

DAFTAR PUSTAKA

- Abaza, M., & Saif, F. (2015). The adoption of mobile government services in developing countries. *International Journal of Computer Science Issues (IJCSI)*, 12(1), 137.
- Abdelghaffar, H., & Magdy, Y. (2012). The adoption of mobile government services in developing countries: The case of Egypt. *International Journal of Information and Communication Technology Research*, 2(4).
- Abu Tair, H. Y. A., & Abu-Shanab, E. A. (2014). Mobile government services: Challenges and opportunities. *International Journal of Technology Diffusion*, 5(1), 17–25.
- Ahmad, B., Shahid, M., Huma, Z. E., & Haider, S. (2012). Turnover intention: An HRM issue in textile sector. *Interdisciplinary Journal of Contemporary Research in Business*, 3(12), 125–130.
- Aker, J. C. (2017). Using digital technology for public service provision in developing countries. *Digital Revolutions in Public Finance*, 201.
- Al-Sharafi, M. A. A., Tong, S., & Aloqab, A. (2021). The Effective Role of Internal Factors on Reconstructing Telecom Companies: The Case of Yemen Telecom. *Sustainability*, 13(3), 1501.
- Alenezi, H., Tarhini, A., Alalwan, A., & Al-Qirim, N. (2017). Factors Affecting the Adoption of e-Government in Kuwait: A Qualitative Study. *Electronic Journal of E-Government*, 15(2), pp84-102.
- Alshehri, M., & Drew, S. (2012). A Comprehensive Analysis of E-government services adoption in Saudi Arabia: Obstacles and Challenges. *International Journal of Advanced Computer Science and Applications*, 3(2).
- Ardianto, E. (2018). *Metode Penelitian Untuk Public Relation Kuantitatif dan Kualitatif*. Simbiosa Rekatama Media.
- Aritonang, D. M. (2017). The impact of e-government system on public service quality in Indonesia. *European Scientific Journal, ESJ*, 13(35), 99–111.
- Badri, M. (2016). Pembangunan pedesaan berbasis teknologi informasi dan komunikasi (studi pada gerakan desa membangun). *Jurnal Dakwah Risalah*, 27(2), 62–73.
- Baier, E., Rammer, C., & Schubert, T. (2015). The impact of captive innovation offshoring on the effectiveness of organizational adaptation. *Journal of International Management*, 21(2), 150–165.
- Asian Development Bank . (2012). *Infrastructure for supporting inclusive growth*

- and poverty reduction in Asia.* Asian Development Bank.
- Beshi, T. D., & Kaur, R. (2020). Public trust in local government: Explaining the role of good governance practices. *Public Organization Review*, 20(2), 337–350.
- Busch, P. A., Henriksen, H. Z., & Sæbø, Ø. (2018). Opportunities and challenges of digitized discretionary practices: a public service worker perspective. *Government Information Quarterly*, 35(4), 547–556.
- Chassidim, H., Perentis, C., Toch, E., & Lepri, B. (2021). Between privacy and security: the factors that drive intentions to use cyber-security applications. *Behaviour & Information Technology*, 40(16), 1769–1783.
- Choiriyah, I. U. (2020). Penerapan e-government melalui m-bonk di Kabupaten Sidoarjo. *Publisia (Jurnal Ilmu Administrasi Publik)*, 5(2), 126–135.
- Christmann, P. (2018). Economic performance, quality of democracy and satisfaction with democracy. *Electoral Studies*, 53, 79–89.
- Cingano, F. (2014). *Trends in income inequality and its impact on economic growth.*
- Cucus, A., & Aprilinda, Y. (2013). Implement of M-Government to Improve Public Services. *International Conference On Law, Business and Governance (ICon-LBG)*, 1.
- De Vries, H., Tummers, L., & Bekkers, V. (2018). The diffusion and adoption of public sector innovations: A meta-synthesis of the literature. *Perspectives on Public Management and Governance*, 1(3), 159–176.
- Fitriana, D. N. (2014). *Inovasi Pelayanan Publik BUMN (Studi Deskriptif tentang Inovasi Boarding Pass System dalam Meningkatkan Kualitas Pelayanan Kereta Api PT KAI di Stasiun Gubeng Surabaya).*
- Fölscher, A., & Cole, N. (2007). South Africa: Transition to democracy offers opportunity for whole system reform. *OECD Journal on Budgeting*, 6(2), 1–37.
- Fukuyama, F. (2013). What is governance? *Governance*, 26(3), 347–368.
- Füller, J., Hutter, K., Wahl, J., Bilgram, V., & Tekic, Z. (2022). How AI revolutionizes innovation management—Perceptions and implementation preferences of AI-based innovators. *Technological Forecasting and Social Change*, 178, 121598.
- Hailu, A. G., & Shifare, H. G. (2019). Service delivery and customer satisfaction in the public service sector: An Ethiopian experience. *Public Policy and Administration Research*, 9(9), 24–37.

