

- Boyne, G. A. (2003). Sources of Public Service Improvement: A Critical Review and Research Agenda. *Journal of Public Administration Research and Theory*, 13(3), 367-394.
- Brancato,G., Macchia,S., Murgia,M., Signore,M., Simioni,G., Blanke,K., Korner,T., Nimmergut,A., Lima,P., Paulino,R., Zlotnik,JHP, (2004), Handbook of Recommended Practice of Questionnaire Development and Testing in The European Statistical System
- Brewer, B. (2007). Citizen or customer? Complaints handling in the public sector. *International Review of Administrative Sciences*, 73(4), 549-556.
- Brewer, G. A., & Selden, S. C. (2000). Why elephants gallop: Assessing and predicting organizational performance in federal agencies. *Journal of public administration research and theory*, 10(4), 685-712.
- Bryson, J. M., Ackermann, F., & Eden, C. (2007). Putting the Resource-Based View of Strategy and Distinctive Competencies to Work in Public Organizations. *Public Administration Review*, 67(4), 702-717.
- Cameron, K. S. (1980). Critical questions in assessing organizational effectiveness. National Center for Higher Education Management Systems.
- Carmeli, A., & Tishler, A. (2004). Resources, capabilities, and the performance of industrial firms: A multivariate analysis. *Managerial and decision economics*, 25(6-7), 299-315.
- Chen, C. K., Yu, C. H., & Chang, H. C. (2005). An empirical analysis of customer-oriented service activities in the Taiwanese public sector. *Total quality management & business excellence*, 16(7), 887-901.
- Chen, C. K., Yu, C. H., Yang, S. J., & Chang, H. C. (2004). A customer-oriented service-enhancement system for the public sector. *Managing Service Quality*, 14(5), 414-425.
- Cheng, C. C., & Krumwiede, D. (2012). The role of service innovation in the market orientation—new service performance linkage. *Technovation*, 32(7), 487-497.
- Christensen, C. M., & Bower, J. L. (1996). Customer power, strategic investment, and the failure of leading firms. *Strategic management journal*, 17(3), 197-218.
- Cooper, D.R. and Emory, C.W., 1995, Metode Penelitian Bisnis, jilid 1, edisi kelima, Penerbit Erlangga
- David, O., & Gaebler, T. (1992). Reinventing government.
- Dess, G. G., & Robinson, R. B. (2006). Measuring organizational performance in the absence of objective measures: the case of the privately-held firm and conglomerate business unit. *Strategic management journal*, 5(3), 265-273.

- D'Este, P. (2002). The distinctive patterns of capabilities accumulation and inter-firm heterogeneity: the case of the Spanish pharmaceutical industry. *Industrial and Corporate Change*, 11(4), 847-874.
- Dittenhofer, M. Emerald Article: Internal auditing effectiveness: an expansion of present methods. *Auditing*, 16(8), 443-450.
- Duque-Zuluaga, L. C., & Schneider, U. (2008). Market orientation and organizational performance in the nonprofit context: Exploring both concepts and the relationship between them. *Journal of Nonprofit & Public Sector Marketing*, 19(2), 25-47.
- Faems, D., Van Looy, B., & Debackere, K. (2003). The role of inter-organizational collaboration within innovation strategies: towards a portfolio approach. *DTEW Research Report 0354*, 1-33.
- Feeny, S., & Rogers, M. (2003). Innovation and performance: benchmarking Australian firms. *Australian Economic Review*, 36(3), 253-264
- Ferdinand. A., 2011. Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertasi Ilmu Manajemen, Semarang: Badan Penerbit Universitas Diponegoro.
- Flynn, N. (1988). A consumer-oriented culture?. *Public Money & Management*, 8(1-2), 27-31.
- Gainer, B., & Padanyi, P. (2005). The relationship between market-oriented activities and market-oriented culture: implications for the development of market orientation in nonprofit service organizations. *Journal of Business Research*, 58(6), 854-862.
- Garson, G. D. (2012). Testing statistical assumptions. Retrieved May, 7, 2013.
- Ghasemi, A., & Zahediasl, S. (2012). Normality tests for statistical analysis: a guide for non-statisticians. *International Journal of Endocrinology and Metabolism*, 10(2), 486.
- Gay, L.R. & Diehl, P.L. (1992). Research Methods for Business and Management New York: Macmillan.
- Ghozali, I. (2011). Edisi 5. *Aplikasi Analisis Multivariate dengan Program SPSS*.
- Ghozali, I.(ghozali_imam@yahoo.com),4 November 2010,E-mail kepada statistik-indonesia@yahogroups.com
- Gliem, J. A., & Gliem, R. R. (2003). Calculating, interpreting, and reporting Cronbach's alpha reliability coefficient for Likert-type scales. Midwest Research-to-Practice Conference in Adult, Continuing, and Community Education.
- Grawe, S. J., Chen, H., & Daugherty, P. J. (2009). The relationship between strategic orientation, service innovation, and performance. *International Journal of Physical Distribution & Logistics Management*, 39(4), 282-300.

