

## DAFTAR PUSTAKA

- Adesola, S., & Baines, T. (2005). Developing and Evaluating Methodology for Business Process Improvement. *Business Process Management Journal vol 11 No.1*, 37-46.
- Dessler, G. (2013). *Human Resource Management*. Boston: Pearson.
- Gunasekaran, A., & Kobu, B. (2002). Modelling and Analysis of Business Process Reengineering. *International Journal of Production Research*, 2521-2546.
- Harrington, H. (1991). *Business Process Improvement- The Breakthrough Strategy for Total Quality, Productivity and Competitiveness*. New York: McGraw-Hill.
- Ivancevich, J. M., & Konopaske, R. (2010). *Human Resource Management*. United States: McGraw-Hill.
- Kettinger, W., & Lee, C. C. (1994). Perceived Service Quality and User Satisfaction with the Information Service Function. *Decision Sciences vol 25* , 737-766.
- Klein, M. (1994). Reengineering methodologies and tools. *Information SystemsManagement, Vol. 11 No. 2*, 30-5.
- Loose, R. (1997). A discipline Independent Definition of Information. *Journal of The American Society for Information 48(3)*, 254-269.
- Magal, S., & Word, J. (2012). *Integrated Business Process with ERP Systems*. New Jersey: John Wiley & Sons.
- Rubio, S., Diaz, E., Jesus, M., & Puente, J. M. (2004). Evaluation of subjective mental workload: A comparison of SWAT, NASA-TLX, and workload profile methods. *Applied Psychology: An International Review*, 61–86.
- Shafira, N. P. (2018). *Usulan Rekayasa Ulang Proses Bisnis Pada Industri Gula Studi Kasus Pada PG. PS Madukismo*. Yogyakarta: Universitas Islam Indonesia . Diambil kembali dari DSpace Universitas Islam Indonesia: <https://dspace.uui.ac.id/bitstream/handle/123456789/6180/Nurul%20Putri%20Shafira%2014522407%20Februari%202018.pdf?sequence=1>