

DAFTAR PUSTAKA

- Aarikka-Stenroos, L., Jaakkola, E., Harrison, D., & Mäkitalo-Keinonen, T. (2017). How to Manage Innovation Processes in Extensive Networks: A Longitudinal Study. *Industrial Marketing Management*, 67, 88–105. <https://doi.org/10.1016/j.indmarman.2017.09.014>
- Abdal. (2021). Implementasi Kebijakan tentang Penyelenggaraan Ibadah Haji dalam Upaya Meningkatkan Pelayanan Jamaah Haji di Kabupaten Garut. *Jurnal Inovasi Penelitian*, 2(1), 129–136. <https://doi.org/10.47492/jip.v2i1.612>
- Abdussamad, Z. (2016). *Kompetensi Aparat dalam Pelayanan Publik* (2nd ed.). Yogyakarta: Deepublish.
- Ahdiyana, M. (2018). *Pengembangan Kapasitas Kelembagaan Program Penanggulangan Kemiskinan Daerah: Studi Kasus di Kabupaten Kulon Progo DIY*. Yogyakarta.
- Anderson, N., Potočnik, K., & Zhou, J. (2014). Innovation and Creativity in Organizations: A State-of-the-Science Review, Prospective Commentary, and Guiding Framework. *Journal of Management*. SAGE Publications Inc. <https://doi.org/10.1177/0149206314527128>
- Antoro, N. P. (2021). *Kapasitas Inovasi Bpjs Ketenagakerjaan Dalam Kebijakan Peralihan UU Sistem Jaminan Sosial Nasional No 40 Tahun 2004 Menjadi Badan Penyelenggara Jaminan Sosial Nasional No 24 Tahun 2011 (Studi di Kantor Cabang Surabaya Karimun Jawa)*. Retrieved from <http://repository.unair.ac.id/105739/>
- Arsip Nasional Republik Indonesia. (2019). *Inventaris Arsip Departemen Agama Republik Indonesia 1950-1998*. Jakarta.
- Arundel, A., Bloch, C., & Ferguson, B. (2019). Advancing innovation in the public sector: Aligning innovation measurement with policy goals. *Research Policy*, 48(3). <https://doi.org/10.1016/j.respol.2018.12.001>

- Asbari, M., Fayzall, M., Goestjahjanti, F. S., Winanti, Yuwono, T., Hutagalung, D., ... Purwanto, A. (2020). Peran Kepemimpinan Transformasional dan Organisasi Pembelajaran Kapasitas Inovasi Sekolah. *EduPsyCouns Journal*, 2(1), 122–145.
- Atmadja, F. S., & Sugiharto. (2019). Strategi Pelayanan Prima dalam Mewujudkan Kepercayaan Jamaah Umrah pada PT. Wisata Titiannusantara Pelangi. *Jurnal Manajemen Dakwah*, 7(21), 21–36. <https://doi.org/10.15408/jmd.v7i1.19972>
- Batley, R., & McLoughlin, C. (2015). The Politics of Public Services: A Service Characteristics Approach. *World Development*, 74, 275–285. <https://doi.org/10.1016/j.worlddev.2015.05.018>.
- Berthanila, R., Hasanah, B., & Sururi, A. (2019). Kapasitas Inovasi Kebijakan Pemerintah Daerah dalam Pengelolaan Kawasan Wisata Alam Gunung Pinang Kabupaten Serang. In *KNIA: Konferensi Nasional Ilmu Administrasi Publik 3.0* (pp. 1–6).
- Bertot, J., Estevez, E., & Janowski, T. (2016). Universal and Contextualized Public Services: Digital Public Service Innovation Framework. *Government Information Quarterly*, 33(2), 211–222.
- Birkinshaw, J., & Mol, M. J. (2006). How Management Innovation Happen. *MIT Sloan Management Review*, 47(4), 81–88. Retrieved from <http://go.warwick.ac.uk/wrap>
- Bland, T., Bruk, B., Kim, D., & Lee, K. T. (2010). Enhancing Public Sector InnovationL Examining the Network-Innovation Relationship. . *The Innovation Journal: The Public Sector Innovation Journal* , 15(3), 1–17.
- Borrins, S. (2001). Encouraging Innovation in the Public Sector. . *Journal of Intellectual Capital*, 2(3), 310–319.
- Boukamel, O., Emery, Y., & Gieske, H. (2019). Towards an Integrative Framework of Innovation Capacity. *The Innovation Journal: The Public Sector Innovation Journal*, 24(3), 1–36.