- Gray G. and Gray M. (1996) Enhancing Internal Auditing Through Innovative Practices
Institute of Internal Auditors Research Foundation, Altamonte Springs, Florida USA.
- Griffin, K. (2003). Economic Globalization and Institutions of Global Governance.
Development and Change, 34(5), 789-807
- Gujarati, D. (2004). Basic Econometrics, United States Military Academy, West Point.
- Hair, J. R., Jr., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2006).
Multivariate analysis. Upper saddle River, NJ: Pearson Prentice Hall.
- Halvorsen, T., Hauknes, J., Miles, I., & Røste, R. (2005). On the differences between public
and private sector innovation. Publin Report D, 9.
- Han, J. K., Kim, N., & Srivastava, R. K. (1998). Market orientation and organizational
performance: is innovation a missing link?. *The Journal of marketing*, 30-45.
- Hani Hamed AL- Dmour dan Eatedal Basheer (2012), The Effect of Market Orientation on
Service Innovation: A Study on the Information and Communication Technology (Ict)
Sector in Jordan, *International Journal of Humanities and Social Science* Vol. 2 No. 19
- Hansen, J. R. (2007, October). Strategic Management when Profit isn't the End: Differences
between Public Organizations. In *9th Public Management Research Conference*,
Tucson.
- Harrison-Walker, L. J. (2001). The measurement of a market orientation and its impact on
business performance. *Journal of Quality Management*, 6, 139-172.
- Henard, D. H., & Szymanski, D. M. (2001). Why some new products are more successful
than others. *Journal of marketing Research*, 362-375.
- Hoyle, D. (2007). *Quality Management Essentials*. Oxford: Elsevier Limited
- Huhtala, J. P. (2011). Market orientation, innovation capability and business performance:
Insights from different phases of the business cycle.
- Ismail, A., & Mamat, M., (2011), Market Orientation and Business Performance The Study
of Bumiputera Furniture Industry in Kelantan.
- Izquierdo, C. C., & Samaniego, M. J. G. (2007). How alternative marketing strategies impact
the performance of Spanish museums. *Journal of Management Development*, 26(9),
809-831.
- Jaworski, B. J., & Kohli, A. K. (1993). Market orientation: antecedents and consequences.
The Journal of marketing, 53-70.
- Jaworski, B., Kohli, A. K., & Sahay, A. (2000). Market-driven versus driving markets.
Journal of the Academy of Marketing Science, 28(1), 45-54.
- Johnson, A. J., Dibrell, C. C., & Hansen, E. (2009). Market orientation, innovativeness, and
performance of food companies. *Journal of Agribusiness*, 27(1/2), 85-106.

- Kazmier, Leonard J. 2005. *Schaum's Easy Outlines : Statistik untuk Bisnis Jakarta* : Erlangga.
- Keskin, S. (2006). Comparison of several univariate normality tests regarding type I error rate and power of the test in simulation based small samples. *Journal of Applied Science Research*, 2(5), 296-300.
- Koch, P., & Hauknes, J. Innovation in the Public Sector.
- Kogut, B., & Zander, U. (1992). Knowledge of The Firm, Combinative Capabilities, and The Replication of Technology. *Organization Science*, 3(3).
- Kohli, A. K., Jaworski, B. J., & Kumar, A. (1993). MARKOR: a measure of market orientation. *Journal of Marketing research*, 467-477.
- Kostopoulos, K. C., Spanos, Y. E., & Prastacos, G. P. (2002, May). The resource-based view of the firm and innovation: identification of critical linkages. In *European Academy of Management Conference, Stockholm, Sweden*.
- Lawson, B., & Samson, D. (2001). Developing innovation capability in organisations: a dynamic capabilities approach. *International Journal of Innovation Management*, 5(03), 377-400.
- Leclair, S. W. (1981). Path analysis: An informal introduction. *The Personnel and Guidance Journal*, 59(10), 643-646.
- Lisboa, A., Skarmeas, D., & Lages, C. (2011). Innovative capabilities: Their drivers and effects on current and future performance. *Journal of Business Research*, 64(11), 1157-1161.
- Lukas, B. A., & Ferrell, O. C. (2000). The effect of market orientation on product innovation. *Journal of the academy of marketing science*, 28(2), 239-247.
- Markham, S. K., & Griffin, A. (1998). The breakfast of champions: Associations between champions and product development environments, practices and performance. *Journal of Product Innovation Management*, 15(5), 436-454.
- Mertler, C. A., & Vannatta, R. A. (2002). *Advanced and multivariate statistical methods*. Los Angeles, CA: Pyrczak.
- Mendes, M., & Pala, A. (2003). Type I error rate and power of three normality tests. *Pakistan Journal of Information and Technology*, 2(2), 135-139.
- Mulgan, G., & Albury, D. (2003). Innovation in the public sector. *Strategy Unit, Cabinet Office*.
- Mulreany, M. (1991). Economy, efficiency and effectiveness in the public sector: key issues' in TP Hardiman and M. Mulreany. *Efficiency and Effectiveness in the Public Domain*, 7-36.

