

## DAFTAR PUSTAKA

- [1] Ministry of the State Secretariat, *Presidential Regulation Of The Republic Of Indonesia Number 95 Of 2018 Concerning Electronic Based Government System*. 2018.
- [2] Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia, *Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia Number 59 of 2020 concerning Monitoring and Evaluation of Electronic-Based Government Systems*. 2020.
- [3] Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia, *Report on Implementation of SPBE Monitoring and Evaluation 2022*. Jakarta, 2022.
- [4] Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia, *Guidelines for Implementing Knowledge Management Programs*, 8th ed., vol. 8. Jakarta: Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia, 2011.
- [5] M. of M. Labor Planning and Development Agency, *Performance Report of the 2022 Labor Planning and Development Agency*. Jakarta: Ministry of Manpower of the Republic of Indonesia, 2022.
- [6] M. of M. Labor Planning and Development Agency, *Review of the Strategic Plan of the Ministry of Manpower's Labor Planning and Development Agency 2020-2024*, no. September. Jakarta: Ministry of Manpower of the Republic of Indonesia, 2022.
- [7] M. A. Hamza, S. Rehman, A. Sarwar, and K. N. Choudhary, "Is Knowledge a Tenement? The Mediating Role of Team Member Exchange Over the Relationship of Big Five Personality Traits and Knowledge-Hiding Behavior," *VINE J. Inf. Knowl. Manag. Syst.*, vol. 53, no. 1, pp. 166–186, 2023, doi: 10.1108/VJKMS-05-2020-0084.
- [8] M. A. Dikotla, "Remodelling Public Sector Knowledge Management System Using Key Knowledge Management Processes," *Collect. Curation*, vol. 40,

- no. 4, pp. 158–165, 2021, doi: 10.1108/CC-06-2020-0016.
- [9] B. A. Albassam, “Building an Effective Knowledge Management System in Saudi Arabia Using the Principles of Good Governance,” *Resour. Policy*, vol. 64, no. October, p. 101531, 2019, doi: 10.1016/j.resourpol.2019.101531.
- [10] A. Intezari and S. Gressel, “Information and Reformation in KM Systems: Big Data and Strategic Decision-Making,” *J. Knowl. Manag.*, vol. 21, no. 1, pp. 71–91, 2017, doi: 10.1108/JKM-07-2015-0293.
- [11] S. Agrawal, C. Chen, and C. P. Tanio, “Crowd-Sourcing Delivery System Innovation: A Public-Private Solution,” *Healthcare*, vol. 3, no. 1, pp. 2–4, 2015, doi: 10.1016/j.hjdsi.2014.08.002.
- [12] I. Nonaka and H. Takeuchi, “A Theory of Organizational Knowledge Creation,” *IJTM, Spec. Publ. Unlearning Learn.*, vol. 11, no. 7/8, pp. 833–845, 1996.
- [13] I. Becerra-Fernandez and R. Sabherwal, *Knowledge management : systems and processes*, no. 1. New York: M.E. Sharpe, Inc., 2010.
- [14] A. Al-Athari and M. Zairi, “Building Benchmarking Competence Through Knowledge Management Capability - An Empirical Study of the Kuwaiti Context,” *Benchmarking An Int. J.*, vol. 8, no. 1, pp. 70–80, 2001, doi: 10.1108/14635770110383489.
- [15] K. J. Lee, “Business Models and Governance Strategy of Policy Knowledge Service for National Knowledge Management,” *Lect. Notes Comput. Sci. (including Subser. Lect. Notes Artif. Intell. Lect. Notes Bioinformatics)*, vol. 3035, pp. 27–36, 2004, doi: 10.1007/978-3-540-24683-1\_4.
- [16] W. D. Schulte and S. Travis, “Efficiencies from Knowledge Management Technologies in a Military Enterprise,” *J. Knowl. Manag.*, vol. 10, no. 6, pp. 39–49, 2006, doi: 10.1108/13673270610709206.
- [17] T. Butler, J. Feller, A. Pope, B. Emerson, and C. Murphy, “Designing a Core IT Artefact for Knowledge Management Systems Using Participatory Action Research in a Government and a Non-Government Organisation,” *J. Strateg. Inf. Syst.*, vol. 17, no. 4, pp. 249–267, 2008, doi: 10.1016/j.jsis.2007.10.002.