- Brown, L., LaFond, A., & Macintyre, K. (2001). *Measuring Capacity Building. MEASURE Evaluation*. Chapel Hill. <https://doi.org/10.4324/9781003235361-36>
- Chen, J., Walker, R. M., & Sawhney, M. (2020a). Public Service Innovation: a Typology. *Public Management Review*, 22(11). <https://doi.org/10.1080/14719037.2019.1645874>
- Chen, J., Walker, R. M., & Sawhney, M. (2020b). Public Service Innovation: a Typology. *Public Management Review*, 22(11), 1674–1695. <https://doi.org/10.1080/14719037.2019.1645874>
- Chung, G. H., & Choi, J. N. (2018). Innovation Implementation as a Dynamic Equilibrium: Emergent Processes and Divergent Outcomes. *Group and Organization Management*, 43(6), 999–1036. <https://doi.org/10.1177/1059601116645913>
- Considine, M., Lewis, J., & Alexander, D. (2012). Book Review : Network, Innovation and Public Policy: Politicians, Bureaucrats and the Pathways to Change inside Government. *The Innovation Journal: The Public Sector Innovation Journal*, 17(1), 1–3.
- Creswell, J. W. (2019). *Research Design : Pendekatan Metode Kualitatif, Kuantitatif, dan Campuran (alih Bahasa oleh A. Fawaid dan R. K. Pancasari) (IV)*. Yogyakarta: Pustaka Pelajar.
- Cummings, T. G., & Worley, C. G. (2019). *Organizational Development and Change Pengembangan dan Perubahan Organisasi*. (H. P. Soetjipto & S. M. Soetjipto, Eds.). Yogyakarta: Pustaka Pelajar.
- Daft, R. L. (2010). *New Era of Management*. (T. M. Kanita, Ed.) (9th ed.). Jakarta: Salemba.
- Damanpour, F. (1992). Organizational Innovation: a Meta-Analysis of Determinants and Moderators. *The Academy of Management Journal*, 34(3).

- Damanpour, F. (2014). Footnotes to Research on Management Innovation. *Organization Studies*, 35(9), 1265–1285. <https://doi.org/10.1177/0170840614539312>
- Damanpour, F., & Aravind, D. (2012). Managerial Innovation: Conceptions, Processes, and Antecedents. *Management and Organization Review*, 8(2), 423–454. <https://doi.org/10.1111/j.1740-8784.2011.00233.x>
- Dani, A. A., & Ahmadi. (2019). Peran Perempuan dalam Penyelenggaraan Haji dan Umrah (Studi atas Peran Nyai Halimatus Sa’diah di Kabupaten Sumenep)”. *Palastren*, 12(1), 127–158. <https://doi.org/10.21043/palastren.v12i1.4369>
- de Vries, H., Bekkers, V., & Tummers, L. (2014). Innovation in The Public Sector: A Systematic Review and Future Research Agenda. In *EGPA Conference* (Vol. 94, pp. 146–166). <https://doi.org/10.1111/padm.12209>
- Dwiyanto, A. (2006). *Mewujudkan Good Governance Melalui Pelayanan Publik*. Yogyakarta: UGM Press.
- Eggers, W. D., & Singh, S. K. (2009). *The Public Innovator’s Playbook: Nurturing Bold Ideas in Government*. Canada: Deloitte Research.
- Eisinger, P. (2002). Organizational Capacity and Organizational Effectiveness Among Street-Level Food Assistance Programs. *Nonprofit and Voluntary Sector Quarterly*, 31(1), 115–130. <https://doi.org/10.1177/0899764002311005>
- El-taliawi, O. G., & Wal, Z. Van Der. (2019). Developing Administrative Capacity : an Agenda for Research and Practice. *Policy Design and Practice*, 2(3), 243–257. <https://doi.org/10.1080/25741292.2019.1595916>
- Essén, A., & Conrick, M. (2008). New E-service Development in the Homecare Sector: Beyond Implementing a Radical Technology. *International Journal of Medical Informatics*, 77(10), 679–688.

