



DAFTAR PUSTAKA

- Abril, D. W. (2016). *Pengaruh Citra Merek, Kualitas Produk, Persepsi Harga Dan Word Of Mouth Terhadap Minat Beli (Studi Pada Mahasiswa Fakultas Ekonomi Uny Pengguna Iphone)*. Vol 9-2.
- Agolla, J. E. dan J. B. V. L. (2013). Public Sector Innovation Drivers: A Process Model. *J Soc Sci*, 34 (2), 165–176.
- Ahmad, Farid., Tasawar Abbas., Shahid Latif., A. Rasheed. (2014). *Impact of Transformational Leadership on Employee Motivation in Telecommunication Sector. Journal of Management Policies and Practices*, Vol 2, No 2, h. 11-25.
- Albury, David. (2003). *Inovasi di Sektor Publik*. Jakarta: PT Elex Media Komputindo.
- Ali, Zainuddin. (2009). *Metode Penelitian Hukum*. Jakarta: Sinar Grafika.
- Andre Luhn. (2007). The learning organization. *Web-Weaving: Intranets, Extranets and Strategic Alliances*, 47–54. <https://doi.org/10.1515/cks-2016-0005>
- Creswell, J. W. (2016). *Research Design: Pendekatan Metode Kualitatif, Kuantitatif, dan Campuran. Edisi Keempat (Catatan Kesatu)*. Yogyakarta: Pustaka Pelajar.
- Daft, R. L. (2010). *Era Baru Manajemen. Salemba Empat*, Jakarta.
- Damanpour, F. (1991). Organizational innovation: A meta-analysis of effects of determinants and moderators. *Academy of Management Journal*, 34(3), 555–590.
- Damayanti, D. A., Yuningsih, N. Y., & Akbar, I. (2022). Efektivitas Pelayanan Administrasi Kependudukan dimasa Peralihan Layanan Tahun 2021 di Kota Bandung. *Jurnal Administrasi Pemerintahan (Janitra)*, 2(2), 323–337.
- Dwiyanto Agus. (2008). *Mewujudkan Good Governance melalui Pelayanan Publik*. Gadjah Mada University Press, Yogyakarta.
- Eprilianto, D. F., Sari, Y. E. K., dan Saputra, B. (2019). Mewujudkan Integrasi Data Melalui Implementasi Inovasi Pelayanan Kesehatan Berbasis Teknologi Digital. *JPSI (Journal of Public Sector Innovations)*, 4(1), 30–37.
- Faisal, Sanapiah. (1992). Metode Penelitian Pendidikan. *PT. Usaha-Usaha Nasional: Surabaya*.
- Fandy Tjiptono. (2007). *Strategi Pemasaran*.
- Galbraith, J. K. (1969). *The New Industrial State*. Penguin: Harm ondsworth.
- Hidayat, E. S. (2018). Analisis Implementasi Kebijakan Administrasi Kependudukan pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Garut. *Dinamika: Jurnal Ilmiah Ilmu Administrasi Negara*, 5(4), 8–16.



- Hussein, N., Mohamad, A., Noordin, F., & Ishak, N. A. (2014). Learning Organization and its Effect On Organizational Performance and Organizational Innovativeness: A Proposed Framework for Malaysian Public Institutions of Higher Education. *Procedia - Social and Behavioral Sciences*, 130, 299–304. <https://doi.org/10.1016/j.sbspro.2014.04.035>
- Ian, McL, Wilson, R., & Mike, M. (2013). Digital Government at Work A Social Informatics Perspective (1st ed.). *England: Oxford University Press.*
- Laitinen, I. (2022). *Organisational learning during the coronavirus pandemic: A case study on models for extended learning and complexity management.* 28(2), 378–396. <https://doi.org/10.1177/14779714221079367>
- Lumban Gaol, I. W. (2022). *Strategi Komunikasi Kepala Desa Dalam Meningkatkan Pelayanan Kepada Masyarakat Di Desa Pollung Kecamatan Pollung Kabupaten Humbang Hasundutan (Doctoral dissertation, Universitas Medan Area).*
- Lyman, B., & Bs, M. K. H. (2022). *Organizational learning during COVID-19: A qualitative study of nurses' experiences.* April 2021, 4–14. <https://doi.org/10.1111/jonm.13452>
- 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.
- Masrin, M. (2017). Studi Tentang Pelayanan Pembuatan KTP Elektronik (E-KTP) Di Kantor Kecamatan Samarinda Ulu Kota Samarinda. *Jurnal Universitas Mulawarman*, 1(1), 68–81.
- Meirinawati, M., danPrabawati, I. (2015). Peningkatan Kualitas Pelayanan Publik Melalui Citizen's Charter. *Jurnal Administrasi Publik*, 12(1).
- Mirnasari, R. M. (2013). Inovasi Pelayanan Publik UPTD Terminal Purbaya-Bungurasih. *Kebijakan Dan Manajemen Publik*, 1(1):71-84.
- Moleong, L. J. (2009). *Metodologi Penelitian Kualitatif.* Bandung: PT. Remaja Rosdakarya.
- Moleong, L. J. (2012). *Metodologi Penelitian Kualitatif.* Bandung: PT Remaja Rosdakarya.
- Mulgan, G & Albury, D. (2003). *Innovation in the Public Sector.* London: Cabinet Office Strategy Unit.
- Musa, D. D. (2018). *Pengaruh Organizational Learning Capability Dan Inovasi Terhadap Kinerja Perusahaan.* Universitas Islam Indonesia Fakultas Ekonomi Yogyakarta.
- Nasution, R. S., Tarigan, P., & Siregar, L. (2014). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pensiun Pegawai Negeri Sipil (PNS) Pada Pt. Taspen (Persero) Cabang Pematangsiantar. *SULTANIST: Jurnal Manajemen Dan*



Keuangan, 2(2), 30–34. <Https://Doi.Org/Https://Doi.Org/10.37403/Sultanist.V2i2.33>.

