

## DAFTAR PUSTAKA

- Aji, G.P. (2014). *Analisis Pengaruh Brand Image, Service Quality, dan Perceived Value Terhadap Kepuasan Pelanggan yang Berdampak Pada Brand Loyalty*. Skripsi, Semarang: Sarjana Ekonomika dan Bisnis, Universitas Diponegoro.
- Antonella, Sam Francia. (2017). *The Effects of Marketing Mix (4P) on Companies' Profitability: A Case Study of Automotive Industry in France*. *Journal of Research in Marketing*. Volume 8 No.1 October 2017
- Assauri, Sofyan. 2004. *Manajemen Produksi dan Operasi*. LPFE Universitas Indonesia, Jakarta
- Badan Pusat Statistik Indonesia , (2016). *Jumlah Pelanggan Telepon Indonesia menurut Jenis Penyelenggaraan Jaringan, 2010-2015*. Indonesia : Badan Pusat Statistik
- Bharadwaj, Anandhi S. (2000). *A Resource-Based Perspective on Information Technology Capability and Firm Performance: An Empirical Investigation*. *Management Information Systems Research Center*, University of Minnesota. Vol. 24, No. 1 (Mar., 2000), pp. 169-196
- Beredugo, Sunny Biobele. Etuk, Aniebet Johnny. (2014). *The Effect Of Price Harmonization On Profitability Of Selected Banks In Cross River State, Nigeria*. *European Journal of Accounting Auditing and Finance Research*. Vol.2, No.4. pp.23-32.
- Bohang, Fatimah Kartini. (2017, 28 April). *Situs Telkomsel Diretas, Berisi Keluhan Internet Mahal*. Kompas [online]. Tersedia: [www.http://tekno.kompas.com](http://tekno.kompas.com) [15 Januari 2017]
- Caturini, Rizki. (2017). *Kominfo akan Atur 3 Aspek dalam Penerapan IoT*. Portal Berita Kontan. [online] <http://industri.kontan.co.id/news/kominfo-akan-atur-3-aspek-dalam-penerapan-iot>
- Cohen, J.F. Olsen, K. (2013), "The impacts of complementary information technology resources on the service-profit chain and competitive

- performance of South African hospitality firms*”, *International Journal of Hospitality Management*, Vol. 34, pp. 245- 254.
- Erna, Widiana Muslichah. Sinaga, Bonar. (2010). *Dasar-dasar Pemasaran*. Bandung: Karya Putra Darwanti.
- Fahmi, Irham. (2013). *Analisis Laporan Keuangan*. Bandung: Alfabeta
- Gelinas Jr., Ulric J. Sutton, Steve G. Federowicz, Jane. (2008). *Business Processes and Information Technology*. The Global Text Project. Switzerland
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate dengan Program IBM SPSS-21*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hertenstein, Julie H., Platt, Marjorie B., dan Veryzer, Robert W. (2005).”*The Impact of Industrial Design Effectiveness on Corporate Financial Performance*”. *Product Development & Management Association* 22:3–21
- Ikatan Akuntansi Indonesia.(2009).*Pernyataan Standar Akuntansi Keuangan (PSAK) No. 1 Tentang Kerangka Dasar Penyusunan & Penyajian Laporan Keuangan*. Jakarta: Salemba Empat.
- Indosat Ooredoo. (2016). *Company Profile Indosat Ooredoo 2016*. [online].  
[https://assets.indosatooredoo.com/Assets/Upload/20141202195248\\_Indosat%20Company%20Profile%20M14.pdf](https://assets.indosatooredoo.com/Assets/Upload/20141202195248_Indosat%20Company%20Profile%20M14.pdf)
- Jumingan. (2011). *Analisis Laporan Keuangan*. Jakarta: Bumi Aksara.
- Katadata, Databoks.(2016).*Telkomsel Raja Operator Seluler di Indonesia*. [online]  
<http://databoks.katadata.co.id/datapublish/2016/08/31/telkomsel-raja-operator-seluler-di-indonesia>
- Khairunnisah, Siti Khumairah. Yanuary, Rahmat. Hutagalung, Agus B. dan Muslimin (2015). *The Impact of Distribution Channel, Price, and Information Technology on Financial Performance of Drop Shipping in Indonesia*. Bali : 5th International Conference on Humanities, Economics and Social Sciences (ICHESS'2015)