- [18] G. Currie, J. Waring, and R. Finn, "The Limits of Knowledge Management for UK Public Services Modernization: The Case of Patient Safety and Service Quality," *Public Adm.*, vol. 86, no. 2, pp. 363–385, 2008, doi: 10.1111/j.1467-9299.2007.00705.x.
- [19] P. Y. Chu, T. Z. Wu, and C. H. Lee, "Technology Acceptance in Public Sector: An Empirical Study of a Knowledge Management System in Kaohsiung City Government," *Int. J. Manag. Decis. Mak.*, vol. 10, no. 5–6, pp. 341–358, 2009, doi: 10.1504/IJMDM.2009.026682.
- [20] B. K. Joseph, "Towards a Knowledgebased Economy - The Case of Botswana: A Discussion Article," *Int. J. Sociotechnology Knowl. Dev.*, vol. 2, no. 2, pp. 53–62, 2010, doi: 10.4018/jskd.2010040103.
- [21] S. Kim and H. Lee, "Factors Affecting Employee Knowledge Acquisition and Application Capabilities," *Asia-Pacific J. Bus. Adm.*, vol. 2, no. 2, pp. 133–152, 2010, doi: 10.1108/17574321011078184.
- [22] M. Chaudhuri and P. Banerjee, "Orientation of MMTC Employees Towards Knowledge Management and Learning Organisation," *Int. J. Bus. Perform. Manag.*, vol. 13, no. 1, pp. 75–86, 2012, doi: 10.1504/IJBPM.2012.044866.
- [23] D. Dahiya, M. Gupta, and P. Jain, "Enterprise Knowledge Management System: A Multi Agent Perspective," *Commun. Comput. Inf. Sci.*, vol. 285 CCIS, pp. 271–281, 2012, doi: 10.1007/978-3-642-29166-1\_24.
- [24] T. Park, D. Jaegal, and V. Joy Saplan-Catchapero, "Predicting Knowledge Sharing Intentions in the Public Sector: Comparing TAM with TPB," *Int. Rev. Public Adm.*, vol. 17, no. 2, pp. 93–120, 2012, doi: 10.1080/12294659.2012.10805229.
- [25] F. M. H. Alatawi, Y. K. Dwivedi, and M. D. Williams, "Developing a Conceptual Model for Investigating Adoption of Knowledge Management System in Saudi Arabian Public Sector," *Int. J. Bus. Inf. Syst.*, vol. 14, no. 2, pp. 135–163, 2013, doi: 10.1504/IJBIS.2013.056121.
- [26] O. J. Mbhalati, "Reinventing the Public Sector in Africa Through Knowledge Management," *Knowl. Manag. Res. Pract.*, vol. 12, no. 1, pp. 114–121, 2014, doi: 10.1057/kmrp.2013.5.

- [27] A. Chatterjee, A. Pereira, and B. Sarkar, "Learning Transfer System Inventory (LTSI) and Knowledge Creation in Organizations," *Learn. Organ.*, vol. 25, no. 5, pp. 305–319, 2018, doi: 10.1108/TLO-06-2016-0039.
- [28] M. Li, H. Liu, and J. Zhou, "G-SECI Model-Based Knowledge Creation for CoPS Innovation: the Role of Grey Knowledge," *J. Knowl. Manag.*, vol. 22, no. 4, pp. 887–911, 2018, doi: 10.1108/JKM-10-2016-0458.
- [29] A. Tizkar Sadabadi and A. Abdul Manaf, "IKML Approach to Integrating Knowledge Management and Learning for Software Project Management," *Knowl. Manag. Res. Pract.*, vol. 16, no. 3, pp. 343–355, 2018, doi: 10.1080/14778238.2018.1474165.
- [30] S. Chujfi and C. Meinel, "Matching Cognitively Sympathetic Individual Styles to Develop Collective Intelligence in Digital Communities," *AI Soc.*, vol. 35, no. 1, pp. 5–15, 2020, doi: 10.1007/s00146-017-0780-x.
- [31] R. Frias-Navarro and L. A. Montoya-Restrepo, "Understanding Knowledge Creation Processes Among Rural Communities in Post-Conflict Settings in Colombia," *Knowl. Manag. E-Learning*, vol. 12, no. 2, pp. 231–255, 2020, doi: 10.34105/j.kmel.2020.12.012.
- [32] W. Sardjono and F. Firdaus, "Readiness Model of Knowledge Management Systems Implementation at the Higher Education," *ICIC Express Lett.*, vol. 14, no. 5, pp. 477–487, 2020, doi: 10.24507/icicel.14.05.477.
- [33] W. Shu, S. Pang, and M. Chen, "Achieving Structured Knowledge Management with a Novel Online Group Decision Support System," *Inf. Dev.*, vol. 38, no. 1, pp. 23–39, 2022, doi: 10.1177/0266666920969842.
- [34] Z. Jing, "Research on the Influence of Invisible Knowledge Learning in Online Learning on Students' Entrepreneurial Orientation," *Int. J. Emerg. Technol. Learn.*, vol. 17, no. 2, pp. 209–222, 2022, doi: 10.3991/IJET.V17I02.28543.
- [35] S. Tada, K. Wakayama, T. Kanno, Y. Kawase, and K. Furuta, "Co-Evolution Framework Between Humans and Simulations: Planning Post-Disaster Restoration of a Water Distribution Network," *J. Disaster Res.*, vol. 18, no. 2, pp. 89–103, 2023, doi: 10.20965/jdr.2023.p0089.

