

References

- Andrews, Rhys & Boyne, George & Law, Jennifer & Walker, Richard. (2011). Strategic Management and Public Service Performance. 10.1057/9780230349438.
- Batinggi, Ahmad. (1998). Manajemen Pelayanan Umum. *Bahan Kuliah Sekolah Tinggi Ilmu Administrasi*
- Bryson, J., & George, B. Strategic Management in Public Administration. (2020). Oxford Research Encyclopedia of Politics. Retrieved 7 Apr. 2022, from <https://oxfordre.com/politics/view/10.1093/acrefore/9780190228637.001.0001/acrefore-9780190228637-e-1396>.
- Commonwealth Secretariat. (2009). Managing and Measuring Performance in the Public Service in Commonwealth Africa. Seychelles: Commonwealth Secretariat.
- Creswell, J. W. (2009). Research design: qualitative, quantitative, and mixed methods approaches. *Los Angeles: Sage*.
- Eshuis, Jasper & Gerrits, Lasse. (2019). The limited transformational power of adaptive governance: a study of institutionalization and materialization of adaptive governance. *Public Management Review*. 23. 1-21. 10.1080/14719037.2019.1679232.
- Ganapati, Sukumar. (2015). Using Mobile Apps in Government. Florida: IBM Center for The Business of Government.
- Gibson, Ivancevich, Donnelly. (1987). *Organisasi dan Manajemen: Perilaku, Struktur dan Proses* Jilid 1, Edisi 5. Jakarta: Erlangga
- Gupta, Akash. (2020). Role of Video-Conferencing Platforms to Change The Face Of Communication During The Lockdown. Multidisciplinary Subjects for Research Vol-1 (pp.322-327).
- Handoko, Hani. (1993). Dasar-dasar Manajemen Produksi dan Operasi. *Yogyakarta : BPFE*



International Labour Organization. (2020). Teleworking during the COVID-19 pandemic and beyond. Geneva: International Labour Office.

Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi. (2012). Pedoman Pemanfaatan Media Sosial Instansi Pemerintah. Accessed from https://klatenkab.go.id/wp-content/uploads/2015/10/permepan2012_083.pdf on 10 March 2022.

Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi. (2021). Finalis Top Kompetisi Inovasi Pelayanan Publik di Lingkungan Kementerian/Lembaga, Pemerintah Daerah, BUMN, dan BUMD Tahun 2021. Accessed from http://bappeda.bone.go.id/assets/file/Pengumuman_No_B_112_PP_00_05_2021.pdf on 10 March 2022.

Laksana, S., (2021). Post Pandemic Indonesian Regional Development Planning, New Normal, New Orientation: The Case of West Java. *Jurnal Perencanaan Pembangunan: The Indonesian Journal of Development Planning*, 5(1), pp.32-50.

Lembaga Ilmu Pengetahuan Indonesia. (2020). <http://kependudukan.lipi.go.id/id/berita/seputar-kegiatan-ppk/989-pandemicovid-19-dalam-perspektif-kajian-sosialdari-psbb-sampai-kenormalan-baru> Accessed on 10 February 2022

Lewin, K. (1951). *Field Theory in Social Science*. New York: Harper.

Matheson, A., Scanlan, G., & Tanner, R. (1997). Strategic management in government: extending the reform model in New Zealand. *Benchmarking, evaluation and strategic management in the public sector*, 81-103.

Milic, Petar & Kuk, Kristijan & Popović, Brankica & Kartunov, Stefan & Civelek, Turhan. (2016). The Importance of Secure Access to E-Government Services. International Scientific Conference “Archibald Reiss Days” Thematic Conference Proceedings of International Significance (Pp.307-316).



Moenir, A.S. (2000). *Manajemen Pelayanan Publik*. Jakarta: Bina Aksara.

Moenir, A.S. (2002). *Bentuk-bentuk Pelayanan Publik*. Jakarta: Bumi Aksara.

Mohlomi, Nolufefe., & Sybert Mutereko. (2019). Training and Development in the Public Sector: A Case Study of a Provincial Department in KwaZulu-Natal. 8. 106 -133.

Mulyono, D. (2017). Analisis Faktor Pendorong Dan Faktor Penghambat Pelaksanaan Pelayanan Publik Di Kelurahan Pondok Kacang Timur Kecamatan Pondok Aren Kota Tangerang Selatan. *Jurnal Mozaik*, IX(2), 94–100.

Mungkasa, Oswar. (2020). Bekerja dari Rumah (Working From Home/WFH): Menuju Tatapan Baru Era Pandemi COVID 19. *The Indonesian Journal of Development Planning* Volume IV No. 2 – June 2020.

Nurcholis, Hanif. (2005). *Teori dan Praktek Pemerintahan dan Otonomi Daerah*. Jakarta: Grasindo.

Organisation for Economic Co-operation and Development. (2020). Trust in Government. Accessed from <https://www.oecd.org/gov/trust-in-government.htm> on 10 March 2022.

Robbins, Stephen P., and Tim Judge. (2007). *Organizational behavior*. Upper Saddle River, N.J.: Pearson/Prentice Hall.

Rokhman, Didik Fatkhur. (2012). Implementasi Kebijakan Pelayanan Administrasi Kependudukan Terpadu (Studi pada dinas kependudukan dan catatan sipil kota Malang). *Jurnal administrasi publik (JAP)*. Vol 1 No 5 Hal 962.

Roseth, B., Reyes, A. and Yee Amézaga, K., (2021). Public Service and Digital Governance During the Pandemic. *Washington: Inter-American Development Bank*.

Sohrabi, C., Alsafi, Z., O'Neill, N., Khan, M., Kerwan, A., Al-Jabir, A., Iosifidis, C., & Agha, R. (2020). World Health Organization declares global emergency: A review of the 2019 novel



coronavirus (COVID-19). *International journal of surgery (London, England)*, 76, 71–76.
<https://doi.org/10.1016/j.ijsu.2020.02.034>

Spicker, P. (2009). The Nature of a Public Service. *International Journal of Public Administration*, 32(11), 970–991.

Sugiyono. (2019). Metode Penelitian Kuantitatif, Kualitatif R&D. *Bandung: Alfabeta*.

Susanto, J., Anggraini, Z. (2019). Kualitas Pelayanan Publik Pada Kantor Camat Tabir. *Jurnal Administrasi Negara*, 106. Accessed on 10 February 2022

Wahono, Sumadiono. (2018). Pedoman Umum Organisasi dan Administrasi Rukun Warga Rukun Tetanga, *Yogyakarta: Cv Budi Utama*

Zakaria, Zaherawati., Yaacob, Aini., Yaacob, Zuraini., Noordin, Nazmi., Hilmie, Mohd., Sawal, Mohd & Zakaria, Zuriawati. (2011). Key Performance Indicators (KPIs) in the Public Sector: A Study in Malaysia. *Asian Social Science*. 7. 10.5539/ass.v7n7p102.