- Holzer, M., & Schwester, R. W. (2015). *Public administration: An introduction*. Routledge.
- Irianto, J. (2011). Manajemen sumber daya manusia sektor publik di Indonesia: pengantar pengembangan model MSDM sektor publik. *Jurnal Masyarakat, Kebudayaan Dan Politik*, 24(4), 281–291.
- Ishengoma, F., Mselle, L., & Mongi, H. (2019). Critical success factors for m-Government adoption in Tanzania: A conceptual framework. *The Electronic Journal of Information Systems in Developing Countries*, 85(1), e12064.
- Kanaan, R. K., Abumatar, G., Al-Lozi, M., & Hussein, A. M. A. (2019). Implementation of m-government: leveraging mobile technology to streamline the e-governance framework. *Journal Of Social Sciences (COES&RJ-JSS)*, 8(3), 495–508.
- Khwaldeh, S., Al-Hadid, I., & Alrowwad, A. (2017). The association between e-services web portals information quality and ICT competence in the Jordanian universities. *Asian Social Science*, 13(3), 156.
- Kyem, P. A. K. (2016). Mobile phone Expansion and Opportunities for E-Governance in Sub-Saharan Africa. *The Electronic Journal of Information Systems in Developing Countries*, 75(1), 1–15.
- Lusiawati, I. (2019). Public Service in Interpersonal Communication. *International Journal for Educational and Vocational Studies*, 1(5), 484–488.
- Mahsyar, A. (2011). Masalah pelayanan publik di Indonesia dalam perspektif administrasi publik. *Otoritas: Jurnal Ilmu Pemerintahan*, 1(2).
- Manteghi, N., & Jahromi, M. J. H. (2012). Innovative model to priority distributed generation technology. *Procedia Technology*, 1, 485–489.
- Mardiyanto, D. (2018). ANALYSIS OF COMMUNITY PERCEPTION OF PUBLIC SERVICE QUALITY IN OFFICE SOCIAL INSURANCE ADMINISTRATION ORGANIZATION OF HEALTH (BPJS HEALTH) SURAKARTA CITY. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 2(04).
- Mohammed, K. N. (2020). E-Government Strategies as a Modern Perspective of Learning Organizations: Practical Study in the Directorate of Work-Iraq of Anbar. *Utopía y Praxis Latinoamericana*, 25(1), 65–78.
- Monoarfa, H. (2012). Efektivitas dan efisiensi penyelenggaraan pelayanan publik: Suatu tinjauan kinerja lembaga pemerintahan. *Jurnal Pelangi Ilmu*, 5(01).
- Mukarom, Z., & Laksana, M. . (2016). *Membangun Kinerja Pelayanan Publik Menuju Clean Government and Good Governance*. Pustaka Setia.
- Nkohkwo, Q. N., & Islam, M. S. (2013). Challenges to the Successful

