

## DAFTAR PUSTAKA

- Abdalla, R. A. M., Kassim, N. M., & Yeap, J. A. L. (2023). Unified Access Point Integrated with UMEGA Model as Determinants of Citizens' Behavioral Intention in E-government Services Context. *Journal of System and Management Sciences*, 13(4), 348–369. <https://doi.org/10.33168/JSMS.2023.0421>
- Akther, M. S., Onishi, T., & Kidokoro, T. (2007). E-government in a developing country: Citizen-centric approach for success. *International Journal of Electronic Governance*, 1(1), 38–51. <https://doi.org/10.1504/IJEG.2007.014342>
- Alabdali, H., Albadawi, M., Sarrab, M., & Alhamadani, A. (2021). Privacy preservation instruments influencing the trustworthiness of e-government services. *Computers*, 10(9). <https://doi.org/10.3390/computers10090114>
- Alabri, S., Kamarudin, S., Rizal, A., Husin, M., & AlKindy, A. (2019). Critical Success Factors of Citizen Relationship Management: Higher Education Admission Center In Oman, A Case Study. *International Journal of Economics, Business and Management Research*, 3(03), 20–44. [www.ijebmr.com](http://www.ijebmr.com)
- Alawneh, A., Al-Refai, H., & Batiha, K. (2013). Measuring user satisfaction from e-Government services: Lessons from Jordan. *Government Information Quarterly*, 30(3), 277–288. <https://doi.org/10.1016/j.giq.2013.03.001>
- Al-Busaidy, M., & Weerakkody, V. (2011). E-government services in Oman: An employee's perspective. *Electronic Government*, 8(2–3), 185–207. <https://doi.org/10.1504/EG.2011.039836>
- Alderei, H. H. S., & Sidek, S. (2023). Designing A User-Centred Model to Amplify Satisfaction in Utilizing Online Government Information. *International Journal of Sustainable Construction Engineering and Technology*, 14(3), 221–228. <https://doi.org/10.30880/ijscet.2023.14.03.019>
- Alghamdi, I. A., Goodwin, R., & Rampersad, G. (2016). Ready, set, govern: Readiness of Saudi Arabian organizations for e-Government. *International Journal of Electronic Government Research*, 12(1), 69–98. <https://doi.org/10.4018/IJEGR.2016010104>
- Alharbi, N., Papadaki, M., & Dowland, P. (2017). The impact of security and its antecedents in behaviour intention of using e-government services. *Behaviour and Information Technology*, 36(6), 620–636. <https://doi.org/10.1080/0144929X.2016.1269198>
- Aljazzaf, Z. M., Al-Ali, S. A., & Sarfraz, M. (2020). E-participation model for kuwait e-government. *International Journal of Advanced Computer Science and Applications*, 2, 192–199. <https://doi.org/10.14569/ijacsa.2020.0110226>

- Al-kaabi, R. (2010). Critical Success Factors of e-Government: A proposal model for e-Government implementation in Kingdom of Bahrain. *Proceedings of the 6th International Conference on E-Government, The 6th*, 1–9.
- Al-Kaabi, R. (2010). Secure and failure factors of e-government projects implementation in developing country: A study on the implementation of Kingdom of Bahrain. *World Academy of Science, Engineering and Technology*, 4(6), 659–662. <https://doi.org/10.5281/zenodo.1080664>
- Alkhlewi, A., Walters, R. J., & Wills, G. (2019). Towards a framework for the successful implementation of a government cloud in Saudi Arabia. *International Journal of Business Process Integration and Management*, 9(4), 281–291. <https://doi.org/10.1504/IJBPIM.2019.105678>
- Almukhlifi, A., Deng, H., & Kam, B. (2019). E-Government Adoption in Saudi Arabia: The Moderation Influence of Transparency. *Journal of Advances in Information Technology*, 10(1), 1–8. <https://doi.org/10.12720/jait.10.1.1-8>
- Alqaralleh, B. A. Y., Al-Omari, A. H., & Alksasbeh, M. Z. (2020). An integrated conceptual model for m-government acceptance in developing countries: The case study of Jordan. *International Journal of Interactive Mobile Technologies*, 14(6), 115–136. <https://doi.org/10.3991/IJIM.V14I06.11449>
- Alraja, M. N., Hammami, S., & Alhousary, T. (2015). Factors affecting e-government services adoption: Field study. *Journal of Theoretical and Applied Information Technology*, 78(1), 65–69. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-84938940424&partnerID=40&md5=07380796d27757d68cf1468c37b5bfbfd>
- Al-Rashidi, H. (2010). Examining internal challenges to e-government implementation from system users perspective. *Proceedings of the European, Mediterranean and Middle Eastern Conference on Information Systems: Global Information Systems Challenges in Management, EMCIS 2010*. <https://www.researchgate.net/publication/228825784>
- Alsarraf, H. A., Aljazzaf, S., & Ashkanani, A. M. (2023). Do you see my effort? An investigation of the relationship between e-government service quality and trust in government. *Transforming Government: People, Process and Policy*, 17(1), 116–133. <https://doi.org/10.1108/TG-05-2022-0066>
- Althunibat, A., Abdallah, M., Almaiah, M. A., Alabwaini, N., & Alrawashdeh, T. A. (2022). An Acceptance Model of Using Mobile-Government Services (AMGS). *CMES - Computer Modeling in Engineering and Sciences*, 131(1). <https://doi.org/10.32604/CMES.2022.019075>
- Altin, M., & Yilmaz, R. (2022). Adoption of Cloud-Based Accounting Practices in Turkey: An Empirical Study. *International Journal of Public Administration*, 45(11), 819–833. <https://doi.org/10.1080/01900692.2021.1894576>
- Alzahrani, L., Al-Karaghoul, W., & Weerakkody, V. (2017). Analysing the critical factors influencing trust in e-government adoption from citizens' perspective:

- A systematic review and a conceptual framework. *International Business Review*, 26(1), 164–175. <https://doi.org/10.1016/j.ibusrev.2016.06.004>
- Aminah, S., Ditari, Y., Kumaralalita, L., Hidayanto, A. N., Phusavat, K., & Anussornnitisarn, P. (2018). E-procurement system success factors and their impact on transparency perceptions: Perspectives from the supplier side. *Electronic Government*, 14(2), 177–199. <https://doi.org/10.1504/EG.2018.090929>
- Apriliyanti, I. D., Kusumasari, B., Pramusinto, A., & Setianto, W. A. (2021). Digital divide in ASEAN member states: analyzing the critical factors for successful e-government programs. *Online Information Review*, 45(2), 440–460. <https://doi.org/10.1108/OIR-05-2020-0158>
- Arias, M. I., & Maçada, A. C. G. (2018). Digital government for E-government service quality: A literature review. *ACM International Conference Proceeding Series*, 7–17. <https://doi.org/10.1145/3209415.3209422>
- Arshad, H., Asghar, S., & Noor, M. A. (2022). A framework for eGovernment project success: an exploratory study using systematic literature review and empirical investigation. *Electronic Government, an International Journal*, 19(1), 22–54. <https://doi.org/10.1504/EG.2023.127577>
- Basheka, B. C., Oluca, P. N., & Mugurusi, G. (2012). Adopting new approaches for public procurement efficiency: Critical success factors (CSFs) for the implementation of e-procurement in Uganda's public sector. *International Journal of Procurement Management*, 5(6), 712–732. <https://doi.org/10.1504/IJPM.2012.049711>
- Basu, S. (2004). E-government and developing countries: an overview. *International Review of Law, Computers & Technology*, 18(1), 109–132. <https://doi.org/10.1080/13600860410001674779>
- Ben Amor, N. E. H. (2021). Exploring Citizens' Motives influencing the satisfaction with and adoption of E-Government Services in the Kingdom of Saudi Arabia. *FWU Journal of Social Sciences*, 15(4), 77–91. <https://doi.org/10.51709/19951272/Winter-2021/6>
- Beshah, T., & Assefa, F. (2023). Identifying Ethiopian National Mining Cadastre System post implementation success factors: the case of Ministry of Mines of Ethiopia. *International Journal of Business Information Systems*, 42(3–4), 383–404. <https://doi.org/10.1504/IJBIS.2023.129717>
- Beynon-Davies, P. (2007). Models for e-government. *Transforming Government: People, Process and Policy*, 1(1), 7–28. <https://doi.org/10.1108/17506160710733670>
- Bwalya, K. J., & Mutula, S. (2016). A conceptual framework for e-government development in resource-constrained countries: The case of Zambia. *Information Development*, 32(4), 1183–1198. <https://doi.org/10.1177/0266666915593786>

- Cao, Q. T., Vuong, Q. H., Pham, H. H., Luong, D. H., Ho, M. T., Hoang, A. D., & Do, M. T. (2021). A bibliometric review of research on international students' mental health: Science mapping of the literature from 1957 to 2020. *European Journal of Investigation in Health, Psychology and Education*, 11(3), 781–794. <https://doi.org/10.3390/ejihpe11030056>
- Charbaji, A., & Mikdashi, T. (2003). A path analytic study of the attitude toward e-government in Lebanon. *Corporate Governance: The International Journal of Business in Society*, 3(1), 76–82. <https://doi.org/10.1108/14720700310459872>
- Chen, Y. N., Chen, H. M., Huang, W., & Ching, R. K. H. (2006). E-government strategies in developed and developing countries: An implementation framework and case study. *Journal of Global Information Management*, 14(1), 23–46. <https://doi.org/10.4018/978-1-60566-116-2.ch020>
- Chohan, S. R., & Hu, G. (2020). Success Factors Influencing Citizens' Adoption of IoT Service Orchestration for Public Value Creation in Smart Government. *IEEE Access*, 8, 208427–208448. <https://doi.org/10.1109/ACCESS.2020.3036054>
- Chohan, S. R., Hu, G., Khan, A. U., Pasha, A. T., Saleem, F., & Sheikh, M. A. (2023). IoT as societal transformer: improving citizens' continuous usage intention in digital society through perceived public value. *Library Hi Tech*, 41(4), 1214–1237. <https://doi.org/10.1108/LHT-05-2021-0156>
- Chua, B. B., & Zhang, Y. (2020). Applying a Systematic Literature Review and Content Analysis Method to Analyse Open Source Developers' Forking Motivation Interpretation, Categories and Consequences. *Australasian Journal of Information Systems*, 24, 1–19. <https://doi.org/10.3127/ajis.v24i0.1714>
- Cooper, H. (2017). *Research Synthesis and Meta-Analysis Fifth Edition* (5th ed.). SAGE Publications Inc.
- Cooper, V. A. (2008). The Critical Success Factor Method: a review and practical example. *International Conference on Information Resources Management (CONF-IRM)*, 53(2), 1–11. <http://aisel.aisnet.org/confirm2008/53>
- Curtin, G. G., Sommer, M. H., & Vis-Sommer, V. (2003). Introduction: The World of E-Government. In *Journal of Political Marketing* (Vol. 2, Issues 3–4, pp. 1–16). The Haworth Press. [https://doi.org/10.1300/J199v02n03\\_01](https://doi.org/10.1300/J199v02n03_01)
- Das Aundhe, M., & Narasimhan, R. (2016). Public private partnership (PPP) outcomes in e-government – a social capital explanation. *International Journal of Public Sector Management*, 29(7), 638–658. <https://doi.org/10.1108/IJPSM-09-2015-0160>
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>