- Fadime, Ç., & Eren, E. (2015). Organizational Learning Capacity Impact on Sustainable Innovation : The Case Of Public Hospitals. *Procedia - Social and Behavioral Sciences*, 181, 251–260.
<https://doi.org/10.1016/j.sbspro.2015.04.886>
- Fahham, A. M. (2015). Penyelenggaraan Ibadah Haji: Masalah dan Penanganannya. *Kajian*, 20(3), 201–218.
- Farazmand, A. (2009). Building Administrative Capacity for the Age of Rapid Globalization: A Modest Prescription for the Twenty-First Century. *Public Administration Review*, 69(9), 1007–1020.
<https://doi.org/https://doi.org/10.1111/j.1540-6210.2009.02054.x>
- Farhanah, N. (2016). Problematika Waiting List Dalam Penyelenggaraan Ibadah Haji Di Indonesia. *Jurnal Studi Agama dan Masyarakat*, 12(1), 57–80.
- Fatmawati. (2011). Kemitraan dalam Pelayanan Publik: Sebuah Penjelajahan Teoritik. *Otoritas: Jurnal Ilmu Pemerintahan*, 1(2).
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H., & Konopaske, R. (2012). *Organizations : Behavior, Structure, Processes* (14th ed.). New York: McGraw-Hill.
- Gieske, H., Buuren, A. van, & Bekkers, V. (2016). Conceptualizing Public Innovatove Capacity: A Framework For Assessment. *The Innovation Journal: The Public Sector Innovation Journal*, 21(1), 1–27.
- Gieske, H., Meerkerk, I. van, & Buuren, A. van. (2018). The Impact of Innovation and Optimization on Public Sector Performance : Testing the Contribution of Connective , Ambidextrous , and Learning Capabilities. *Public Performance & Management Review*, 0(0), 1–28.
<https://doi.org/10.1080/15309576.2018.1470014>
- Grindle, M. S., & Hilderbrand, M. E. (1995). Building Sustainable Capacity in the Public Sector : What Can be Done ? *Public Administration and Development*, 15, 441–463.

- Gullmark, P. (2021). Do All Roads Lead to Innovativeness? A Study of Public Sector Organizations' Innovation Capabilities. *American Review of Public Administration*, 51(7), 509–525. <https://doi.org/10.1177/02750740211010464>
- Gumusluolu, L., & Ilsev, A. (2009). Transformational Leadership and Organizational Innovation: The roles of Internal and External Support for Innovation. *Journal of Product Innovation Management*, 26(3), 264–277. <https://doi.org/10.1111/j.1540-5885.2009.00657.x>
- Hafid, A. (2016). Hajj Service Management at the Department of Religious Affairs in Gowa Regency, 7(3), 150–154. <https://doi.org/10.5901/mjss.2016.v7n3s1p150>
- Hansen, S., & Wakonen, J. (1997). Inovasi, Solusi Pemenang? *Jurnal Internasional Manajemen Teknologi*, 13, 345–358. Retrieved from <http://dx.doi.org/10.1504/IJTM.1997.001668>
- Hapzah, S. N., Rianto, B., & Tamrin, M. H. (2020). Tata Kelola Inovasi Pelayanan Publik: Dimensi Kelembagaan, Aktor Kebijakan dan Masyarakat. *PUBLISIA: Jurnal Ilmu Administrasi Publik*, 5(2), 153–164.
- Hartley, J. (2005a). *Innovation and its Contribution to Improvement: a Review for Policy-makers, Policy Advisers, Managers and Researchers*. London: Institute of Governance and Public Management.
- Hartley, J. (2005b). Innovation in Governance and Public Services: Past and present. *Public Money and Management*, 25(1), 27–34. <https://doi.org/10.1111/j.1467-9302.2005.00447.x>
- Hartley, J., Sørensen, E., & Torfing, J. (2013). Collaborative Innovation: A Viable Alternative to Market Competition and Organizational Entrepreneurship. *Public Administration Review*, 73(6), 821–830. <https://doi.org/10.1111/puar.12136>
- Haryono, B. S., Sumartono, Zauhar, S., & Supriyono, B. (2017). *Capacity Building* (2nd ed.). Malang: UB Press.

- Hashifah, S. G. (2019). *Pengembangan Organisasi pada Kementerian Agama RI*. Sumedang.
- Hendrawan, A., Sucahyowati, H., Rayendra, A., & Indriyani. (2020). Berbagi Pengetahuan dan Pembelajaran Organisasi dalam Upaya Peningkatan Kinerja Karyawan. *Jurnal Ilmu Komunikasi dan Bisnis*, 5(2).
- Heri Kurniawansyah, H. (2018). *Implementasi Inovasi Pelayanan Publik Di Daerah 3 T (Studi Inovasi" Si Cantik" di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Sumbawa)*. Universitas Gadjah Mada. Retrieved from http://etd.repository.ugm.ac.id/home/detail_pencarian/170629
- Herman, M., Normajatun, N., & Rahmita, D. (2019). Kualitas Pelayanan Haji dan Umrah pada Kantor Kementerian Agama Kabupaten Hulu Sungai Tengah. *AS-SIYASAH: Jurnal Ilmu Sosial Dan Ilmu Politik*, 3(1), 1. <https://doi.org/10.31602/as.v3i1.1722>
- Hijal-Moghrabi, I., Sabharwal, M., & Ramanathan, K. (2020). Innovation in Public Organizations: Do Government Reforms Matter? *International Journal of Public Sector Management*, 33(6-7), 731-749. <https://doi.org/10.1108/IJPSM-04-2020-0106>
- Horton, D., Alexaki, A., Bennett-lartey, S., Brice, K. N., Campilan, D., Carden, F., ... Watts, J. (2003). *Evaluating Capacity Development*. Canada: International Development Research Centre.
- Hutagalung, S. S., & Hermawan, D. (2018). *Membangun Inovasi Pemerintah Daerah*. Yogyakarta: Penerbit Deepublish.
- Ilato, R. (2017). *Capacity Building Pemerintah Daerah Menuju Good Governance: Upaya Mewujudkan Keseimbangan Politik, Akuntabilitas Pemerintah, dan Pertanggungjawaban Pemerintah Lokal*. (A. Rahmat, Ed.). Gorontalo: Ideas Publishing.

