DAFTAR PUSTAKA

Agha, S., Alrubaiee, L., & Jamhour, M. (2011). Effect of Core Competence on Competitive Advantage and Organizational Performance. *International Journal of Business and Management*, *7*(1), 192–204. https://doi.org/10.5539/ijbm.v7n1p192

Akman, G., & Yilmaz, C. (2008). Innovative Capability, Innovation Strategy and Market Orientation: an Empirical Analysis in Turkish Software Industry. *International Journal of Innovation Management*, *12*(01), 69–111. https://doi.org/10.1142/S1363919608001923

Al-alak, B. A., & Tarabieh, S. (M. Z. A. (2011). Gaining Competitive Advantage and Organizational Performance Through Customer Orientation, Innovation Differentiation and Market Differentiation. *International Journal of Economics and Management Sciences*, *1*(5), 80–91.

Anisah, L. (2017). *Sensus Ekonomi 2016 - Potensi Ekonomi Kota Semarang*. Semarang. Retrieved from semarangkota.bps.go.id

Badan Pusat Statistik. (2017). *Statistik Perhotelan Kota Semarang 2016*. Semarang. Retrieved from https://semarangkota.bps.go.id/

Benaim, A. (2015). *Measurement , Assessment and Development*. Lund Unversity.

Bontis, N. (1998). Intellectual capital: an exploratory study that develops measures and models. *Management Decision*, *36*(2), 63–76. https://doi.org/10.1108/00251749810204142

Bosua, R., & Venkitachalam, K. (2013). Aligning strategies and processes in knowledge management: a framework. *Journal of Knowledge Management*, *17*(3), 331–346. https://doi.org/10.1108/JKM-10-2012-0323

Camisón, C., & Villar-López, A. (2014). Organizational innovation as an enabler of technological innovation capabilities and firm performance. *Journal of Business Research*, *67*(1), 2891–2902. https://doi.org/10.1016/j.jbusres.2012.06.004

Chatzoglou, P., & Chatzoudes, D. (2017). The role of innovation in building competitive advantages: an empirical investigation. *European Journal of Innovation Management*, EJIM-02-2017-0015. https://doi.org/10.1108/EJIM-

02-2017-0015

Chiesa, V., & Frattini, F. (2011). Commercializing technological innovation: Learning from failures in high-tech markets. *Journal of Product Innovation Management*, *28*(4), 437–454. https://doi.org/10.1111/j.1540-5885.2011.00818.x

Darabi, R., Kamran Rad, S., & Ghadiri, M. (2012). The relationship between intellectual capital and earnings quality. *Research Journal of Applied Sciences, Engineering and Technology*, *4*(20), 4192–4199. https://doi.org/10.5297/ser.1201.002

Efrat, K., Hughes, P., Nemkova, E., Souchon, A. L., & Sy-Changco, J. (2018). Leveraging of Dynamic export capabilities for competitive advantage and performance consequences: Evidence from China. *Journal of Business Research*, *84*(November 2016), 114–124. https://doi.org/10.1016/j.jbusres.2017.11.018

Erisman, E. (2017). *Kota Semarang*. Semarang. Retrieved from https://semarangkota.bps.go.id/publikasi.html

Gogan, L. M., Artene, A., Sarca, I., & Draghici, A. (2016). The Impact of Intellectual Capital on Organizational Performance. *Procedia - Social and Behavioral Sciences*, *221*(0), 194–202. https://doi.org/10.1016/j.sbspro.2016.05.106

Gupta, S., Malhotra, N. K., Czinkota, M., & Foroudi, P. (2016). Marketing innovation: A consequence of competitiveness. *Journal of Business Research*, *69*(12), 5671–5681. https://doi.org/10.1016/j.jbusres.2016.02.042

Henderson, S. (2011). The development of competitive advantage through sustainable event management. *Worldwide Hospitality and Tourism Themes*, *3*(3), 245–257. https://doi.org/10.1108/17554211111142202

Jia-Sheng, L., & Chia-Jung, H. (2010). In Relating Innovative Capability And Sustained Competitive Advantage. *Journal of Business & Economics Research*, *8*(9), 109–119.

Kalkan, A., Bozkurt, Ö. Ç., & Arman, M. (2014). The Impacts of Intellectual Capital, Innovation and Organizational Strategy on Firm Performance. *Procedia - Social and Behavioral Sciences*, *150*, 700–707.

https://doi.org/10.1016/j.sbspro.2014.09.025

Kamhawi, E. M. (2012). Knowledge management fishbone: a standard framework of organizational enablers. *Journal of Knowledge Management*, *16*(5), 808–828. https://doi.org/10.1108/13673271211262826

Kamukama, N. (2013). Intellectual capital: company's invisible source of competitive advantage. *Competitiveness Review*, *23*(3), 260–283. https://doi.org/10.1108/10595421311319834

Kamukama, N., Ahiauzu, A., & Ntayi, J. M. (2011). Competitive advantage : mediator of intellectual capital and performance. https://doi.org/10.1108/14691931111097953

Lang, Angela; Watts, S. (2014). *Capitalising on global trends*.

Lee, V. H., Foo, A. T. L., Leong, L. Y., & Ooi, K. B. (2016). Can competitive advantage be achieved through knowledge management? A case study on SMEs. *Expert Systems with Applications*, *65*, 136–151. https://doi.org/10.1016/j.eswa.2016.08.042

Li, L., & Zhao, X. (2006). Enhancing Competitive Edge Through Knowledge Management in Implementing ERP Systems, *140*, 129–140.