- Deng, H., Karunasena, K., & Xu, W. (2018). Evaluating the performance of e-government in developing countries: A public value perspective. *Internet Research*, 28(1), 169–190. <https://doi.org/10.1108/IntR-10-2016-0296>
- Devadoss, P. R., Pan, S. L., & Huang, J. C. (2003). Structural analysis of e-government initiatives: A case study of SCO. *Decision Support Systems*, 34(3), 253–269. [https://doi.org/10.1016/S0167-9236\(02\)00120-3](https://doi.org/10.1016/S0167-9236(02)00120-3)
- Dinter, B. (2013). Success factors for information logistics strategy - An empirical investigation. *Decision Support Systems*, 54(3), 1207–1218. <https://doi.org/10.1016/j.dss.2012.09.001>
- Dunn, W. N. (2003). *Pengantar Analisis Kebijakan Publik*. Gadjah Mada University Press.
- Dunphy, D. C., & Stace, D. A. (1988). Transformational and Coercive Strategies for Planned Organizational Change: Beyond the O.D. Model. *Organization Studies*, 9(3), 317–334. <https://doi.org/10.1177/017084068800900302>
- Ejdys, J. (2020). Trust-based determinants of future intention to use technology. *Foresight and STI Governance*, 14(1), 60–68. <https://doi.org/10.17323/2500-2597.2020.1.60.68>
- El-Ebiary, Y. A. B., Al-Sammaraie, N. A., & Saany, S. I. A. (2019). E-government challenges and possibilities by using information and communication technologies in Malaysian governance. *International Journal of Recent Technology and Engineering*, 8(1C2), 1144–1149. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-85069725154&partnerID=40&md5=12e70bbe0e408269ca4700931a81ecd8>
- Faitão, J. A., Steffens, J., Steffens, C., Dallago, R. M., Storti, A. T., & Bortoluzzi, A. C. (2018). Development of a Model with Critical Factors of Success, Predominant in Implementation of a Membrane System in the Wastewater Treatment—Review of the Case Study of a Dairy Industry. *Technology and Investment*, 09(02), 117–135. <https://doi.org/10.4236/ti.2018.92009>
- Franke, R., Kroenung, J., Born, F., & Eckhardt, A. (2015). Influential factors for E-Government success in the middle east: Case study evidence from Saudi Arabia. *International Journal of Electronic Government Research*, 11(1), 39–62. <https://doi.org/10.4018/IJEGR.2015010103>
- Furuholt, B., & Wahid, F. (2008). E-government challenges and the role of political leadership in Indonesia: The case of Sragen. *Proceedings of the Annual Hawaii International Conference on System Sciences*. <https://doi.org/10.1109/HICSS.2008.134>
- Ghayur, A. (2006). Towards Good Governance: Developing an e-Government. *The Pakistan Development Review*, 45(4II), 1011–1025. <https://doi.org/10.30541/v45i4IIpp.1011-1025>
- Gil-Garcia, J. R., & Flores-Zúñiga, M. (2020). Towards a comprehensive understanding of digital government success: Integrating implementation and

