

DAFTAR PUSTAKA

- Aaker, D.A. (1989). *Managing Assets and Skills the key to a sustainable competitive advantage*. California Management Review, 31, 91-106.
- Ambrosini, V., & Bowman, C. (2009). *What are dynamic capabilities and are they a useful construct on strategic management?* International Journal of Management Reviews, 11(1), 29-49.
- Anwar, W., Shakeel, K., Hassan, S. S. (2018). *Impact of Intrinsic and Extrinsic Motivation on Employee's Retention: A Case from Call Center*. International Journal of Academic Research in Business and Social Sciences, 8(6), 652-666.
- Ardial. (2014). *Paradigma dan Model Penelitian Komunikasi*. Jakarta: Bumi Aksara.
- Askar, M. & Mortagy, A.K. (2007). *Assessing the Relative Importance of Competitive Priorities in Egyptian Companies*. SAM Advanced Management Journal, 72(3), 35–46.
- Azwar, Saifudin. (1986). *Validitas dan Reliabilitas*. Jakarta: Rineka Cipta.
- Barron, R. M. & Kenny, D. A. (1986). *The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations*. Journal of Personality and Social Psychology. 51 (6): 1173-1182.
- Barney, J. (1991). *Firm Resources and Sustained Competitive Advantage*. Journal of Management, 17, 99-120.
- Birhanu, A. G. & Wezel, F. C. (2020). *The Competitive Advantage of Affiliation with Business Groups in the Political Environment: Evidence from the Arab Spring*. Strategic Organization, 1-23.
- Blichfeldt, H. & Faullant, R. (2021). *Performance effects of digital technology adoption and product & service innovation – A process-industry perspective*. Technovation, 105, 1-13.
- Bollen, K. A. (1989). *Structural Equations with Latent Variables*. New York: John Wiley & Sons.
- Brown, T. A. (2015). *Confirmatory Factor Analysis for Applied Research (2nd Edition)*. New York: Guilford Press.

- Buli, B. M. (2017), *Entrepreneurial orientation, market orientation and performance of SMEs in the manufacturing industry: evidence from Ethiopian enterprises*. *Management Research Review*, 40(3), 292-30.
- Byrne, B. M. (2010). *Structural Equation Modeling with AMOS: Basic Concepts, Applications, and Programming (2nd Edition)*. London: Routledge.
- Carton, Robert B. (2004). *Measuring Organizational Performance: An Exploratory Study*. A Dissertation Submitted to the Graduate Faculty of The University of Georgia in Partial.
- Cooper, J. R. (1998). *A multidimensional approach to the adoption of innovation*. *Management Decision*, 36, 493-502.
- Covin, Jeffrey G. & Miles, Morgan P. (1999). *Corporate Entrepreneurship and the Pursuit of Competitive Advantage*. Sage Journals Ltd.: *Entrepreneurship Theory and Practice*, 23(3), 47-63.
- Creswell, J. C. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches (4th Edition)*. New York: Sage Publications.
- D'Aveni, R. A. (1994). *Hypercompetition Managing the Dynamics of Strategic Maneuvering*. New York: Free Press.
- Datta, S., Iskandar-Datta, I., & Sharma V. (2011). *Product market power, industry structure, and corporate earnings management*. *Journal of Banking & Finance*, 37, 3273-3285.
- Damanpour, F. (1991). *Organizational innovation: A meta-analysis of effects of determinants and moderators*. *Academy of Management Journal*, 34(3), 555-590.
- Dickson, P. R. (1992). *Toward a General Theory of Competitive Rationality*. *Journal of Marketing*, 56, 69-83.
- Dinas Kesehatan Provinsi Jawa Timur. (2022). *Laporan Tahunan Kesehatan Jawa Timur*.
- Dirisu, Joy I., Iyiola, O., & Ibidunni, O. S. (2013). *Product Differentiation: A Tool of Competitive Advantage and Optimal Organizational Performance (A Study of Unilever Nigeria Plc.)*. *European Scientific Journal*, 9(34), 258-281.
- Epizitone, A., Moyane, S.P., & Agbehadji, I.E. (2022). *Health Information System and Health Care Applications Performance in the Healthcare Arena: A Bibliometric Analysis*. *Healthcare*, 10, 2273.