- Indrawijaya, A. I., & Pranoto. (2011). *Revitalisasi Administrasi Pembangunan, Berbasis Jatidiri dan Karakter Bangsa dalam Pembangunan Nasional*. Bandung: Alfabeta.
- Ingraham, P. W., & Moynihan, D. P. (2001). Beyond Measurement: Managing for Results in State Government. In D. W. Forsythe (Ed.), *Quicker, Better, Cheaper? Managing Performance in American Government* (pp. 311–335). New York: Rockefeller Institute Press.
- Irawan, B. (2016). *Kapasitas Organisasi dan Pelayanan Publik*. Jakarta: Publica Press.
- Jantunen, A. (2005). Knowledge-Processing Capabilities and Innovative Performance: An Empirical Study. *European Journal of Innovation Management*, 8(3), 336–349. <https://doi.org/10.1108/14601060510610199>
- Japeri. (2017). Pengaruh Kuota terhadap Daftar Tunggu Naik Haji di Kota Padang. *JEBI*, 2(1), 111–120.
- Kaasa, Anneli., & Vadi, Maaja. (2008). *How Does Culture Contribute to Innovation? Evidence from European Countries*. Tartu: Tartu Univ. Press.
- Kantor Kementerian Agama Kota Yogyakarta. (2018). *Booklet Pelayanan Terpadu Satu Pintu Kantor Kementerian Agama Kota Yogyakarta*. Yogyakarta.
- Kantor Kementerian Agama Kota Yogyakarta. (2020). Tugas Pokok Kantor Kementerian Agama Kota Yogyakarta. Retrieved December 9, 2021, from <https://yogyakartakota.kemenag.go.id/profil/tugas-dan-fungsi/>
- Kantor Kementerian Agama Kota Yogyakarta. (2021). Sejarah. Retrieved December 9, 2021, from <https://yogyakartakota.kemenag.go.id/profil/sejarah/>
- Kanwil Kementerian Agama DIY. (2021). Kepala Kanwil dari Masa ke Masa. Retrieved December 9, 2021, from <https://diy.kemenag.go.id/page-12-pejabat-kakanwil.html>

- Katrinli, A., Atabay, G., Gunay, G., Guneri, B., & Aktan, A. (2009). Innovativeness: Is It a Function of The Leadership Style and the Value System of the Entrepreneur. In Neslihan Aydogan (Ed.), *Innovation Policies, Business Creation and Economic Development: International Studies in Entrepreneurship* (1st ed., Vol. 21). New York: Springer. <https://doi.org/10.1007/978-0-387-79976-6>
- Kementerian Agama RI. (2021). Sekilas Tentang Kementerian Agama. Retrieved December 9, 2021, from <https://kemenag.go.id/artikel/sejarah>
- Kertati, I., & Setyo, A. Nur. (2020). Implementasi Kebijakan Keputusan Menteri Agama Nomor 90 Tahun 2018 Tentang Petunjuk Pelaksanaan Penyelenggaraan Pelayanan Terpadu Kementerian Agama Di Kanwil Kementrian Agama Provinsi Jawa Tengah. *Public Service and Governance Journal*, 1(2), 279–303. Retrieved from <http://jurnal.untagsmg.ac.id/index.php/psgj/article/view/1566>
- Kesmawan, A. P., Pramusinto, A., Kusumasari, B., & Susilastuti, D. H. (2020). Driving Indonesia's Public Service Innovation Through Leadership Model. In *Annual Conference of Indonesian Association for Public Administration (IAPA 2019)* (Vol. 122, pp. 259–278). <https://doi.org/10.2991/aebmr.k.200301.014>
- Kesumaningrum, R. P. (2016). *Penguatan Kapasitas Kelembagaan program Kota Layak Anak (KLA) dalam Penanganan Permasalahan Anak Jalanan di Kota Pekanbaru*. Yogyakarta.
- Khoiruddin, H., Hanafi, I., & Rozikin, M. (2015). Pengaruh Reformasi Organisasi Pengelolaan Pelayanan Haji terhadap Kepuasan Jamaah Haji (Studi pada Kantor Kementerian Agama Kota Malang). *Jurnal Administrasi Publik*, 3(12), 2089–2093.
- Kim, S. E., & Chang, G. W. (2009). An Empirical Analysis of Innovativeness in Government: Findings and Implications. *International Review of*