- adoption factors. *Government Information Quarterly*, 37(4).  
<https://doi.org/10.1016/j.giq.2020.101518>
- Gil-Garcia, J. R., & Martinez-Moyano, I. J. (2007). Understanding the evolution of e-government: The influence of systems of rules on public sector dynamics. *Government Information Quarterly*, 24(2), 266–290.  
<https://doi.org/10.1016/j.giq.2006.04.005>
- Guha, J., & Chakrabarti, B. (2014). Making e-government work: Adopting the network approach. *Government Information Quarterly*, 31(2), 327–336.  
<https://doi.org/10.1016/j.giq.2013.11.008>
- Gupta, K. P., Bhaskar, P., & Singh, S. (2016). Critical factors influencing E-government adoption in India: An investigation of the citizens' perspectives. *Journal of Information Technology Research*, 9(4), 28–44.  
<https://doi.org/10.4018/JITR.2016100103>
- Gupta, K. P., Bhaskar, P., & Singh, S. (2017). Prioritization of factors influencing employee adoption of e-government using the analytic hierarchy process. *Journal of Systems and Information Technology*, 19(1–2), 116–137.  
<https://doi.org/10.1108/JSIT-04-2017-0028>
- Hadi, S., Tjahjono, H. K., & Palupi, M. (2020). *Systematic Review : Meta Sintesis untuk Riset Perilaku Organisasional* (D. W. P. Ranto, Ed.). Viva Victory Abadi. <https://www.researchgate.net/publication/340610756>
- Hakim, M. L., Rahayu, A., Ahman, E., & Wibowo, L. (2022). The success factors of e-government implementation in Indonesia. *Journal of Legal, Ethical and Regulatory Issues*, 25(S1), 1–11.
- Hassan, M. H., & Lee, J. (2019). Policymakers' perspective about e-Government success using AHP approach: Policy implications towards entrenching Good Governance in Pakistan. *Transforming Government: People, Process and Policy*, 13(1), 93–118. <https://doi.org/10.1108/TG-03-2018-0017>
- Hertati, D. (2023). Evaluation of the Quality of Web-Based Integrated Administration Services (PATEN) in Sidoarjo District, Indonesia. *Lex Localis*, 21(1), 1–15. [https://doi.org/10.4335/21.1.1-15\(2023\)](https://doi.org/10.4335/21.1.1-15(2023))
- Higgins, J. P., & Green, S. (2008). *Cochrane Handbook for Systematic Reviews of Interventions* (J. P. Higgins & S. Green, Eds.; Cochrane B). John Wiley & Sons, Ltd.
- Hussein, R., Karim, N. S. A., Mohamed, N., & Ahlan, A. R. (2007). The Influence of Organizational Factors on Information Systems Success in E-Government Agencies in Malaysia. *The Electronic Journal of Information Systems in Developing Countries*, 29(1), 1–17. <https://doi.org/10.1002/j.1681-4835.2007.tb00195.x>
- Hutahaean, M., Eunike, I. J., & Silalahi, A. D. K. (2023). Do Social Media, Good Governance, and Public Trust Increase Citizens' e-Government Participation?

- Dual Approach of PLS-SEM and fsQCA. *Human Behavior and Emerging Technologies*, 2023, 1–19. <https://doi.org/10.1155/2023/9988602>
- IMF. (2023). *World Economic Outlook: A Rocky Recovery*. <https://www.imf.org/en/Publications/WEO/Issues/2023/04/11/world-economic-outlook-april-2023>
- Iskender, G., & Özkan, S. (2013). E-government transformation success: An assessment methodology and the preliminary results. *Transforming Government: People, Process and Policy*, 7(3), 364–392. <https://doi.org/10.1108/TG-09-2012-0008>
- Iskender, G., & Özkan, S. (2015). Analysis of success factors in e-government transformation in Turkey: are these factors really the causes of success? *Information Development*, 31(4), 323–332. <https://doi.org/10.1177/0266666913514869>
- 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>
- Joia, L. A. (2007). A Heuristic Model to Implement Government-to-Government Projects. *International Journal of Electronic Government Research (IJEGR)*, 3(1), 1–18. <https://doi.org/10.4018/jegr.2007010101>
- Kalsi, N. S., & Kiran, R. (2013). E-governance success factors: An analysis of e-governance initiatives of ten major states of India. *International Journal of Public Sector Management*, 26(4), 320–336. <https://doi.org/10.1108/IJPSM-08-2011-0101>
- Karunasena, K., & Deng, H. (2012). Critical factors for evaluating the public value of e-government in Sri Lanka. *Government Information Quarterly*, 29(1), 76–84. <https://doi.org/10.1016/j.giq.2011.04.005>
- Keramati, A., Saremi, M. S., & Afshari-Mofrad, M. (2011). Citizen relationship management critical success factors: An empirical study of municipality of Tehran. *International Journal of Electronic Governance*, 4(4), 322–347. <https://doi.org/10.1504/IJEG.2011.046007>
- Kesavarapu, S., & Choi, M. (2012). M-government - A framework to investigate killer applications for developing countries: An Indian case study. *Electronic Government*, 9(2), 200–219. <https://doi.org/10.1504/EG.2012.046269>
- Kettani, D., & Moulin, B. (2014). *E-Government for Good Governance in Developing Countries : Empirical Evidence from the eFez Project*. Anthem Press. <https://www.researchgate.net/publication/277597814>
- Khayun, V., Ractham, P., & Firpo, D. (2012). Assessing e-Excise success with Delone and Mclean's model. *Journal of Computer Information Systems*, 52(3), 31–40. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-84861072081&partnerID=40&md5=885c4ccf4095417f7b8d5fae51375d77>

