

BIBLIOGRAPHY

1. Baguley, Philip (1994), Improving Organizational Performance: A Handbook For Managers, Europe: McGraw-Hill Book Company.
2. David, Fred R.(1995), Strategic Management ,Englewood Cliffs, New Jersey: Prentice-Hall International, Inc.
3. De Cenzo, David A.(1994), Human Resource Management, Englewood Cliffs, New Jersey: Prentice-Hall.
4. Felkins, Patricia K., Chakiris, B.J And Chakiris, Kenneth N.(1993), Change Management , New York: Quality Resources.
5. Greiner, Larry E. And Metzger,Robert O. (1983), Consulting To Management, Englewoods, New Jersey: Prentice-Hall,Inc.
6. Harrington, H. James (1995), Total Improvement Management , New York: McGraw-Hill,Inc.
7. Hyman, Leonard S.(1995), The Privatization Of Public Utilities, Vienna, Virginia:Public Utilities Reports,Inc.
8. Juran,J.M. (1995), Managerial Breakthrough, New York: McGraw-Hill,Inc.
9. Loo Peng Wah, Dr. Md Nor Othman And Dr. Mohd Nazari Ismail, Key Computer-Based Management Information System (MIS) In The 1990's: The

View Of Selected MIS Professionals (MBA Dissertation of the first author to University of Malaya)

10. Mondy, R. Wayne And Noe III, Ronert M. (1993), Human Resource Management ,Boston: Allyn And Bacon.
11. O'Connor, Carol A. (1993), The Handbook For Organizational Change, London:McGraw-Hill Book Company.
12. Pekeliling Pengurus Besar (TNB Penjanaaan) dated 7th October,1993
13. Schermerhorn Jr, John R., Hunt, James G. And Osborn, Richard N.(1994), Managing Organizational Behavior , New York: John Wiley And Sons, Inc.
14. TNB Annual Report 1995