Administrative Sciences, 75(2), 293–310.
<https://doi.org/10.1177/0020852309104177>

- Kim, S. E., Lee, J. W., & Kim, B. S. (2007). The Quality of Management and Government Innovation: An Empirical Study. In *Public Management Research Conference* (pp. 1–39). <https://doi.org/10.1111/1540-6210.00280>
- King, N. (1992). Modelling The Innovation Process: an Empirical Comparison of Approaches. *Journal of Occupational and Organizational Psychology*, 65.
- Kusuma, B. M. A. (2016). Membumikan Dynamic Governance dalam Profesionalisme Manajemen Penyelenggaraan Haji. *Journal of Public Sector Innovations*, 23–28.
- LAN RI. (2011). *Program Penataan dan Penguatan Organisasi*. Jakarta.
- Lestari, P., & Kuswana, D. (2016). Strategi Pelayanan Prima Kelompok Bimbingan Ibadah Haji terhadap Calon Jamaah dalam Meningkatkan Bimbingan Kualitas Ibadah Haji, 1(September), 258–274.
- Lewis, J. M., Ricard, L. M., & Klijn, E. H. (2017). How Innovation Drivers, Networking and Leadership Shape Public Sector Innovation Capacity. *International Review of Administrative Science*, 0(0), 1–20. <https://doi.org/10.1177/0020852317694085>
- Lukman Tomahayu. (2021). Kementerian Agama Republik Indonesia. Retrieved December 9, 2021, from https://id.wikipedia.org/wiki/Kementerian_Agama_Republik_Indonesia
- Mahsyar. (2011). Masalah Pelayanan Publik di Indonesia dalam Perspektif Administrasi Publik. *Otoritas: Jurnal Ilmu Pemerintahan*, 1(2), 81–90. <https://doi.org/https://doi.org/10.26618/ojip.v1i2.22>.
- Marsick, V. J., & Watkins, K. E. (2003). Demonstrating the Value of an Organization's Learning Culture: The Dimensions of the Learning

- Organization Questionnaire. *Advances in Developing Human Resources*, 5(2), 132–151. <https://doi.org/10.1177/1523422303005002002>
- Martins, E. C., & Terblanche, F. (2003). Building Organisational Culture that Stimulates Creativity and Innovation. *European Journal of Innovation Management*, 6(1), 64–74.
- Matei, A., & Bujac, R. (2016). Innovation and Public Reform. *Procedia Economics and Finance*, 39, 761–768. Retrieved from <https://www.sciencedirect.com/science/article/pii/S2212567116302787>
- Matei, A., & Camelia, G. (2015). Public Service in Romania and its Role in the Development of the Administrative Capacity. *Procedia Economics and Finance*, 23, 982–985.
- Mawardi, M., Sulaiman, Fauzi, R., R., D. A., Haryanto, J. T., Rachmadhani, A., ... Oetomo, S. B. (2015). *Pengaruh Pelayanan Ibadah Haji Oleh Kementerian Agama Terhadap Kemandirian Jamaah Haji di Jawa Timur, Nusa Tenggara Barat dan Kalimantan Selatan*. Semarang.
- Meijer, A. (2019). Public Innovation Capacity: Developing and Testing a Self-Assessment Survey Instrument. *International Journal of Public Administration*, 42(8), 617–627. <https://doi.org/10.1080/01900692.2018.1498102>
- Milen, A. (2006). *Capacity Building Meningkatkan Kinerja Sektor Publik*. Yogyakarta: Pembaharuan.
- Miles, M. B., Huberman, A. M., & Saldana, J. (2014). *Qualitative Data Analysis, A Methods Sourcesbook* (Third). Sage Publication, Inc.
- Morrison, T. (2001). *Actionable Learning: A Handbook for Capacity Building Through Case Based Learning*. Asian Development Bank Institute.
- Moussa, M., McMurray, A., & Muenjohn, N. (2018a). A Conceptual Framework of the Factors Influencing Innovation in Public Sector Organizations. *The*

Journal of Developing Areas, 52(3), 231–240.
<https://doi.org/10.1353/jda.2018.0048>

Moussa, M., McMurray, A., & Muenjohn, N. (2018b). Innovation in Public Sector Organizations. *Cogent Business and Management*, 5(1), 1–12.
<https://doi.org/10.1080/23311975.2018.1475047>

Mulyadi, D., Gedeona, H. T., & Afandi, M. N. (2018). *Administrasi Publik untuk Pelayanan Publik*. Bandung: Alfabeta.

Mulyawan, R. (2016). *Birokrasi dan Pelayanan Publik*. Bandung: UNPAD Press.