- Kim, S., Kim, H. J., & Lee, H. (2009). An institutional analysis of an e-government system for anti-corruption: The case of OPEN. *Government Information Quarterly*, 26(1), 42–50. <https://doi.org/10.1016/j.giq.2008.09.002>
- Kitchenham, B. (2004). Procedures for Performing Systematic Reviews. In *Keele University Technical Report* (Vol. 33, Issue 2004). <https://www.researchgate.net/publication/228756057>
- Klischewski, R., & Askar, E. (2012). Linking service development methods to interoperability governance: The case of Egypt. *Government Information Quarterly*, 29(SUPPL. 1), S22–S31. <https://doi.org/10.1016/j.giq.2011.08.001>
- Krippendorff, Klaus. (2004). *Content analysis : an introduction to its methodology* (2nd ed.). SAGE Publications Inc.
- Kumar, R. (2016). Enhancing the reach of public services through mobile governance: Sustainability of the Mobile Seva initiative in India. *Electronic Government*, 12(2), 142–159. <https://doi.org/10.1504/EG.2016.076133>
- Layne, K., & Lee, J. (2001). Developing fully functional E-government: A four stage model. *Government Information Quarterly*, 18(2), 122–136. [https://doi.org/10.1016/S0740-624X\(01\)00066-1](https://doi.org/10.1016/S0740-624X(01)00066-1)
- Li, W., & Xue, L. (2021). Analyzing the critical factors influencing post-use trust and its impact on Citizens' continuous-use intention of E-Government: Evidence from Chinese municipalities. *Sustainability (Switzerland)*, 13(14). <https://doi.org/10.3390/su13147698>
- Mahbob, M. H., Nordin, M. Z., Salman, A., Sulaiman, W. I. W., & Hj. Abdullah, M. Y. (2011). Government to citizen: Advocacy of government on-line systems and their acceptance among citizens. *The Innovation Journal: The Public Sector Innovation Journal*, 16(3), 1–13. <https://innovation.cc/document/2011-16-3-5-government-to-citizen-advocacy-of-government-on-line-systems-and-its-acceptance-among-citizens/>
- Malodia, S., Dhir, A., Mishra, M., & Bhatti, Z. A. (2021). Future of e-Government: An integrated conceptual framework. *Technological Forecasting and Social Change*, 173. <https://doi.org/10.1016/j.techfore.2021.121102>
- Manandhar, S. P., Kim, S., & Hwang, J. (2015). Success factors of online services in Kathmandu, Nepal: An empirical analysis. *International Journal of Business Information Systems*, 18(4), 422–436. <https://doi.org/10.1504/IJBIS.2015.068479>
- Mensah, R., Cater-Steel, A., & Toleman, M. (2021). Factors affecting e-government adoption in Liberia: A practitioner perspective. *Electronic Journal of Information Systems in Developing Countries*, 87(3). <https://doi.org/10.1002/isd2.12161>
- Mirchandani, D. A., Johnson, J. H., & Joshi, K. (2008). Perspectives of citizens towards e-government in Thailand and Indonesia: A multigroup analysis.

- Information Systems Frontiers*, 10(4), 483–497.  
<https://doi.org/10.1007/s10796-008-9102-7>
- Mofleh, S., Wanous, M., & Strachan, P. (2008). Developing Countries and ICT Initiatives: Lessons Learnt from Jordan's Experience. *The Electronic Journal of Information Systems in Developing Countries*, 34(1), 1–17.  
<https://doi.org/10.1002/j.1681-4835.2008.tb00236.x>
- Mohamed Shaffril, H. A., Samsuddin, S. F., & Abu Samah, A. (2021). The ABC of systematic literature review: the basic methodological guidance for beginners. *Quality & Quantity*, 55(4), 1319–1346. <https://doi.org/10.1007/s11135-020-01059-6>
- Moon, M. J. (2002). The evolution of E-government among municipalities: Rhetoric or reality? *Public Administration Review*, 62(4), 424–433.  
<https://doi.org/10.1111/0033-3352.00196>
- Müller, S. D., & Skau, S. A. (2015). Success factors influencing implementation of e-government at different stages of maturity: A literature review. *International Journal of Electronic Governance*, 7(2), 136–170.  
<https://doi.org/10.1504/IJEG.2015.069495>
- Mulyadi, D. (2015). *Studi Kebijakan Publik dan Pelayanan Publik*. Alfabeta.
- Munyoka, W., & Maharaj, M. (2017). The effect of UTAUT2 moderator factors on citizens' intention to adopt e-government: The case of two SADC countries. *Problems and Perspectives in Management*, 15(1), 115–123.  
[https://doi.org/10.21511/ppm.15\(1\).2017.12](https://doi.org/10.21511/ppm.15(1).2017.12)
- Mustafa, A. A., Faizal, M. A., & Zakaria, N. A. (2019). E-government adoption success factors and their weight analysis: A citizen perspective. *Journal of Theoretical and Applied Information Technology*, 97(2), 583–597.  
<https://www.researchgate.net/publication/332704040>
- Napitupulu, D. (2014). The Critical Success Factors Study for e-Government Implementation. *International Journal of Computer Applications*, 89(16), 23–32. <https://doi.org/10.5120/15716-4588>
- Napitupulu, D. (2017). A conceptual model of e-Government adoption in Indonesia. *International Journal on Advanced Science, Engineering and Information Technology*, 7(4), 1471–1478. <https://doi.org/10.18517/ijaseit.7.4.2518>
- Napitupulu, D., Syafrullah, M., Rahim, R., Amar, A., & Suchyo, Y. G. (2018). Content validity of critical success factors for e-Government implementation in Indonesia. *IOP Conference Series: Materials Science and Engineering*, 352(1). <https://doi.org/10.1088/1757-899X/352/1/012058>
- Nawafleh, S., Obiedat, R., & Harfoushi, O. (2012). E-Government Between Developed and Developing Countries. *International Journal of Advanced Corporate Learning (IJAC)*, 5(1), 8. <https://doi.org/10.3991/ijac.v5i1.1887>