- Feng, C., Ma, R., & Jiang, L. (2020). *The impact of service innovation on firm performance: a meta-analysis*. *Journal of Service Management*.
- Ferdinand, Augusty. (2006). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi, Tesis, dan Disertai Ilmu Manajemen*. Semarang: Universitas Diponegoro.
- Ferdinand, Augusty. (2011). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi, Tesis, dan Disertasi Ilmu Manajemen (Edisi 3)*. Semarang: Universitas Diponegoro.
- Ferreira, J. & Coelho, A. (2020). *Dynamic capabilities, innovation and branding capabilities and their impact on competitive advantage and SME's performance in Portugal: the moderating effects of entrepreneurial orientation*. *International Journal of Innovation Science*, 12(3), 255-286.
- Ghozali, Imam. (2013). *Aplikasi Analisis Multivariate dengan Program IBM SPSS. 21 Update PLS Regresi*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2021). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25. Edisi 10*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gudono. (2014). *Teori Organisasi (Edisi 3)*. Yogyakarta: BPFE.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis (7th Edition)*. New York: Pearson.
- Hajar, S., & Sukaatmadja, I Putu Gede. (2016). *Peran Keunggulan Bersaing Memediasi Pengaruh Orientasi Kewirausahaan Terhadap Kinerja Pemasaran*. *E-Jurnal Manajemen Unud*, 65-91.
- Han, J. K., Kim, N., & Srivastava, R. K. (1998). *Market Orientation and Organizational Performance: Is Innovation a Missing Link?* *Journal of Marketing*, 62(4).
- Hancock, G. R. & Mueller, R. O. (2013). *Structural Equation Modeling: A Second Course (2nd Edition)*. Charlotte: Information Age Publishing Inc.
- Handoko, T. (2015). *Strategi Organisasi*. Yogyakarta: Amara Books.
- Haryono, S. (2014). *Mengenal Metode Structural Equation Modeling (SEM) untuk Penelitian Manajemen Menggunakan Amos 18.00*. *Jurnal Ekonomi dan Bisnis STIE YPN*, 7(1), 23-34.

- Hasibuan, Malayu S. P. (2013). *Manajemen Sumber Daya Manusia (Edisi Revisi)*. Jakarta: PT. Bumi Aksara.
- Hendrayanti, S., Fauziyanti, W., & Tamrin, Moh. (2023). *Information Technology Capabilities and Innovation Capacities Increasing with Competitive Advantage*. *Management Analysis Journal*, 12(3), 395-403.
- Henseler, J., Hubona, G., & Ray, P. A. (2016). *Using PLS Path Modeling in New Technology Research: Updated Guidelines*. *Industrial Management & Data Systems*, 116(1), 2-20.
- Hubeis. (2012). *Manajemen Kreativitas dan Inovasi dalam Bisnis*. Jakarta: PT. Hecca Mitra Utama.
- Ikhwana, A., & Dianti, S. (2022). *The Influence of Information Technology and SCM on Competitive Advantage to Improve MSMEs Performance*. *International Journal of Computer and Information System (IJCIS)*, 03(01), 6-11.
- Iscan, Ö. F., Ersari, G., & Naktiyok, A. (2014). *Effect of Leadership Style on Perceived Organizational Performance and Innovation: The Role of Transformational Leadership beyond the Impact of Transactional Leadership - An Application among Turkish SME's*. *Procedia - Social and Behavioral Sciences*, 150, 881-889.
- Jahanshahi, A. A., Rezaie, M., Nawaser, K., Ranjbar, V., & Pitamber, B. K. (2012). *Analyzing the Effect of Electronic Commerce on Organizational Performance: Evidence from Small and Medium Enterprises*. *African Journal of Business Management*, 6(15), 6486- 6496.
- Johne, A. (1999). *Successful market innovation*. *European Journal of Innovation Management*, 2(1), 6-11.
- Kenny, D. A. (2014). *Measuring Model Fit*. <https://davidakenny.net/cm/fit.htm>.
- Kerdpitak, C., Whangmahaporn, B., Sawasdiruk, J., Jariyachamsit, S., Assawapongvanich, K., & Yen, W. (2022). *Service Innovation and Product Innovation with mediation of Competitive Advantage to Performance of Jasmine Brown Rice in North eastern of Thailand*. *Journal of Positive School Psychology*, 6(3), 4235-4245.
- Khan, U., Zhang, Y., & Salik, M. (2020). *The Impact of Information Technology on Organizational Performance: The Mediating Effect of Organizational Learning*. *Journal of Asian Finance, Economics, and Business*, 7 (11), 987–998.

