

DAFTAR PUSTAKA

A. Buku

- Bogdan, R. C., & Biklen, S. K. (1982). *Qualitative Research for Education: An Introduction to Theory and Methods*. Allyn and Bacon.
- Creswell, J. W. (2013). *Qualitative Inquiry and Research Design: Choosing Among Five Approaches* (3rd ed.). SAGE Publications.
- Hardiyansyah. (2018). *Kualitas Pelayanan Publik: Konsep, Dimensi, Indikator, dan Implementasinya*. Gava Media.
- Moenir, A. S. (2000). *Manajemen Pelayanan Umum di Indonesia*. Bumi Aksara.
- Nugrahani, F. (2014). *Metode Penelitian Kualitatif dalam Penelitian Pendidikan Bahasa*. Cakra Books.
- Sinambela, L. P. (2005). *Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi*. Bumi Aksara.
- Sugiyono. (2014). *Memahami Penelitian Kualitatif*. Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Kualitatif*. Alfabeta.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (2nd ed.). Alfabeta.
- Widodo, J. (2001). *Good Governance: Telaah dari Dimensi Akuntabilitas dan Kontrol Birokrasi pada Era Desentralisasi dan Otonomi Daerah*. Insan Cendekia.

B. Jurnal

- Alenezi, M. (2022). Understanding digital government transformation. *arXiv*.
<https://arxiv.org/abs/2202.01797>
- Al-Hujran, O., Al-Debei, M. M., Chatfield, A. T., & Migdadi, M. (2015). The imperative of influencing citizen attitude toward e-government adoption and use. *Computers in Human Behavior*, 53, 189–203.
<https://doi.org/10.1016/j.chb.2015.06.025>
- Andersen, K. N., Medaglia, R., & Henriksen, H. Z. (2012). Social media in public health care: Impact domain propositions. *Government Information Quarterly*, 29(4), 462–469. <https://doi.org/10.1016/j.giq.2012.07.004>
- Cordella, A., & Tempini, N. (2015). E-government and organizational change: Reappraising the role of ICT and bureaucracy in public service delivery. *Government Information Quarterly*, 32(3), 279–286.
<https://doi.org/10.1016/j.giq.2015.03.005>
- Criado, J. I., Sandoval-Almazan, R., & Gil-Garcia, J. R. (2013). Government innovation through social media. *Government Information Quarterly*, 30(4), 319–326. <https://doi.org/10.1016/j.giq.2013.10.003>
- Dwivedi, Y. K., Rana, N. P., Janssen, M., Lal, B., Williams, M. D., & Clement, M. (2017). An empirical validation of a unified model of electronic government adoption (UMEGA). *Government Information Quarterly*, 34(2), 211–230. <https://doi.org/10.1016/j.giq.2017.03.001>
- Gil-Garcia, J. R., Dawes, S. S., & Pardo, T. A. (2018). Digital government and public management research: Finding the crossroads. *Public Management Review*, 20(5), 633–646. <https://doi.org/10.1080/14719037.2017.1327181>

- Janowski, T. (2015). Digital government evolution: From transformation to contextualization. *Government Information Quarterly*, 32(3), 221–236. <https://doi.org/10.1016/j.giq.2015.07.001>
- Linders, D. (2012). From e-government to we-government: Defining a typology for citizen coproduction in the age of social media. *Government Information Quarterly*, 29(4), 446–454. <https://doi.org/10.1016/j.giq.2012.06.003>
- Meijer, A., & Bolívar, M. P. R. (2016). Governing the smart city: A review of the literature on smart urban governance. *International Review of Administrative Sciences*, 82(2), 392–408. <https://doi.org/10.1177/0020852314564308>
- Mensah, I. K., Zeng, G., & Luo, C. (2020). E-government services adoption: An extension of the unified model of electronic government adoption. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020933593>
- Mergel, I., Edelmann, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. *Government Information Quarterly*, 36(4). <https://doi.org/10.1016/j.giq.2019.06.002>
- Nam, T. (2019). Does e-government raise effectiveness and efficiency? Examining the cross-national effects of digital government. *Government Information Quarterly*, 36(2), 222–235. <https://doi.org/10.1016/j.giq.2019.01.001>
- Vial, G. (2019). Understanding digital transformation: A review and a research agenda. *The Journal of Strategic Information Systems*, 28(2), 118–144. <https://doi.org/10.1016/j.jsis.2019.01.003>
- Wirtz, B. W., Weyerer, J. C., & Geyer, C. (2019). Artificial intelligence and the public sector—Applications and challenges. *International Journal of*

Public Administration, 42(7), 596–615.

<https://doi.org/10.1080/01900692.2018.1498103>

C. Produk Hukum

Undang-Undang Republik Indonesia Nomor 25 Tahun 2009 tentang Pelayanan Publik.

Peraturan Presiden Republik Indonesia Nomor 95 Tahun 2018 tentang Sistem Pemerintahan Berbasis Elektronik.

Peraturan Menteri Agama Republik Indonesia yang mengatur penyelenggaraan aplikasi PUSAKA.