- Niemi, E., & Pekkola, S. (2013). Enterprise Architecture quality attributes: A case study. *Proceedings of the Annual Hawaii International Conference on System Sciences*, 3878–3887. <https://doi.org/10.1109/HICSS.2013.201>
- Nightingale, A. (2009). A guide to systematic literature reviews. In *Surgery* (Vol. 27, Issue 9, pp. 381–384). <https://doi.org/10.1016/j.mpsur.2009.07.005>
- Nikpay, F., Ahmad, R., Rouhani, B. D., & Shamshirband, S. (2016). A systematic review on post-implementation evaluation models of enterprise architecture artefacts. *Information Systems Frontiers*, 22(3), 789–789. <https://doi.org/10.1007/s10796-016-9716-0>
- Nulhusna, R., Sandhyaduhita, P. I., Hidayanto, A. N., & Phusavat, K. (2017). The relation of e-government quality on public trust and its impact on public participation. *Transforming Government: People, Process and Policy*, 11(3), 393–418. <https://doi.org/10.1108/TG-01-2017-0004>
- Nutt, P. C. (1998). Leverage, resistance and the success of implementation approaches. *Journal of Management Studies*, 35(2), 213–240. <https://doi.org/10.1111/1467-6486.00091>
- OECD. (2003). *OECD e-Government Studies: The e-Government Imperative*. Organization for Economic Co-operation and Development. [www.SourceOECD.org](http://www.SourceOECD.org),
- Ojo, A., Janowski, T., & Estevez, E. (2012). Improving Government Enterprise Architecture practice - Maturity factor analysis. *Proceedings of the Annual Hawaii International Conference on System Sciences*, 4260–4269. <https://doi.org/10.1109/HICSS.2012.14>
- Osman, I. H., Anouze, A. L., Irani, Z., Al-Ayoubi, B., Lee, H., Balc, A., Medeni, T. D., & Weerakkody, V. (2014). COBRA framework to evaluate e-government services: A citizen-centric perspective. *Government Information Quarterly*, 31(2), 243–256. <https://doi.org/10.1016/j.giq.2013.10.009>
- Pahlevan-Sharif, S., Mura, P., & Wijesinghe, S. N. R. (2019). A systematic review of systematic reviews in tourism. *Journal of Hospitality and Tourism Management*, 39, 158–165. <https://doi.org/10.1016/j.jhtm.2019.04.001>
- Panda, P., & Sahu, G. P. (2015). Electronic government procurement implementation in India: A cross sectional study. *International Journal of Business Information Systems*, 18(1), 1–25. <https://doi.org/10.1504/IJBIS.2015.066124>
- Patino, C. M., & Ferreira, J. C. (2018). Inclusion and exclusion criteria in research studies: Definitions and why they matter. In *Jornal Brasileiro de Pneumologia* (Vol. 44, Issue 2, p. 84). Sociedade Brasileira de Pneumologia e Tisiologia. <https://doi.org/10.1590/s1806-37562018000000088>
- Perry, A., & Hammond, N. (2002). Systematic reviews: The experiences of a PhD student HOW DOES A SYSTEMATIC REVIEW DIFFER FROM A

TRADITIONAL LITERATURE REVIEW? In *Psychology Learning and Teaching* (Vol. 2, Issue 1). [www.cochrane.org](http://www.cochrane.org)