- Kline, R.B. (2016). *Principles and Practice of Structural Equation Modeling (4th Edition)*. New York: The Guilford Press.
- Kotler, P. & Keller. (2007). *Manajemen Pemasaran Jilid I (Edisi 12)*. Jakarta: PT. Indeks.
- Lado, A. A., Boyd, N. G., & Wright, P. (1992). *A Competency-Based Model of Sustainable Competitive Advantage Toward a Conceptual Integration*. *Journal of Management*, 18, 77-91.
- Laia, O., Halawa, O. and Lahagu, P. (2022). *Pengaruh Sistem Informasi Manajemen Terhadap Pelayanan Publik*. *Jurnal Akuntansi, Manajemen, dan Ekonomi*, 1(1), 70–76.
- Laudon, K. C., & Laudon, J. P. (2016). *Management Information Systems: Managing the Digital Firm*. New York: Pearson.
- Lee, S. Y., Florida, R., & Gates, G. (2010). *Innovation, Human Capital, and Creativity*. *International Review of Public Administration*, 14(3), 13-24.
- Lukas, B. A. & Ferrell, O. C. (2000). *The Effect of Market Orientation on Product Innovation*. *Journal of the Academy of Marketing Science*, 28(2).
- Mahsun, Mohamad. (2016). *Pengukuran Kinerja Sektor Publik*. Yogyakarta: BPF E.
- Mangkunegara, A. A. Anwar Prabu. (2016). *Manajemen Sumber Daya Manusia*. Bandung: PT. Remaja Rosdakarya.
- McAdam, R. & Leonard, D. (2004). *Total quality management in strategy and operations: dynamic grounded models*. *Journal of Manufacturing Technology Management*, 15(3), 254-266.
- McLeod, R. Jr. (1995). *Management Information Systems (2nd Edition)*. New Jersey: Prentice Hall.
- McLeod, R. Jr. & Schell, G. P. (2001). *Management Information Systems (8th Edition)*. New Jersey: Prentice Hall.
- Menon, S., & Bawa, K.S. (1997). *Applications of geographic information systems, remote-sensing, and a landscape ecology approach to biodiversity conservation in the Western Ghats*. *Current Science*, 73, 134-145.
- Messick, S. (1995). *Validity of psychological assessment: Validation of inferences from persons' responses and performances as scientific inquiry into score meaning*. *American Psychologist*, 50(9), 741–749.

- Miles, I. (2005). *The Oxford Handbook of Innovation (Innovation in Services)* (J. Fagerberg, D. C. Mowery, & R. R. Nelson Edition). Oxford: Oxford University Press.
- Montgomery, D.C., & Runger, G.C. (2010). *Applied Statistics and Probability for Engineers (5th Edition)*. New York: John Wiley & Sons.
- Mukhsin, M. & Suryanto, T. (2022). *The Effect of Sustainable Supply Chain Management on Company Performance Mediated by Competitive Advantage*. Sustainability 2022, 14, 818-836.
- Murphy, J. W. T. & Hill, R. C. (1996). *Measuring performance in entrepreneurship research*. Journal of Business Research, 36(1), 15-23.
- Nili, Alireza. (2020). *A Disciplined Approach for Enhancing the Technology Acceptance Model*. European Conference on Information Systems at Virtual AIS Conference.
- Pfannstiel, M. A. & Rasche, C. (2017). *Service Business Model Innovation in Healthcare and Hospital Management: Models, Strategies, Tools*. Springer, Cham.
- Polit, D. F. & Hungler, P. B. (1999). *Penelitian Keperawatan: Prinsip dan Metode (Edisi 6)*. Philadelphia, PA: Lippincott Williams & Wilkins.
- Porter, M. E. (1985). *The Competitive Advantage: Creating and Sustaining Superior Performance*. New York: Free Press.
- Porter, M. E. (1991). *Towards a Dynamic Theory of Strategy*. Strategic Management, 12, 95.
- Porter, M. E. (1995). *Strategi Bersaing: Teknik Menganalisis Industri dan Pesaing*. Jakarta: Erlangga.
- Porter, M. E., & McGahan, A. M. (1999). *The persistence of shocks to profitability*. Review of Economics and Statistics, 81(1).
- Prabowo, H., Suwanda, D., & Syafri, W. (2022). *Inovasi Pelayanan Pada Organisasi Publik*. Bandung: PT. Remaja Rosdakarya.
- Prakosa, K. B. (2005). *Pajak dan Retribusi Daerah*. Yogyakarta: UII Press.
- Preacher, K. J., & Hayes, A. F. (2008). *Asymptotic and resampling strategies for assessing and comparing indirect effects in multiple mediator models*. Behavior Research Methods, 40(3), 879-891.