- [36] A. Harfouche, B. Quinio, M. Saba, and P. B. Saba, "The Recursive Theory of Knowledge Augmentation: Integrating human intuition and knowledge in Artificial Intelligence to augment organizational knowledge," *Inf. Syst. Front.*, vol. 25, no. 1, pp. 55–70, 2023, doi: 10.1007/s10796-022-10352-8.
- [37] Minister of State Apparatus Empowerment and Bureaucratic Reform, *Decree of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 962 of 2021 concerning Technical Guidelines for the Implementation of Monitoring and Evaluation of Electronic-Based Government Systems*. Jakarta: Director General of Legislation of the Ministry of Law and Human Rights of the Republic of Indonesia, 2021.
- [38] I. Nonaka, R. Toyama, and N. Konno, "SECI, Ba and Leadership : a Unified Model of Dynamic Knowledge Creation," *Long Range Plann.*, vol. 33, no. 1, pp. 5–34, 2000, doi: [https://doi.org/10.1016/S0024-6301\(99\)00115-6](https://doi.org/10.1016/S0024-6301(99)00115-6).
- [39] W. M. Tellis, "The Qualitative Report Application of a Case Study Methodology Application of a Case Study Methodology," 1997. [Online]. Available: <http://nsuworks.nova.edu/tqr%5Cnhttp://nsuworks.nova.edu/tqr/vol3/iss3/1>.
- [40] J. M. Bass, S. B. Lero, and J. Noll, "Experience of Industry Case Studies: A Comparison of Multi-Case and Embedded Case Study Methods," in *Proceedings - International Conference on Software Engineering*, 2018, pp. 13–20, doi: 10.1145/3193965.3193967.
- [41] Y. S. Lincoln and E. G. Guba., *Naturalistic Inquiry*, 1st Ed. Beverly Hills, Calif: SAGE Publications, Inc, 1985.
- [42] D. H. A. P. Eldo and D. Mutiarin, "Analisis Best Practice Inovasi Pelayanan Publik ( Studi pada Inovasi Pelayanan 'Kumis MbahTejo' di Kecamatan Tegalrejo Kota Yogyakarta )," *J. Manaj. Pelayanan Publik*, vol. 1, no. 2, pp. 156–167, 2018, doi: <https://doi.org/10.24198/jmpp.v1i2.16753>.
- [43] A. Tasyah, S. J. Putri, R. A. Fernanda, and P. Chesilia, "Best practice kebijakan e-government dalam mengimplementasikan pelayanan publik di