- Phuaphanthong, T., Bui, T., & Keretho, S. (2010). Harnessing interagency collaboration in interorganizational systems development: Lessons learned from an e-Government project for trade and transport facilitation. *International Journal of Electronic Government Research*, 6(3), 42–56. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-84876653146&partnerID=40&md5=d79cdd18a5b4d11a91b29798535c8612>
- Purón-Cid, G. (2013). The dimensions of knowledge in e-government adoption a confirmatory factor analysis. *Gestion y Politica Publica*, 22(SPEC.ISS.1), 213–259. <https://doi.org/10.2139/ssrn.2743480>
- Rachev, B., Uyei, J., Singh, R., Kowal, S., & Johnson, C. E. (2021). Stakeholder point of view on prescription drug affordability - a systematic literature review and content analysis. *Health Policy*, 125(9), 1158–1165. <https://doi.org/10.1016/j.healthpol.2021.06.013>
- Ramadhan, A., Sensuse, D. I., Muladno, & Arymurthy, A. M. (2013). Success factors for e-livestock: An e-Government initiative. *Journal of Computer Science*, 9(3), 383–390. <https://doi.org/10.3844/jcssp.2013.383.390>
- Ray, S. (2011). Identifying barriers to e-government services for citizens in developing countries: An exploratory study. *International Journal of Electronic Government Research*, 7(3), 79–91. <https://doi.org/10.4018/jegr.2011070105>
- Rehman, M., Kamal, M. M., & Esichaikul, V. (2016). Adoption of e-Government Services in Pakistan: A Comparative Study Between Online and Offline Users. *Information Systems Management*, 33(3), 248–267. <https://doi.org/10.1080/10580530.2016.1188570>
- Rockart, J. F. (1979). Chief Executives Define Their Own Data Needs Own Data Needs. *Harvard Business Review*, 79209.
- Sabani, A. (2020). Investigating the influence of transparency on the adoption of e-Government in Indonesia. *Journal of Science and Technology Policy Management*, 12(2), 236–255. <https://doi.org/10.1108/JSTPM-03-2020-0046>
- Sabani, A., Thai, V., & Hossain, M. A. (2023). Factors Affecting Citizen Adoption of E-Government in Developing Countries: An Exploratory Case Study From Indonesia. *Journal of Global Information Management*, 31(1). <https://doi.org/10.4018/JGIM.318131>
- Sambasivan, M., Wemyss, G. P., & Rose, R. C. (2010). User acceptance of a G2B system: A case of electronic procurement system in Malaysia. *Internet Research*, 20(2), 169–187. <https://doi.org/10.1108/10662241011032236>
- Samuel, M., Doctor, G., Christian, P., & Baradi, M. (2020). Drivers and barriers to e-government adoption in Indian cities. *Journal of Urban Management*, 9(4), 408–417. <https://doi.org/10.1016/j.jum.2020.05.002>

- Sang, S., Lee, J. D., & Lee, J. (2009). E-government adoption in ASEAN: The case of Cambodia. *Internet Research*, 19(5), 517–534. <https://doi.org/10.1108/10662240910998869>
- Seetharaman, A., Srejayashree, E., Marthandan, G., & Balasubramaniam, P. (2011). Effective governance in e-government. *International Journal of Business Excellence*, 4(4), 371–384. <https://doi.org/10.1504/IJBEX.2011.041057>
- Shareef, M. A., Archer, N., Kumar, V., & Kumar, U. (2010). Developing fundamental capabilities for successful e-government implementation. *International Journal of Public Policy*, 6(3–4), 318–335. <https://doi.org/10.1504/IJPP.2010.035133>
- Shareef, M. A., Kumar, U., Kumar, V., & Dwivedi, Y. K. (2009). Identifying critical factors for adoption of e-government. *Electronic Government*, 6(1), 70–96. <https://doi.org/10.1504/EG.2009.022594>
- Shuib, L., Yadegaridehkordi, E., & Ainin, S. (2019). Malaysian urban poor adoption of e-government applications and their satisfaction. *Cogent Social Sciences*, 5(1), 1–18. <https://doi.org/10.1080/23311886.2019.1565293>
- Siddique, W. (2016). Critical success factors affecting e-government policy implementation in pakistan. *EJournal of EDemocracy and Open Government*, 8(1), 102–126. <https://doi.org/10.29379/jedem.v8i1.398>
- Silalahi, M., Napitupulu, D., & Patria, G. (2015). KAJIAN KONSEP DAN KONDISI E-GOVERNMENT DI INDONESIA. *Jurnal Penerapan Ilmu-Ilmu Komputer*, 1(1), 10–16.
- Silcock, R. (2001). Hansard Society for Parliamentary Government. In *Parliamentary Affairs* (Vol. 54).
- Snellen, I. (2000). Electronic Commerce And Bureaucracies. *IEEE Access*, 285–288.
- Snyder, H. (2019). Literature review as a research methodology: An overview and guidelines. *Journal of Business Research*, 104, 333–339. <https://doi.org/10.1016/j.jbusres.2019.07.039>
- Sorongan, E., & Hidayati, Q. (2020). Integration of eucs variables into delone and mclean models for E-government evaluation: Conceptual models. *Register: Jurnal Ilmiah Teknologi Sistem Informasi*, 6(1), 32–42. <https://doi.org/10.26594/register.v6i1.1608>
- Srivastava, S. C., & Teo, T. S. H. (2007). E-government payoffs: Evidence from cross-country data. *Journal of Global Information Management*, 15(4), 20–40. <https://doi.org/10.4018/jgim.2007100102>
- Stankovic, D., Nikolic, V., Djordjevic, M., & Cao, D. B. (2013). A survey study of critical success factors in agile software projects in former Yugoslavia IT companies. *Journal of Systems and Software*, 86(6), 1663–1678. <https://doi.org/10.1016/j.jss.2013.02.027>