- Putri, M. A. L., Yasa, N. N. K., & Giantari, I. G. A. K. (2018). Peran Inovasi Produk Memediasi Orientasi Pasar Terhadap Kinerja UKM Kerajinan Endek Di Kabupaten Klungkung. *Jurnal Inovasi Bisnis dan Manajemen Indonesia*, 1(4), 522-534.
- Qosasi, A., Maulina, E., Purnomo, M., Muftiadi, A., Permana, E., & Febrian, F. (2019). *The Impact of Information and Communication Technology Capability on the Competitive Advantage of Small Businesses*. *International Journal of Technology* 10(1), 167-177.
- Richard, P. J., Devinney, T. M., Yip G. S., & Johnson, G. *Practice Measuring Organizational Performance: Towards Methodological Best*. *Journal of Management*, 35, 718.
- Robbins, S. P., & Coulter, M. (2012). *Management*. New York: Pearson.
- Sahusilawane, Wildoms. (2020). *The Effect of Technology Information, Organizational Commitment, Internal Control and Good Corporate Governance Principles on Organizational Performance*. *International Journal of Social Science and Business*, 4(2), 197-210.
- Saiman, Leonardus. (2009). *Kewirausahaan: Teori, Praktik, dan Kasus-kasus*. Jakarta: Penerbit Salemba Empat.
- Samad, Sarminah. (2018). *Theory of planned behavior and knowledge sharing among nurses in patient computer management system: The role of distributive justice*. *Management Science Letters*, 8, 427-436.
- Sarya, I. N., Arief, M. T. S., Saroso, H., & Bandur, A. (2022). *The Effect of Entrepreneurial Orientation and Service Innovation on Sustainable Competitive Advantage on the Performance of 3, 4 and 5 Star Hotels in Indonesia*. *WSEAS Transactions on Information Science and Applications*, 19, 286-296.
- Schumacker, R.E., & Lomax, R.G. (2016). *A Beginner's Guide to Structural Equation Modeling (4th Edition)*. London: Routledge.
- Sekaran, U., & Bougie, R. (2013). *Research Methods for Business: A Skill-Building Approach (6th Edition)*. New York: John Wiley & Sons.
- Semuel, H., Siagian, H., & Octavia, S. (2017). *The Effect of Leadership and Innovation on Differentiation Strategy and Company Performance*. *Procedia - Social and Behavioral Sciences*, 237, 1152-1159.

- Sharma, V. & Bhat, D. A. R. (2020). *An empirical study exploring the relationship among human capital innovation, service innovation, competitive advantage and employee productivity in hospitality services*. African Journal of Hospitality: Tourism and Leisure, 9(2), 1-14.
- Sholeh, M., & Wahyudin, D. (2021). *Pengaruh Sistem Informasi Manajemen dan Kompetensi Terhadap Efektifitas Kerja di PT. Citra Solusi Informatika*. STIAMI Online Journal System, 3(1), 28-41.
- Stoner, James & Freeman, E. (2012). *Manajemen Jilid I*. Jakarta: PT. Prahallindo.
- Sugiyono, (2008). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Sugiyono. (2012). *Metode Penelitian Bisnis (Cetakan ke-15)*. Bandung: Alfabeta.
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D (Cetakan ke-19)*. Bandung: Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D (Cetakan ke-24)*. Bandung: Alfabeta.
- Sutabri, Tata. (2004). *Sistem Informasi Akuntansi*. Yogyakarta: Andi.
- Syafar, A. W. (2004). *Membangun Daya Saing Daerah Melalui Kompetensi Khas (Distinctive Competence) Berbasis Komoditi Unggulan*. Usahawan, 03, 3-11.
- Tajeddini, K. & Martin, E. (2020). *The importance of human-related factors on service innovation and performance*. International Journal of Hospitality Management, 85, 1-14.
- Taylor, F. W. (1911). *The Principles of Scientific Management*. New York: Harper & Brothers.
- Teece, David J. (2016). *Dynamic capabilities and entrepreneurial management in large organizations: Toward a theory of the entrepreneurial firm*. European Economic Review, 86(C), 202-216.
- Teece, D.J., Pisano, G. & Shuen, A. (1997). *Dynamic Capabilities and Strategic Management*. Strategic Management Journal, 18, 509-533.
- Thompson, S. K. (2012). *Sampling*. New York: John Wiley & Sons.
- Thuemmler, Christoph & Bai, Chunxue. (2017). *Health 4.0: How Virtualization and Big Data are Revolutionizing Healthcare*. Springer Cham.

- Trott, Paul. (2016). *Innovation Management and New Product Development*. Pearson Education.
- Wang, C. L. (2008). *Entrepreneurial Orientation, Learning Orientation, and Firm Performance*. *Entrepreneurship Theory and Practice*, 32, 635-657.
- Widarti, E., Joosten, Pratiwi, P. Y., Pradnyana, G. A., Indradewi, I. G. A. A. D., Kamilah, N., Bahtiar A. R., Maysanjaya, I. M. D., & Sepriano. *Pengantar Sistem Informasi*. Jambi: PT. Sonpedia Publishing Indonesia.
- Wolf, M. G. (2006). *The Relationship of Content and Context Factors to Attitudes toward Company and Job*.
- Wolff, J. A., & Pett, Timothy L. (2006). *Small-Firm Performance: Modeling the role of product and process improvements*. *Journal of Small Business Management*, 44(2).
- Yildiz, S., Baştürk, F., & Boz, I. T. (2014). *The Effect of Leadership and Innovativeness on Business Performance*. *Procedia - Social and Behavioral Sciences*, 150, 785-793.