Nurhayani, L. (2018). *Pengaruh Kepemimpinan, Motivasi Dan Penerapan Learning Organization Terhadap Kinerja Pegawai Lingkungan Sekretariat Daerah Lampung Tengah*. Universitas Lampung.

Ortenblad, A. (2001). *On differences between organizational learning and learning organization, The learning organization*, Vol 8, No 3, MCB University Press – ISSN 0969-6474.

Örtenblad, A. (2002). *A typology of the idea of learning organization*", *Management Learning*, Vol. 33 No. 2, pp. 213-230.

Örtenblad, A. (2018). What does “learning organization” mean? *Learning Organization*, 25(3), 150–158. <https://doi.org/10.1108/TLO-02-2018-0016>

Pemerintah Kabupaten Bantul. (2023). *Survey Kepuasan Masyarakat*.

Robert k. Yin. (2019). *Studi Kasus*. Raja Grafindo Persada.

Rogers, E. M. (1983). *Diffusion of Innovations*. London: The Free Press.

Rose, T. M. (2011). Instructional Design and Assessment A Board Game to Assist Pharmacy Student in Learning Metabolic Pathways. *American Journal of Pharmaceutical Education* 2011; 75 (9) Article 183.

Rukayat, Y. (2017). Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Di Kecamatan Gamping. *Jurnal Ilmiah Magister Ilmu Administrasi (JIMIA)*, 11(2).

Sari, Kurnia. (2016). “Analisis Financial Distress Pada Perusahaan Bursa Efek Indonesia.” *Jurnal Ilmiah Research Sains*. Vol.2 No.2:67-82.

Senge, P. (1990). *The Fifth Discipline: The Art and Practice of The LearningOrganization*. New York: Doubleday.

Serrat, O. (2009). *Harnessing Creativity and Innovation in the Workplace*. Washington, DC: Asian Development Bank.

Setyawan, N. A., Wibowo, B. Y., & ... (2022). Pendampingan legalitas UMKM PKH graduasi melalui sistem online single submission di Kecamatan Suruh. *Prapanca: Jurnal*

Sofianto, A. (2019). Inovasi Manajemen Pemerintahan Berbasis Aplikasi Digital di Provinsi Jawa Tengah. *Matra Pembaruan: Jurnal Inovasi Kebijakan*.

Styareni, A. P. P., dan Fanida, E. H. (2021). INOVASI PELAYANAN “JOSS BANGET MAS” (JEMPUT ONLINESINGLE SUBMISSIONBERSAMA INSTANSI TERKAIT DAN MALAM HARI BISA) DI DINAS PENANAMAN MODAL DAN PELAYANANAN TERPADU SATU PINTU KABUPATEN BLITAR. *PUBLIKA: Jurnal Ilmu Administrasi Negara*, 9(1).



- Sudaryono, D. (2017). *Metodologi Penelitian*. Depok: PT. Raja Grafindo Husada.
- Sugiyono. (2012). *Memahami Penelitian Kualitatif*. Bandung: ALFABETA.
- Trisnani. (2017). Pemanfaatan WhatsApp sebagai media komunikasi dan kepuasan dalam penyampaian pesan dikalangan tokoh masyarakat. *Jurnal Komunikasi, Media Dan Informatika*, 6(3), 1–12.
- Vainauskien, V. (2022). *Challenges to the learning organization in the context of COVID-19 pandemic uncertainty: creativity-based response CHALLENGES TO THE LEARNING ORGANIZATION IN THE CONTEXT OF COVID-19 PANDEMIC UNCERTAINTY: CREATIVITY-BASED RESPONSE*. April. <https://doi.org/10.3846/cs.2022.15109>
- Watkins, K.E & O'Neil, J. (2013). *The Dimensions of the Learning Organization Questionnaire (the DLOQ): A Nontechnical Manual*.
- Watkins, K.E. and Marsick, V. J. (1993). *Sculpting the Learning Organization: Lessons in the Art and Science of Systemic Change*, Jossey-Bass, San Francisco, CA.
- Yang, B., Watkins, K. E., & Marsick, V. J. (2004). *The Construct of the Learning Organization: Dimensions, Measurement, and Va...: GCU Library Resources - All Subjects*. *Human Resource Development Quarterly*, 15(1), 31–55. Retrieved from <http://eds.a.ebscohost.com.lopes.idm.oclc.org/eds/pdfviewer/pdfviewer?>
- Yanuar, R. M. (2019). novasi Pelayanan Publik (Studi Kasus: Public Safety Center (PSC) 119 Kabupaten Bantul Sebagai Layanan Kesehatan dan Kegawatdaruratan). *Jurnal Ilmu Pemerintahan*, 04(0274).
- Yin, R. K. (2008). "Studi Kasus, Desain dan Metode." Penerjemah Mudzakir, Raja Grafindo Persada, Jakarta.
- Yulivan, I., & Anriani, S. (2022). *Learning Organization Strategy in the Face of Covid-19 with The Fifth Discipline Approach (Case Study on Gojek, Tokopedia, Traveloka, and Blue Bird Companies)*. 4(1), 239–257.