mokaya, S.O., Kihara, C.M. (2012). *Leadership As A Factor Affecting Effective Strategy Implementation In Manufacturing Industry In Nakuru County Kenya: A Case Study Of Bidco Oil Refineries Limited*. International Journal of Science and Research (IJSR). ISSN (Online): 2319-7064
- Nielson, G. Martin, K. and Powers, E. —The Secrets of Successful Strategy Execution. Harvard Business Review. June (2009).
- P.Siagian, (1987), Penelitian Operasional : Teori Dan Praktek, Cetakan ke-1,
- Rajasekar, J. (2014). *Factor Affecting Effective Strategy Implementation In A Service Industry: A Study Of Electricity Distribution Companies In The Sultanate Of Oman*. International Journal of Business and Social Science. Vol. 5 No. 9(1)
- Robbins S.P & Judge, T.A., (2008). *Perilaku Organisasi*. Buku 2, Jakarta : Salemba
- Robbins. P.S.,2002, Prinsip-prinsip Perilaku Organisasi. Edisi kelima
- Subagyo, P.Joko, 1985 "Metode Penelitian Dalam Teori Dan Praktek", Penerbit Rineka. Cipta
- Schroeder. 1997. Manajemen Operasi Pengambilan Keputusan dalam Fungsi Gramedia Pustaka Utama; Jakarta. Gujarati
- Setiawan. 1991. Budaya organisasi dan budaya antri, Jakarta
- Sekaran, U. (2006). *Research Methods For Business. Metodologi Penelitian Untuk Bisnis*. Buku 2 Edisi 4. Salemba Empat.
- Selly, .N. (2013). *Memahami Kepemimpinan Strategik Dan Kebudayaan Organisasi*. Populis. Vol. 7 No. 1. ISSN 1907-9893
- Sial, A.W., Muhammad, K.U., Sehar, Z., Arshad, M.S. & Iftekhar, K. (2013). *Why Do Public Sector Organizations Fail In Implementation Of Strategic Plan In Pakistan?*. Public Policy and Administration Research. Vol. 3. No. 1,
- Sugiyono, 2005, Metode Penelitian Kualitatif, Bandung: Alfabeta.
- Sugiyono. (2015). *Statistika Untuk Penelitian*. Alfabeta. Bandung. ISBN No. 978- 979-8433-10-8.
- Tika, P. (2006). *Budaya Organisasi Dan Peningkatan Kinerja Perusahaan*. PT. Bumi Aksara. Jakarta
- Tjiptono. 1995. Strategi Pemasaran. Yogyakarta: Andi Offset.
- Undang-Undang Nomor 36 tahun 2004 Tentang Anggaran Pendapatan
- Valentina Ivančić,( 2012) *The Biggest Failures In Managing Strategy Implementation* University of Rijeka Faculty of Economics, Republic
- Wheelen, T.L, Hunger, J.D. (2012). *Strategic Management and Business Policy Toward Global Sustainability*. Thirteenth edition.
- Widarjono, Agus. (2010). *Analisis Statistika Multivariat Terapan*. Yogyakarta: UPP STIM YKPN.
- William J. Stanton. 1998. Prinsip Pemasaran, jilid 1, Edisi ke V
- Winardi. 2003. *Entrepreneur & Entrepreneurship*. Kencana Prenada Media Group

- Wiyono, D. G. (2011). *Merancang Penelitian Bisnis dengan Alat Analisis SPSS 17.0 dan SmartPLS 2.0*. Yogyakarta: Unit Penerbit dan Percetakan STIM YKPN.
- Zaribaf, M., & Hamid,B. (2010). *An effective factors pattern affecting implementation of strategic plans*. Academic and Business Research Institute.