Li, S., Ragu-Nathan, B., Ragu-Nathan, T. S., & Subba Rao, S. (2006). The impact of supply chain management practices on competitive advantage and organizational performance. *Omega*, *34*(2), 107–124. https://doi.org/10.1016/j.omega.2004.08.002

Mahdi, O. R., & Almsafir, M. K. (2014). The Role of Strategic Leadership in Building Sustainable Competitive Advantage in the Academic Environment. *Procedia - Social and Behavioral Sciences*, *129*, 289–296. https://doi.org/10.1016/j.sbspro.2014.03.679

Martínez-Costa, Micaela; Jimenez-jimenez, D. (2009). The Effectiveness of TQM The Key Role of Organizational Learning in Small Businesses. *International Small Business Journal*. Retrieved from http://journals.sagepub.com/doi/pdf/10.1177/0266242608098348

Miller, D. (1987). The structural and environmental correlates of business strategy. *Strategic Management Journal*, *8*(1), 55–76. https://doi.org/10.1002/smj.4250080106

Mulyana, & Sutapa. (2014). Peningkatan Kapabilitas Inovasi, Keunggulan Bersaing dan Kinerja melalui Pendekatan Quadruple Helix: Studi pada Industri Kreatif Sektor Fashion. *Jurnal Manajemen Teknologi*, *13*(3), 304–321. https://doi.org/10.12695/jmt.2014.13.3.5

Nasser H. Zaied, A., Soliman Hussein, G., & M. Hassan, M. (2012). The Role of Knowledge Management in Enhancing Organizational Performance. *International Journal of Information Engineering and Electronic Business*, *4*(5), 27–35. https://doi.org/10.5815/ijieeb.2012.05.04

Omotayo, F. O. (2015). Knowledge Management as an important tool in organisational management : A review of literature. *Library Philosophy and Practice (e-Journal).*, *1238*, 1–23. Retrieved from http://digitalcommons.unl.edu/libphilprac/1238

Petty, R., & Guthrie, J. (2000). Intellectual capital literature review. *Journal of Intellectual Capital*, *1*(2), 155–176. https://doi.org/10.1108/14691930010348731

Piening, E. P., & Salge, T. O. (2015). Understanding the Antecedents, Contingencies, and Performance Implications of Process Innovation: A Dynamic Capabilities Perspective. *Journal of Product Innovation Management*, *32*(1), 80–97. https://doi.org/10.1111/jpim.12225

Roper, A. (1989). BUDGET HOTELS — A CASE OF MISTAKEN IDENTITY ?, 25–31.

Rudež, H. N., & Mihalič, T. (2007). Intellectual capital in the hotel industry: A case study from Slovenia. *International Journal of Hospitality Management*, *26*(1), 188–199. https://doi.org/10.1016/j.ijhm.2005.11.002

Saunila, M. (2014). Innovation capability for SME success: perspectives of financial and operational performance. *Journal of Advances in Management Research*, *11*(2), 163–175. https://doi.org/10.1108/JAMR-11-2013-0063

Serenko, A., & Bontis, N. (2013). Investigating the current state and impact of the intellectual capital academic discipline. *Journal of Intellectual Capital*, *14*(4), 476–500. https://doi.org/10.1108/JIC-11-2012-0099

Setyawati, H. (2013). Pengaruh Orientasi Kewirausahaan Dan Orientasi Pasar Terhadap Kinerja Perusahaan Melalui Keunggulan Bersaing Dan Persepsi

Ketidakpastian Lingkungan Sebagai Prediksi Variabel ModerasI, 20–31.

Snowden, S. P.-K. C. (2016). Redefining business success in a changing world. *19th Annual Global CEO Survey*, (January), 42. Retrieved from http://www.pwc.com/gx/en/ceo-survey/2016/landing-page/pwc-19th-annual-global-ceo-survey.pdf

Sulistyo, H., & Siyamtinah. (2016). Innovation capability of SMEs through entrepreneurship, marketing capability, relational capital and empowerment. *Asia Pacific Management Review, 21*(4), 196–203. https://doi.org/10.1016/j.apmrv.2016.02.002

Surya Kusuma, Fifi; Devie, D. (2013). Ananalisa Pengaruh Knowledge Management Terhadap keunggulan Bersaing dan Kinerja Perusahaan. *Business Accounting Review, 1 No. 2.*

Tavitiyaman, P., Qu, H., & Zhang, H. Q. (2011). The impact of industry force factors on resource competitive strategies and hotel performance. *International Journal of Hospitality Management*, *30*(3), 648–657. https://doi.org/10.1016/j.ijhm.2010.11.010

Todericiu, R., & Stăniţ, A. (2015). Intellectual Capital – The Key for Sustainable Competitive Advantage for the SME's Sector. *Procedia Economics and Finance*, *27*(15), 676–681. https://doi.org/10.1016/S2212-5671(15)01048-5

Wu, J., & Chen, X. (2012). Leaders' social ties, knowledge acquisition capability and firm competitive advantage. *Asia Pacific Journal of Management, 29*(2), 331–350. https://doi.org/10.1007/s10490-011-9278-0

Zehir, C., Köle, M., & Yıldız, H. (2015). The Mediating Role of Innovation Capability on Market Orientation and Export Performance: An Implementation on SMEs in Turkey. *Procedia - Social and Behavioral Sciences*, *207*, 700–708. https://doi.org/10.1016/j.sbspro.2015.10.141

FEB UNDIP