



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

## DAFTAR PUSTAKA

- Avgerou, C., Hayes, N., & La Rovere, R. L. (2016). Growth in ICT uptake in developing countries: New users, new uses, new challenges. *Journal of Information Technology*, 31(4), 329–333. <https://doi.org/10.1057/s41265-016-0022-6>
- C. Koch, G.Hansen, K. J. (2019). Missed opportunities: two case studies of digitalization of FM in hospital. *Facilities*, 37(7–8), 381–394.
- Chapleo, C., & Simms, C. (2010). Stakeholder analysis in higher education a case study of the University of Portsmouth. *Perspectives: Policy and Practice in Higher Education*, 14(1), 12–20.  
<https://doi.org/10.1080/13603100903458034>
- David, A. J. K. H. T. R. R. W. (2017). *Research Methods for Graduate Business and Social Science Students* (1st ed.). Sage Publication.com.
- Deshpande, V. A. (2017). *Application Of Plan-Do-Check-Act Cycle For Quality And Productivity Improvement - A Review*. July.
- Elliott, A. C., & Woodward, W. . (2016). IBM SPSS by Example A Practical Guide to Statistical Data Analysis. *SAGE Publication*, 2, 1–579.  
<https://doi.org/10.1007/s13398-014-0173-7.2>
- Ghozali, I. (2011). *Prof.Dr.H.Imam Ghozali,M.Com,Akt, Aplikasi Analisis Multivariate Program IBM SPSS19 , edisi 5 ( PDFDrive.com ).pdf*.
- Gokdeniz, I., Kartal, C., & Komurcu, K. (2017). Strategic Assessment based on 7S McKinsey Model for a Business by Using Analytic Network Process (ANP). *International Journal of Academic Research in Business and Social Sciences*, 7(6), 342–353. <https://doi.org/10.6007/ijarbss/v7-i6/2967>
- Gruber, C. G. (2009). CAPEX and OPEX in Aggregation and Core Networks. *Conference on Optical Fiber Communication, Technical Digest Series*, 1–3.

<https://doi.org/10.1364/ofc.2009.othq1>

Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152.

<https://doi.org/10.2753/MTP1069-6679190202>

Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121.

<https://doi.org/10.1108/EBR-10-2013-0128>

Halim, A. (2013). *Analisis Inventasi* (Pertama (ed.)).

Hernández-Espallardo, M., & Delgado-Ballester, E. (2009). Product innovation in small manufacturers, market orientation and the industry's five competitive forces. *European Journal of Innovation Management*, 12(4), 470–491.

<https://doi.org/10.1108/14601060910996927>

Indrajit, R. E. (2016). *Analisa cost benefit investasi teknologi informasi*. [www.akademia.edu](http://www.akademia.edu).

Jeong, J. S. (2016). *A Development Framework to Support the Life Cycle Facility Management Information Services for Residential Complex*. 1(1), 34–41.

<https://doi.org/10.11648/j.jccee.20160101.15>

Jochem, R., Menrath, M., & Landgraf, K. (2010). Implementing a quality-based performance measurement system A case study approach. *TQM Journal*, 22(4), 410–422. <https://doi.org/10.1108/17542731011053334>

Khandoker. (2017). Strategic Marketing Management in Asia Article information : In *Strategic Marketing Management in Asia*.

<https://doi.org/10.1108/9781786357458>

Kotler, A. (2017). *Principles of Marketing* (17e ed.). Pearson.

Kuswantoro, Hidayat, S., & Santosa, A. A. (2017). Investment Feasibility Analysis of Mapping Survey Laboratory Establishment in Samarinda City. *Russian Journal of Agricultural and Socio-Economic Sciences*, 69(9), 126–133. <https://doi.org/10.18551/rjoas.2017-09.16>