- era new normal (Best practice of e-government policies in implementing public services in the new normal era),” *Jasispol*, vol. 1, no. 1, pp. 21–33, 2021, doi: <https://doi.org/10.35912/jasispol.v1i1.163> Best.
- [44] D. Supriyadi, “Implementasi Best Practice Kristen dalam Pendidikan Agama Kristen di Sekolah Minggu,” *J. Pendidik. Agama Kristen*, vol. 1, no. 2, pp. 108–123, 2021, doi: <https://doi.org/10.52489/jupak.v2i1.25> Implementasi.
- [45] K. Wismaningsih, R. S. Astuti, D. A. Publik, and U. Diponegoro, “Public Service Innovation Best Practice ‘Poverty Laboratory’ in Pekalongan Regency,” *JUPIIS J. Pendidik. Ilmu-ilmu Sos.*, vol. 13, no. 1, pp. 256–263, 2021, doi: DOI : 10.24114/jupiis.v13i1.24882.
- [46] L. Rubinger, A. Gazendam, S. Ekhtiari, N. Nucci, A. Payne, and H. Johal, “Maximizing virtual meetings and conferences : a review of best practices,” *Int. Orthop.*, vol. 44, pp. 1461–1466, 2020, doi: <https://doi.org/10.1007/s00264-020-04615-9>.
- [47] S. Mangul *et al.*, “Systematic benchmarking of omics computational tools,” *Nat. Commun.*, vol. 10, no. 1393, pp. 1–11, 2019, doi: 10.1038/s41467-019-09406-4.
- [48] A. Francisco *et al.*, “Smart City Digital Twin – Enabled Energy Management : Toward Real-Time Urban Building Energy Benchmarking,” *Am. Soc. Civ. Eng.*, vol. 36, no. 2, 2020, doi: 10.1061/(ASCE)ME.1943-5479.0000741.
- [49] T. O. Olawumi, D. W. M. Chan, T. O. Olawumi, and D. W. M. Chan, “Development of a benchmarking model for BIM implementation in developing countries,” *Benchmarking An Int. J.*, vol. 26, no. 4, 2019, doi: 10.1108/BIJ-05-2018-0138.
- [50] J. Lago, G. Marcjasz, B. De Schutter, and R. Weron, “Forecasting day-ahead electricity prices : A review of state-of-the-art algorithms , best practices and an open-access benchmark,” *Appl. Energy*, vol. 293, no. April, p. 116983, 2021, doi: 10.1016/j.apenergy.2021.116983.
- [51] B. B. Pratama, K. Ekasari, and A. K. Indrawan, “Analysis of Financial System Modeling for Integrated Petty Cash Based on Business Process

- Management,” *J. Appl. Business, Tax. Econ. Res.*, vol. 1, no. 5, pp. 427–438, 2022, doi: 10.54408/jabter.v1i5.86.
- [52] Q. Wang, C. Shao, X. Fang, and H. Zhang, “Business process recommendation method based on cost constraints constraints,” *Conn. Sci.*, vol. 34, no. 1, pp. 2520–2537, 2022, doi: 10.1080/09540091.2022.2133083.
- [53] S. Weinzierl *et al.*, “Detecting temporal workarounds in business processes – A deep-learning-based method for analysing event log data based method for analysing event log data,” *J. Bus. Anal.*, vol. 5, no. 1, pp. 76–100, 2022, doi: 10.1080/2573234X.2021.1978337.
- [54] M. Z. Djordjevic, A. Djordjevic, E. Klochkova, and M. Mistic, “Application of Modern Digital Systems and Approaches to Business Process Management,” *Sustain. 2022*, vol. 14, no. 1697, pp. 1–22, 2022, doi: <https://doi.org/10.3390/su14031697>.
- [55] I. A. Amantea *et al.*, “Business Process Analysis and Simulation: an Industrial Application,” *Comput. Informatics*, vol. 41, pp. 443–462, 2022, doi: 10.31577/cai.
- [56] R. Roje, V. Tomić, I. Buljan, A. Marušić, R. Roje, and I. Buljan, “Development and implementation of research integrity guidance documents : Explorative interviews with research integrity experts integrity experts,” *Account. Res.*, vol. 30, no. 6, pp. 293–330, 2023, doi: 10.1080/08989621.2021.1989676.
- [57] R. K. Bhargav, R. Parveen, S. Naaz, and U. Anand, “A Review On Standard Operating Procedure (SOP),” *World J. Pharm. Res.*, vol. 9, no. 5, pp. 704–722, 2020, doi: 10.20959/wjpr20205-17356.
- [58] S. H. Hotima, “Pengembangan UMKM Filter Coffee Melalui Standar Operasional Prosedur (SOP) Produksi Guna Mempertahankan Citra Institusi,” *Majalah Ilmiah “PELITA ILMU,”* vol. 4, no. 2, Jember, pp. 93–109, Dec. 2021.
- [59] F. K. Nikmah and R. A. Pratama, “Pengembangan Standar Operasional Prosedur (SOP) pada Bagian Keuangan PT. XYZ,” *J. Ekon. Bisnis dan Akunt.*, vol. 25, no. 1, pp. 10–18, 2023.