Muthalib, A., & Sarbini, A. (2020). *Pengelolaan Lembaga Haji Satu Atap Dalam Meningkatkan Pelayanan Di Kantor Kementerian Agama Kota Bandung*. Bandung.

Muzakkir, AF. (2019). *Efektivitas program pelayanan haji satu atap pada Kementerian Agama Kabupaten Karawang*. UIN Syarif Hidayatullah Jakarta.
Retrieved from
https://repository.uinjkt.ac.id/dspace/bitstream/123456789/47621/1/ABDUL_FATTAH_MUZAKKIR-FDK.pdf

Nahrawi, M. N., Karim, M. A., Abduh, S., Mursyid, A., Hakim, B. A., Soeroer, U. R., ... Fakhruddin. (2009). *Manajemen Pelayanan Haji di Indonesia*. (I. Syaukani, Ed.). Jakarta: Puslitbang Kehidupan Beragama.

Narsa, N. P. D. R. H. (2018). Inovasi Pelayanan : Telaah Literatur Perbandingan Sektor Privat dan Sektor Publik. *Berkala Akuntansi dan Keuangan Indonesia*, 2, 46–62.

Nelson, K. L., Wood, C. H., & Gabris, G. T. (2011). Innovation Management in Local Government: An Empirical Analysis of Suburban Municipalities. *International Journal of Organization Theory and Behavior*, 14(3), 301–328.
Retrieved from
https://www.researchgate.net/publication/321378230_Innovation_management_in_local_government_an_empirical_analysis_of_suburban_municipalities

- Noor, I. (2017). *Desain Inovasi Pemerintahan Daerah*. Malang: UB Press.
- Nugraheni, R. N. (2014). *Pengembangan Kapasitas Kelembagaan dalam Penanggulangan Kemiskinan di Kabupaten Sragen Melalui Pembentukan Unit Pelayanan Terpadu Penanggulangan Kemiskinan (UPT-PK)* (Thesis). Universitas Gadjah Mada, Yogyakarta.
- Osborne, S. P., & Brown, K. (2005). *Managing Change and Innovation in Public Service Organizations*. (S. P. Osborne, O. Hughes, & W. Kickert, Eds.) (1st ed.). New York: Routledge.
- Palm, K., & Algehed, J. (2017). Exploring Enablers of Innovative Quality Development in Public Administration. *International Journal of Quality and Service Sciences*, 9(2).
- Paulus, A. L. (2015). Kapasitas Daya Serap Sebagai Pemoderasi Hubungan Antara Berbagai Pengetahuan Dan Kapabilitas Inovasi. *Widya Warta*, 1–12.
- Permana, S. S. (2017). Optimalisasi Fungsi Pengorganisasian dalam Meningkatkan Kualitas Pelayanan Ibadah Haji. *Tadbir: Jurnal Manajemen Dakwah*, 2(4), 347–366. <https://doi.org/10.15575/TADBIR.V2I4.573>
- Pratama, A. B. (2020). The Landscape of Public Service Innovation in Indonesia. *Innovation & Management Review*, 17(1), 25–40. <https://doi.org/10.1108/inmr-11-2018-0080>
- Pratama, M. R. (2018). Innovation Process in Public Service: Studying Innovation Process in Yogyakarta City Licensing Service Clinic Unit (KLIPPER). *Jurnal Studi Pemerintahan*, 9(2), 250–268. <https://doi.org/10.18196/jgp.2018.0249.250-268>
- Puspitosari, H., Khalikussabir, & Kurniawan, L. J. (2011). *Filosofi Pelayanan Publik: Buramnya Wajah Pelayanan Menuju Perubahan Paradigma Pelayanan Publik*. (M. Lutfi, Ed.). Malang: SETARA Press.