- Mellado, F., Lou, E. C. W., & Becerra, C. L. C. (2019). Synthesising performance in the construction industry: An analysis of performance indicators to promote project improvement. *Engineering, Construction and Architectural Management*, 27(2), 579–608. <https://doi.org/10.1108/ECAM-09-2018-0419>
- Muraleetharan, P. (2019). Impact of Capital Expenditure on Working Capital Management: An Application on Hotel and Travel Companies Listed in Colombo Stock Exchange. *International Journal of Trend in Scientific Research and Development, Volume-3(Issue-2)*, 327–330. <https://doi.org/10.31142/ijtsrd21360>
- Nagy, J., Oláh, J., Erdei, E., Máté, D., & Popp, J. (2018). The role and impact of industry 4.0 and the internet of things on the business strategy of the value chain-the case of hungary. *Sustainability (Switzerland)*, 10(10). <https://doi.org/10.3390/su10103491>
- Nalebuff, Barry J & Brandenburger, A. M. (1996). *Co - opetition. currency & Doybleday*, New york.
- Osita, I., Onyebuchi, I., & Nzekwe, J. (2014). Organization's stability and productivity: the role of SWOT analysis an acronym for strength, weakness, opportunities and threat. *International Journal of Innovative and Applied Research*, 2((9): 23-32), 1–12. <http://www.journalijiar.com>
- Osterwalder, A., Pigneur, Y., Smith, A., & Movement, T. (2010). *Business Model Generation*. wiley.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model Service Its Quality and Implications for Future Research. *Research Paper*, 49(4), 41–50. [https://doi.org/10.1016/S0148-2963\(99\)00084-3](https://doi.org/10.1016/S0148-2963(99)00084-3)
- Parviainen, P., Tihinen, M., Kääriäinen, J., & Teppola, S. (2017). Tackling the digitalization challenge: How to benefit from digitalization in practice. *International Journal of Information Systems and Project Management*, 5(1), 63–77. <https://doi.org/10.12821/ijispm050104>
- Paul, G. D. and M. (2019). *IBM SPSS Statistic 26. Step by Step* (7 (ed.)).

- Porter, M. E. (1980). *Competitive Strategy* (first). The free press.
- Portuguez Castro, M., Ross Scheede, C. R., & Zermeño, M. G. G. (2019). The impact of higher education on entrepreneurship and the innovation ecosystem: A case study in Mexico. *Sustainability (Switzerland)*, *11*(20). <https://doi.org/10.3390/su11205597>
- Prihanto, J. N. (2018). Transformasi Digital Media Cetak Di Indonesia: Studi Pada Industri Media Cetak Terferivikasi Administratif Dan Faktual 2017. *ULTIMA Management*, *10*(1), 26–43. <https://doi.org/10.31937/manajemen.v10i1.853>
- Qu, S. Q., & Dumay, J. (2011). The qualitative research interview. *Qualitative Research in Accounting and Management*, *8*(3), 238–264. <https://doi.org/10.1108/11766091111162070>
- Redlein, A., & Evolutionaries, W. (2019). *Facility Services : Impact of new technologies. November*.
- Sammut-bonnici, T. (2017). *Gap Analysis. October*. <https://doi.org/10.1002/9781118785317.weom120109>
- Sayuti, M., Puspasari, C., Anshar, K., & Zeki, M. (2019). Potensial Use of Backyard for Oyster Mushroom (*Pleurotus Ostreatus*) Cultivation to Increase Family income; Studies on Break-Event Point Analysis. *IOP Conference Series: Materials Science and Engineering*, *536*(1). <https://doi.org/10.1088/1757-899X/536/1/012132>
- Schwertner, K. (2017). Digital transformation of business. *Trakia Journal of Science*, *15*(Suppl.1), 388–393. <https://doi.org/10.15547/tjs.2017.s.01.065>
- Sekaran & Bougie, R. (2017). *Research Method for Business* (7th ed.).
- Utomo, P., & Budiastuti, D. (2019). Practiced culture toward firm competitiveness performance: Evidence from Indonesia. *Pertanika Journal of Social Sciences and Humanities*, *27*(1), 113–124.
- Waterman, R. H., Peters, T. J., & Phillips, J. R. (1980). Structure is not organization. *Business Horizons*, *23*(3), 14–26. <https://doi.org/10.1016/0007->

6813(80)90027-0

<https://www.kofax.com/Blog/2017/september/mind-gap-connecting-front-middle-back-offices-banking>

<https://www.tmforum.org/resources/best-practice/gb997a-digital-maturity-model-r18-5/>

<https://www.tmforum.org/wp-content/uploads/2017/05/DMM-WP-2017-Web.pdf>

Bappenas. 2019. Ministerial Lecture – Perjalanan Ekonomi Indonesia

BPS. 2019. Katalog: 1103024. Statistik Indonesia Dalam Infografis 2019

Kementrian Keuangan RI. 2019. Informasi APBN 2019

Kementrian Pendidikan dan Kebudayaan. 2020. Merdeka belajar: Merdeka kampus

Kementrian Komunikasi dan Informatika.2019. Laporan tahunan 2018.