- Implementation of e-Government Initiatives in Sub-Saharan Africa: A Literature Review. *Electronic Journal of E-Government*, 11(1), pp252-266.
- Prabhu, S. M., Murthy, K. N. B., & Natarajan, S. (2018). Knowledge management using ontology based Tantra framework for good governance. *SRELS Journal of Information Management*, 55(6), 299–308.
- Ratminto, & Winarsih, A. . (2018). *Manajemen Pelayanan*. Pustaka Belajar.
- Rogers, E. M., Singhal, A., & Quinlan, M. M. (2014). Diffusion of innovations. In *An integrated approach to communication theory and research* (pp. 432–448). Routledge.
- Rohayatin, T., Warsito, T., Pribadi, U., Nurmandi, A., Kumorotmo, W., & -, S. (2018). Faktor Penyebab Belum Optimalnya Kualitas Penyelenggaraan Pelayanan Publik Dalam Birokrasi Pemerintahan. *Jurnal Caraka Prabu*, 1(01), 22–36. <https://doi.org/10.36859/jcp.v1i01.50>
- Romli, K. (2013). Bureaucracy Communication and Government Organizational Culture. *International Conference On Law, Business and Governance (ICon-LBG)*, 1.
- Salsabila, L., & Purnomo, E. P. (2017). Establishing and Implementing Good Practices E-Government (A Case Study: e-Government Implementation between Korea and Indonesia). *ASEAN/Asian Academic Society International Conference Proceeding Series*.
- Satriyo, S. B., Kurniawan, B., & Aulia, R. A. (2021). Implementasi Aplikasi PANGKAS (Gampang Ngurus Berkas) Pada Pelayanan Publik di Dinas Komunikasi dan Informatika Kota Tangerang. *Jurnal Inovasi Dan Kreativitas (JIKA)*, 1(2), 126–139.
- Schallmo, A., & Daniel, R. (2018). *Digital Transformation Now! Guiding the Successful Digitalization of YourBusiness Model*. Springer.
- Schlæger, J. (2021). A review of the research and practice of e-government in China. *The Routledge Handbook of Chinese Studies*, 163–176.
- Shareef, M. A., Archer, N., & Dwivedi, Y. K. (2012). Examining adoption behavior of mobile government. *Journal of Computer Information Systems*, 53(2), 39–49.
- Shavira, A., Rudiana, R., & Lesmana, A. C. (2021). IMPLEMENTASI ELECTRONIC GOVERNMENT PADA PENGGUNAAN APLIKASI QLUE SEBAGAI UPAYA PENERAPAN JAKARTA SMART CITY DI DINAS KOMUNIKASI, INFORMATIKA, DAN STATISTIK PROVINSI DKI JAKARTA TAHUN 2020. *Jurnal Administrasi Pemerintahan (Janitra)*, 1(2), 174–183.

- Shittu, Affez, K. (2020). Public Service and Service Delivery. *Springer Nature Switzerland*, 1(1), 1–8.
- Sinambela, L. . (2015). *Reformasi Pelayanan Publik Teori, Kebijakan dan Implementasi*. PT Bumi Aksara.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sukendar, S., & Hasanah, B. (2020). Capacity and Service Innovation In Implementation Government Of Village In Serang District Indonesia. *Indonesian Journal of Social Science Research*, 1(1), 1–9.
- Sururi, A. (2017). *Inovasi Kebijakan dalam Perspektif Administrasi Publik Menuju Terwujudnya Good Public Policy Governance*.
- Tjiptono, F., & Diana. (2016). Pemasaran Esensi dan Aplikasi. In *Pemasaran Esensi Dan Aplikasi*. Yogyakarta. CV Andi Offset. Andi.
- Utomo, C. E. W., & Hariadi, M. (2016). *Strategi Pembangunan Smart City dan Tantangannya bagi Masyarakat Kota*.
- Weerakkody, V., Irani, Z., Lee, H., Osman, I., & Hindi, N. (2015). E-government implementation: A bird's eye view of issues relating to costs, opportunities, benefits and risks. *Information Systems Frontiers*, 17(4), 889–915.
- Wirtz, B. W., Birkmeyer, S., & Langer, P. F. (2021). Citizens and mobile government: an empirical analysis of the antecedents and consequences of mobile government usage. *International Review of Administrative Sciences*, 87(4), 836–854.
- Wulandari, F., & Tirtariandi El Anshori, Y. (2012). *Optimizing Public Service Through E-Gov Services (The Case Of Public Service in South Jakarta Municipality)*. Muhammadiyah University Yogyakarta.
- Yap, C. S., Ahmad, R., Newaz, F. T., & Mason, C. (2019). Enhancing the Use of Government Mobile Applications: The Perspective of Citizen-initiated Contacts Theory. *KMIS*, 258–263.
- Yıldırım, E., AR, I. M., Dabić, M., Baki, B., & Peker, I. (2022). A multi-stage decision making model for determining a suitable innovation structure using an open innovation approach. *Journal of Business Research*, 147, 379–391.
- Zabri, S. M., Ahmad, K., & Wah, K. K. (2016). Corporate governance practices and firm performance: Evidence from top 100 public listed companies in Malaysia. *Procedia Economics and Finance*, 35, 287–296.
- Zhang, X., Yu, P., Yan, J., & Spil, T. A. M. (2015). Using diffusion of innovation theory to understand the factors impacting patient acceptance and use of consumer e-health innovations: a case study in a primary care clinic. *BMC Health Services Research*, 15(1), 1–15.