- Putra, D. K. (2017). Haji Dulu Haji Sekarang: Dinamika Haji dan Problematikanya dalam Konteks Kekinian. *Buletin Haba*, (82), 1–11.
- Raharso, S., & Amalia, S. (2011). Tim dan Organisasi Pembelajar. *Jurnal Administrasi Bisnis*, 7(2), 179–191.
- Rahman, F., & Tarigan, J. S. R. (2020). *Inovasi Pemerintahan: Menuju Tata Kelola Pemerintahan Daerah Ideal*. Malang: Intrans Publishing.
- Ratminto, & Winarsih, A. S. (2018). *Manajemen Pelayanan: Pengembangan Model Konseptual, Penerapan Citizen Charter dan Standar Pelayanan Minimal* (Cet. 15). Yogyakarta: Pustaka Pelajar.
- Ricard, L. M., Klijn, E. H., Lewis, J. M., & Ysa, T. (2017). Assessing Public Leadership Styles for Innovation: a Comparison of Copenhagen, Rotterdam and Barcelona. *Public Management Review*, 19(2), 134–156.
- Robbins, S. P., & Judge, T. A. (2015). *Perilaku Organisasi*. (R. Saraswati, Ed.) (16th ed.). Jakarta: Salemba Empat.
- Rogers, E. M. (2003). *Diffusion of Innovations* (5th ed.). New York: Free Press.
- Rokhmad, A. (2016). *Manajemen Haji: Membangun Tata Kelola Haji Indonesia*. Jakarta Pusat: Media Dakwah.
- Santoso, R. S., Lestari, H., & Rostyaningsih, D. (2021). A Portrait of the Capacity of Public Service Innovation in the Surakarta City Government. In *Proceedings of the 5th International Conference on Indonesian Social and Political Enquiries*. <https://doi.org/10.4108/eai.9-10-2020.2304728>
- Santoso, R. S., Warsono, H., Astuti, R. S., Dwimawanti, I. H., Kismartini, & Fatimah, Z. A. (2021). Determinant of Public Service Innovation Capacity Development in Local Government. In *Proceedings of the 5th International Conference on Indonesian Social and Political Enquiries*. <https://doi.org/10.4108/eai.9-10-2020.2304729>

- Sanusi, A., Faozan, H., Marpaung, P. M., R., M. A., Fernanda, D., Wicaksono, A., ... Damayanti, K. (2014). *Handbook Inovasi Administrasi Negara*. (S. Dwiputriani, Suripto, H. Faozan, & Basseng, Eds.). Pusat INTAN-DIAN-LAN.
- Saputra, R. T. (2021). *Manajemen Pelayanan Haji Terpadu Kementerian Agama Kabupaten Purbalingga di Era Pandemi Covid 19* (Skripsi Thesis). IAIN Purwokerto, Purwokerto.
- Sari, A. D. P. (2015). *Tinjauan Yuridis Tanggung Jawab Kementerian Agama dalam Pelaksanaan Ibadah Haji*. Universitas Islam Indonesia.
- Sari, N. I. (2018). Kemitraan Kementerian Agama Kota Batu dan PT Bank BNI Syariah Kota Batu dalam Inovasi Meningkatkan Pelayanan Administrasi Ibadah Haji. *Jurnal Ilmiah Administrasi Publik*, 4(2), 106–116.
- Saridi, A. S., Wibowo, Y. S., & Anggela, E. (2021). Strategi Komunikasi, Inovasi dan Mitigasi Penyelenggaraan Ibadah Haji dan Umrah di Masa Pandemi. *Jurnal Smart: Studi Masyarakat, Religi dan Tradisi*, 7(2), 159–169.
- Schermerhorn, J. R., Hunt, J. G., Osborn, R. N., & Uhl-Bien Mary. (2011). *Organizational Behavior* (12th ed.). John Wiley & Sons.
- Selman, J. (2002). Leadership and Innovation: Relating to Circumstances and Change. *The Innovation Journal: The Public Sector Innovation Journal*, 7(3).
- Sihombing, T. (2016). Public Service Innovation and Reform Towards Good Local Governance. *Global Journal of Politics and Law Research*, 4(1), 64–72.
- Singarimbun, M., & Effendi, S. (2011). *Metode Penelitian Survei*. Jakarta: LP3S.
- Sirin, A. (2021). Strategi Implementasi Pembangunan Zona Integritas pada Kantor Kementerian Agama Kabupaten Pekalongan. *Jurnal Edutrained: Jurnal Pendidikan dan Pelatihan*, 5(2), 148–163. <https://doi.org/10.37730/edutraind.v5i2.156>

- Soeprapto, H. R. R. (2006). The Capacity Building For Local Government Toward Good Governance. In *Workshop Reformasi Birokrasi* (pp. 1–6). Kendari.
- Subianto, A. (2016). *Menata Kembali Manajemen Haji Indonesia*. Jakarta: Yakamus dan Gibon Books.
- Sugiyono. (2017a). *Metode Penelitian Kualitatif*. Bandung: Alfabeta.
- Sugiyono. (2017b). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Sukendar, & 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. <https://doi.org/10.11594/ijssr.01.01.01>
- Suleman, S. (2019). Kualitas Pelayanan E-KTP di Dinas Kependudukan dan Catatan Sipil Kabupaten Halmahera Selatan. *Kolaborasi: Jurnal Administrasi Publik*, 5(1), 1–13.
- Suwanda, D., Syahfri, W., & Supriatna, T. (2021). *Mal Pelayanan Publik*. Bandung: Remaja Rosdakarya.
- Suwarno, Y. (2008). *Inovasi di Sektor Publik*. Jakarta: STIA-LAN Press.
- Syafiie, I. K. (2011). *Etika Pemerintahan: Dari Keseimbangan Good Governance dengan Clean Government Sampai Pada State Of The Art Ilmu Pemerintahan dalam Mengubah Pemerintah Biadab Menjadi Pemerintah Beradab* (1st ed.). Jakarta: Rineka Cipta.
- Syamsir, A. (2020). Faktor Keberhasilan Implementasi Kebijakan Penyelenggaraan Haji Di Kota Bandung. *Publica: Jurnal Pemikiran Administrasi Negara*, 12(1), 26–37. <https://doi.org/doi.org/10.15575/jpan.v12i1.8654>
- Szeto, E. (2000). Innovation Capacity: Working Towards a Mechanism for Improving Innovation Within an Inter-Organizational Network. *The TQM Magazine*, 12(2). Retrieved from <http://www.emerald-library.com>