- Law, Rob. Leung, Daniel. Au, Norman. Lee, “Andy” Hee. (2013). *Progress and Development of Information Technology in the Hospitality Industry: Evidence from Cornell Hospitality Quarterly*. 54(1) 10–24
- Lubis, Arlina N. (2004). *Peranan Saluran Distribusi Dalam Pemasaran Produk dan Jasa*. E-USU Repository. Fakultas Ekonomi Jurusan Manajemen, Universitas Sumatera Utara
- Lunardi, G.L. Becker, J.L. Maçada A.C.G, Dolci, P.C. (2013). *The impact of adopting IT governance on financial performance: An empirical analysis among Brazilian firms*. International Journal of Accounting Information Systems. Retrieved from ScienceDirect Database.
- Maharani, Diah A. Wulandari, Helena W. (2015). *Penggabungan, Peleburan dan Pengambilalihan pada Industri Telekomunikasi di Indonesia*. Jurnal Penelitian Pos dan Informatika Vol 5 No 1 (2015) 19 – 36
- Maiga, Adam S. Nilsson, Anders Jacobs, Fred A. (2014). *Assessing The Interaction Effect of Cost Control Systems and Information Technology Integration on Manufacturing Plant Financial Performance*. The British Accounting Review 46 (2014) 77–90
- Marn, Michael V. Rosiello, Robert L. (1992). *Managing Price, Gaining Profit*. Harvard Business Review. September-October 1992
- Matthew, K. Samuel, T. Patrick, K. (2012). *Examining The Effect Of Multi-Channel Product Distribution On Firms’ Performance*. International Journal of Economics and Management Sciences. Vol.1, No.12, 2012, pp.90-103
- Mithas, Sunil. Tafti, Ali. Bardhan, Indranil. Goh, J.M. (2012). *Information Technology and Firm Profitability: Mechanisms and Empirical Evidence*. Forthcoming in *MIS Quarterly*
- Muslim, E. Nurcahyo, R. Priyanto, A. Prasetya, N. Niftahuljanah. (2010). *Analisis Industri Telekomunikasi di Indonesia*. Departemen Teknik Industri, Fakultas Teknik Universitas Indonesia. Volume 9 Number 1 2010

- Nguyen, Thi Hong Ngoc. (2017). *Integration of Multi-Channel Distribution and its Impact on Profit of Fast Fashion Companies*. Tesis Sarjana pada Aalto University
- Pemerintah Republik Indonesia. (2000). *Peraturan Pemerintah Nomor 52 tahun 2000 Penyelenggaraan Telekomunikasi*. Jakarta
- Rudianto. 2013. *Akuntansi Manajemen Informasi Untuk Pengambilan Keputusan Strategis*. Jakarta: Erlangga.
- Rosenbloom, B., 2007. *Multi-channel strategy in business-to-business markets: prospects and problems*. *Industrial Marketing Management* 36 (1), 4–9.
- Sadeghimanesh, Morteza. Samadi, Abbas. (2013). *The Effect of IT (Information Technology) on Financial Performance of the Banks Listed in Tehran Stock Exchange*. Vol.2, No.3 Special Issue on Accounting and Management. Hamedan, Iran
- Silalahi, Uber. (2015). *Metode Penelitian Sosial Kuantitatif (Cetakan keempat)* Bandung : PT. Revika Aditama.
- Sucipto. 2003. *Penilaian Kinerja Keuangan*. E-book.USU digital library (diakses pada 5 November 2017)
- Taufiq, Muhammad. (2002). *Dampak Perkembangan Teknologi Informasi dalam Profesi Akuntan dan Implikasinya dalam Dunia Pendidikan*. STMIK AMIKOM Yogyakarta
- Telkomsel. (2016). *Annual Report Telkomsel 2016*. [online].  
<https://www.telkomsel.com/download?type=annual&category=report&file=Annual%20Report%202016.pdf>
- Wabwoba, Franklin. Ikoha, Anselimo Peters. (2011). *Information Technology Research in Developing Nations: Major Research Methods and Publication Outlets*. Volume 1 No. 6, *International Journal of Information and Communication Technology Research*
- Wau, Redaktur. Syarifuddin, Achmad. Herwanto, Rudi. (2017). *Analisis Perbandingan Economic Value Added (EVA) dan Return On Investment (ROI) dalam Menilai Kinerja Keuangan Sub Sektor Farmasi yang*

*Terdaftar di Bursa Efek Indonesia. Journal of Business Studies. Vol.2*  
No.1 Juli 2017

Yan, Ruiliang. Wang, John. Zhou, Bin. (2010). *Channel Integration and Profit Sharing in the Dynamics of Multi-channel Firms*. Journal of Retailing and Consumer Services Volume 17, Issue 5, September 2010, Pages 430-440

Yan, Ruiliang. Guo, Peijun. Wang, John. Amrouche, Nawel. (2011). *Product Distribution and Coordination Strategies in a Multi-Channel Context*. Journal of Retailing and Consumer Services