

DAFTAR PUSTAKA

- Asosiasi Penyelenggara Jasa Internet Indonesia (APJII). 2017. *Penetrasi & Perilaku Pengguna Internet Indonesia*. Jakarta
- Badan Pusat Statistik. 2017. *Statistik Telekomunikasi Indonesia 2017*. diakses 20 februari 2019, <https://www.bps.go.id>.
- David, Fred R. 2009. *Manajemen Strategi Konsep*. Edisi 12. Salemba Empat, Jakarta.
- Dwinta, Annisa & Aprilia, Ismaula Tiza. 2018. *Review Job Description dan Perancangan Matriks Kompetensi pada Divisi Network & Project delivery PT XYZ*. PPM Manajemen. Jakarta
- Francis, D., and Woodcock, M. 1990. *Unblocking organizational values*. London: Scott, Foresman and Company.
- Miles, Raymond E., dan snow, Charles C. 1984. *Designing Strategic Human Resources System*. Organization Dynamic. New York.
- Miles, MB dan Huberman, AM. 1992. *Qualitative Data Analysis : A Sourcebook of New Methods*. SAGE. Beverly Hills.
- Millmore, et al. 2007. *Strategic Human Resource Management: Contemporary Issues*. Pearson Education Ltd., Edinburgh, England.
- Noe, A Raymond. 2010. *Employee Training and Development*. Edisi 7. McGraw-Hill
- Palan, R. 2007. *Competency Management*. Jakarta: PPM Manajemen.
- Robbin, Stephen P. 2003. *Perilaku Organisasi*. Index. Jakarta
- Sitorus, MTF. 1998. *Penelitian Kualitatif : Suatu Perkenalan*. Dokis. Bogor