- Takwim, Ansar, T., & Musin, Y. (2021). Manajemen Pelayanan Ibadah Haji Kantor Kementerian Agama Kabupaten Konawe. *Intelektiva: Jurnal Ekonomi, Sosial & Humaniora*, 3(1), 55–62.
- Taufiqurokhman, & Satispi, E. (2018). *Teori Dan Perkembangan Manajemen Pelayanan Publik*. Tangerang Selatan: UMJ Press.
- Tim Peneliti STIA LAN Makasar 2012. (2012). *Capacity Building Birokrasi Pemerintah Daerah Kabupaten / Kota di Indonesia*. (STIA-LAN, Ed.), STIA-LAN. Makasar. <https://doi.org/10.4135/9781446200964.n30>
- Torfig, J. (2019). Collaborative Innovation in The Public Sector: The Argument. *Public Management Review*, 21(1), 1–11. <https://doi.org/10.1080/14719037.2018.1430248>
- Torfig, J., Sorensen, E., & Roiseland, A. (2019). Transforming The Public Sector Into an Arena for Co-Creation: Barriers, Drivers, Benefits, and Ways Forward. *Administration & Society*, 51(5), 795–825. <https://doi.org/10.1177/0095399716680057>
- Trott, P. (2017). *Innovation Management and New Product Development* (Sixth Edition). Harlow: Pearson Education Limited.
- Ulum, M. C. (2018). *Public Service: Tinjauan Teoretis dan Isu-Isu Strategi Pelayanan Publik*. Malang: UB Press.
- Utomo, W. T. (2016). *Inovasi sebagai Keniscayaan Baru dalam Ilmu dan Praktek Administrasi Publik di Indonesia*. Jakarta: Laskar Inovasi Deputi Inovasi Administrasi Negara.
- Vickers, I., Lyon, F., Sepulveda, L., & McMullin, C. (2017). Public Service Innovation and Multiple Institutional Logics: The Case of Hybrid Social Enterprise Providers of Health and Wellbeing. *Research Policy*, 46, 1755–1768.

- Vigoda-Gadot, E., Shoham, A., Schwabsky, N., & Ruvio, A. A. (2005). Public Sector Innovation for the Managerial and the Post-Managerial Era: Promises and Realities in a Globalizing Public Administration. *International Public Management Journal*, 8(1), 57–81.
- Waruwu, H., Asbari, M., Purwanto, A., Nugroho, Y. A., Fikri, M. A. A., Fauji, A., ... Dewi, W. R. (2020). The Role of Transformational Leadership, Organizational Learning and Structure on Innovation Capacity: Evidence from Indonesian Private Schools. *EduPsyCouns: Journal of Education, Psychology and Counseling*, 2(1), 378–397. Retrieved from <https://ummaspul.e-journal.id/Edupsycouns/article/view/499>
- Wolfe, R. A. (1994). Organizational Innovation: Review, Critique and Suggested Research Directions,. *Journal of Management Studies.*, 31(3).
- Yin, R. K. (2002). *Studi Kasus : Desain & Metode (alih Bahasa oleh M Djauzi Mudzakir)* (Revisi. Ce). Jakarta: RajaGrafindo Persada.
- Yuan, Q. (2021). Enhancing Innovation Capacity in Local Governments: How can Innovation Labs Make a Contribution? In *ACM International Conference Proceeding Series* (pp. 572–574). <https://doi.org/10.1145/3463677.3463761>
- Zahrotustsany, I. (2017). Pelaksanaan Pelayanan Pendaftaran Calon Jamaah Haji berdasarkan Sistem Komputerisasi Haji Terpadu (SISKOHAT) di Kementerian Agama Kabupaten Ciamis. *Jurnal Dinamika*, 4(3), 447–453. Retrieved from <https://jurnal.unigal.ac.id/index.php/dinamika/article/view/664>
- Zubaedi. (2016). Analisis Problematika Manajemen Pelaksanaan Haji Indonesia (Restrukturisasi Model Pengelolaan Haji menuju Manajemen Haji yang Modern). *Manhaj*, 4(3), 189–200.