- [60] A. C. Ramada, S. Pertiwi, H. Sandi, T. Industri, and F. Teknik, “Penerapan Standar Operasional Prosedur (SOP) pada UMKM Peci Anyaman Bambau di Desa Kertaraharja,” *Abdimajurnal Pengabdian Mahasiswa*, vol. 2, no. 1, pp. 3482–3488, 2023.
- [61] H. Nasri, Nurman, Azwirman, Zainal, and I. Riauan, “Implementation of collaboration planning and budget performance information for special allocation fund in budget planning in the regional development planning agency of Rokan Hilir regency,” *Int. J. Health Sci. (Qassim)*, vol. 6, no. March, pp. 639–651, 2022, doi: <https://doi.org/10.53730/ijhs.v6nS4.5597> Implementation.
- [62] O. Uludag, A. Putta, M. Paasivaara, and F. Matthes, “Evolution of the Agile Scaling Frameworks,” *Lect. Notes Bus. Inf. Process.*, vol. 419, pp. 123–139, 2021, doi: [https://doi.org/10.1007/978-3-030-78098-2\\_8](https://doi.org/10.1007/978-3-030-78098-2_8).
- [63] F. R. Maulana and T. Raharjo, “Identification of Challenges, Critical Success Factors, and Best Practices of Scrum Implementation: An Indonesia Telecommunication Company Case Study,” in *Journal of Physics: Conference Series*, 2021, pp. 1–11, doi: 10.1088/1742-6596/1811/1/012120.
- [64] L. Neelu and D. Kavitha, “Software Development Technique for the Betterment of End User Satisfaction using Agile Methodology,” *TEMJ*, vol. 9, no. 3, pp. 992–1002, 2020, doi: 10.18421/TEM93-22.
- [65] I. Ahmed, “Systematic review on evaluating planning process in agile development methods,” *Telkomnika (Telecommunication Comput. Electron. Control)*, vol. 18, no. 6, pp. 2970–2976, 2020, doi: 10.12928/TELKOMNIKA.v18i6.16425.
- [66] A. Poth, J. Jacobsen, and A. Riel, “A Systematic Approach to Agile Development in Highly Regulated Environments,” *Lect. Notes Bus. Inf. Process.*, vol. 396, pp. 111–119, 2020, doi: 10.1007/978-3-030-58858-8\_12.
- [67] D. Car-Pušić, I. Marović, and G. Bulatović, “Development of a Hybrid Agile Management Model in Local Self-Government Units,” *Tech. Gaz.*, vol. 27, no. 5, pp. 1418–1426, 2020, doi: 10.17559/TV-20190205140719.
- [68] Y. Cui *et al.*, “Analysis of Service-Oriented Architecture and Scrum

- Software Development Approach for IIoT,” *Sci. Program.*, vol. 2021, pp. 1–14, 2021, doi: 10.1155/2021/6611407.
- [69] A. Delgado and J. Torrejónburgos, “Design of a Web System for the Control of Anemia Patients under the Agile Scrum Methodology, Lima - Peru,” *Int. J. Adv. Trends Comput. Sci. Eng.*, vol. 9, no. 5, pp. 7980–7985, 2020, doi: 10.30534/ijatcse/2020/153952020.
- [70] Ministry of National Development Planning/Bappenas, *Guideline for Knowledge Management of the Ministry of National Development Planning/Bappenas*. Jakarta: Ministry of National Development Planning/Bappenas, 2022.
- [71] M. of F. of the R. of Indonesia, *Knowledge Management in the Ministry of Finance*, 226 /PMK.O. Jakarta: Minister Of Finance Of The Republic Of Indonesia, 2019.
- [72] N. A. of the R. of Indonesia, *Guidelines for Implementing Knowledge Management Systems of Electronic Government in the National Archives of the Republic of Indonesia*. Jakarta: National Archives of the Republic of Indonesia, 2021.
- [73] M. of T. of the R. of Indonesia, *Management of Knowledge Management System at the Ministry of Transportation*. Jakarta: Minister Of Transportation Of The Republic Of Indonesia, 2019.