- Narver, J. C., & Slater, S. F. (1990). The effect of a market orientation on business profitability. *The Journal of Marketing*, 20-35.
- Neely, A., Filippini, R., Forza, C., Vinelli, A., & Hii, J. (2001). A framework for analysing business performance, firm innovation and related contextual factors: perceptions of managers and policy makers in two European regions. *Integrated Manufacturing Systems*, 12(2), 114-124.
- Norman, D. A., & Verganti, R. (2012). Incremental and Radical Innovation: design research versus technology and meaning change.
- Nwankwo, S. (1995). Developing a customer orientation. *Journal of Consumer Marketing*, 12(5), 5-15.
- Nwankwo, S., & Richardson, B. (1994). Reviewing service quality in the public sector. *The public sector in transition*, Pavic Publications, Sheffield, 51-66.
- O'Donnell, O. (2006). Innovation in the Irish public sector
- Organisation for Economic Co-operation and Development (2005). Oslo Manual Guidelines For Collecting and Interpreting Innovation Data
- Perry, K.. Innovation in the 'Public Sector': Putting it into Perspective
- Peteraf, M. A., & Barney, J. B. (2003). Unraveling the resource-based tangle. *Managerial and decision economics*, 24(4), 309-323.
- Rahmani, Z., & Mousavi, S. A. (2011). Enhancing the innovation capability in the organization: A conceptual framework. In *The 2nd International Conference on Education and Management Technology*.
- Razali, N. M., & Wah, Y. B. (2011). Power comparisons of shapiro-wilk, kolmogorov-smirnov, lilliefors and anderson-darling tests. *Journal of Statistical Modeling and Analytics*, 2(1), 21-33.
- Richard O. Gilbert. (1987). *Statistical methods for environmental pollution monitoring*. John Wiley & Sons.
- Ridley, J., & D'Silva, K., (2011). Creativity and Innovation: Keys to a successful future for Internal Auditing.
- Riduwan, E. A. K., & Achmad, E. (2011). Cara Menggunakan dan Memaknai Path Analysis (Analisis Jalur).
- Robbins, S.P., 1990, *Organisational theory: structure, design and applications*, Prentice Hall, Englewood Cliffs, 3rd Edition.
- Roscoe, J.T. (1975) *Fundamental Research Statistics for the Behavioural Sciences*, 2nd edition New York: Holt Rinehart & Winston

- Saculinggan, M., & Balase, E. A. (2013, April). Empirical Power Comparison Of Goodness of Fit Tests for Normality In The Presence of Outliers. In *Journal of Physics: Conference Series* (Vol. 435, No. 1, p. 012041). IOP Publishing.
- Salge, T. O., & Vera, A. (2009). Hospital innovativeness and organizational performance: Evidence from English public acute care. *Health care management review*, 34(1), 54-67.
- Sarwono, J. (2006). Metode penelitian kuantitatif & kualitatif.
- Solimun (2002), Multivariate Analysis, Structural Equation Modelling (SEM), Lisrel dan Amos, Malang. Penerbit Universitas Negeri Malang.
- Sonntag, B., (2011), Idea in brief: Customer Focused Government.
- Stoner, J. A., & Freeman, E. R. (1989). Management, Prentice-Hall. Inc., Publ, Englewood Cliffs, New Jersey, 796.
- Sugiyono, P. Dr. 2010. *Statistik untuk Penelitian*". Bandung: Alfabeta.
- Sumritsakun, C., & Ussahawanitchakit, P. (2009). Internal audit innovation and firm stability of Thai listed company: how do implement in an organization. *Journal of Academy of Business and Economics*, 9(4), 1-23.
- Taylor-Powell, E., & Marshall, M. G. (1996). *Questionnaire Design: Asking questions with a purpose*. University of Wisconsin-Extension Cooperative Extension Service.
- Teece, D. J., Pisano, G., & Shuen, A. (1997). Dynamic capabilities and strategic management. *Strategic management journal*, 18(7), 509-533.
- The Institute of Internal Auditors (2011), Are You Meeting Your Stakeholder's Expectation?
- The Institute of Internal Auditors, (2012). International Standards for The Professional Practice of Internal Auditing (Standards)
- Venkatraman, N., & Ramanujam, V. (1987). Measurement of business economic performance: An examination of method convergence. *Journal of management*, 13(1), 109-122.
- Vincent, L. H., Bharadwaj, S. G., & Challagalla, G. N. (2004). Does innovation mediate firm performance?: a meta-analysis of determinants and consequences of organizational innovation.
- Voss, G. B., & Voss, Z. G. (2000). Strategic orientation and firm performance in an artistic environment. *The Journal of Marketing*, 67-83.
- Wangcharoendate , S. (2012), Dynamic Internal Audit Innovation, Organizational Outcomes, and Firm Survival: An Empirical Evidence from Thai- Listed Firms
- Wanyakala, T. A. (2011). *Customer-oriented reforms in urban public water supply in Uganda (1998-2008)* (Doctoral dissertation, University of Birmingham).

Wernerfelt, B. (1984). A resource-based view of the firm. *Strategic management journal*, 5(2), 171-180.

Zahid, S. M., & Ali, I. (2011). Learning Orientation, Innovation Capability, and Organizational Performance: Evidence from Banking Sector of Pakistan.



FEB UNDIP