- Staples, M., & Niazi, M. (2007). Experiences using systematic review guidelines. *Journal of Systems and Software*, 80(9), 1425–1437. <https://doi.org/10.1016/j.jss.2006.09.046>
- Stratu-Strelet, D., Gil-Gómez, H., Oltra-Badenes, R., & Oltra-Gutierrez, J. V. (2021). Critical factors in the institutionalization of e-participation in e-government in Europe: Technology or leadership? *Technological Forecasting and Social Change*, 164. <https://doi.org/10.1016/j.techfore.2020.120489>
- Suroso, J. S., & Utomo, G. M. (2022). Success Factors On The Implementation Of Human-Rights-Aware Cities Scoring Application. *Journal of Theoretical and Applied Information Technology*, 100(23), 6944–6955. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-85144368895&partnerID=40&md5=24208bd7b61967e579cf1488770b9b42>
- Sussy, B. O., & Vicente, M. L. (2021). E-government and e-services in local government: A case study. *WSEAS Transactions on Environment and Development*, 17, 732–739. <https://doi.org/10.37394/232015.2021.17.70>
- United Nations. (2016). *E-Government Survey 2016: E-Government in Support of Sustainable Development*. Department of Economic and Social Affairs, United Nations.
- United Nations. (2022). E-Government Survey 2022: The Future of Digital Government. In *Departemen of Economic and Social Affair, United Nations*. <https://publicadministration.un.org/en/>
- UNPEPA. (2001). Benchmarking E-government: A Global Perspective - Assessing the Progress of the UN Member States. In *United Nations Division for Public Economics and Public Administration and American Society for Public Administration*. <https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/English.pdf>
- Upadhyay, N., Kamble, A., & Navare, A. (2023). Virtual healthcare in the new normal: Indian healthcare consumers adoption of electronic government telemedicine service. *Government Information Quarterly*, 40(2). <https://doi.org/10.1016/j.giq.2022.101800>
- Valentina Ndou. (2004). E-government for developing countries: opportunities and challenges. *The Electronic Journal of Information Systems in Developing Countries*, 18(1), 1–24. <http://www.ejisdc.org>
- Valsamidis, S., Petasakis, I., Kontogiannis, S., & Perdiki, F. (2019). Factors of usage evaluation for a tax information system. *International Journal of Information Systems in the Service Sector*, 11(3), 1–18. <https://doi.org/10.4018/IJISSS.2019070101>
- von Haldenwang, C. (2004). Electronic government (E-government) and development. *European Journal of Development Research*, 16(2), 417–432. <https://doi.org/10.1080/0957881042000220886>

- Wanden-Berghe, C., & Sanz-Valero, J. (2012). Systematic reviews in nutrition: Standardized methodology. In *British Journal of Nutrition* (Vol. 107, Issue SUPPL. 2). <https://doi.org/10.1017/S0007114512001432>
- Wibowo, W. S., Fadhil, A., Sensuse, D. I., Lusa, S., Putro, P. A. W., & Yulfitri, A. (2023). Pinpointing Factors in the Success of Integrated Information System Toward Open Government Data Initiative: A Perspective from Employees. *International Journal of Advanced Computer Science and Applications*, 14(1), 94–109. <https://doi.org/10.14569/IJACSA.2023.0140111>
- Winarno, W. W., Purwanti, Ari., Kristiana, D. R., & Wahyuni, E. S. (2023). *Penelitian Kualitatif Menggunakan Systematic Literature Review*. UPP STIM YKPN.
- Xiao, Y., & Watson, M. (2019). Guidance on Conducting a Systematic Literature Review. In *Journal of Planning Education and Research* (Vol. 39, Issue 1, pp. 93–112). SAGE Publications Inc. <https://doi.org/10.1177/0739456X17723971>
- Yahya M., A., Al-munawar, N., & Tuan, Y. C. (2015). E-Government It Projects in Brunei Darussalam. *International Journal of Applied Business and Economic Research*, 13(8), 6529–6652. <https://www.scopus.com/inward/record.uri?eid=2-s2.0-84964344085&partnerID=40&md5=a7f2c5585f1ccc85b72e599f52f6c6f3>
- Yasin, A., Ibrahim, H., Ahmad, M., Omar, M., & Othman, A. R. (2018). A conceptual model of information sharing in e-government services. *Journal of Telecommunication, Electronic and Computer Engineering*, 10(1–11), 53–57.
- Yildiz, M. (2007). E-government research: Reviewing the literature, limitations, and ways forward. *Government Information Quarterly*, 24(3), 646–665. <https://doi.org/10.1016/j.giq.2007.01.002>
- Zhang, Y. J., & Hsieh, C. T. (2010). Chinese citizens? Opinions on e-government benefits, issues and critical success factors. *Electronic Government*, 7(2), 137–147. <https://doi.org/10.1504/EG.2010.030924>
- Zhu, J., & Liu, W. (2020). A tale of two databases: the use of Web of Science and Scopus in academic papers. *Scientometrics*, 123(1), 321–335. <https://doi.org/10.1007/s11192-020-03387-8>
- Ziemba, E., Zelazny, R., Papaj, T., & Jadamus-Hacura, M. (2016). Factors influencing the success of E-government. *Journal of Computer Information Systems*, 56(2), 156–167. <https://doi.org/10.1080/08874417.2016.1117378>