

DAFTAR PUSTAKA

- Afifa, E. M. (2017). Strategi Pelayanan Satu Pintu Dalam Menangani Pengaduan Darurat Oleh Pemerintah Kota Surabaya Melalui Layanan Darurat 112 Command Center. . *Publika*, 5(1), 1-7.
- Agranoff, R. (2007). Managing within networks: Adding value to public organizations. Georgetown University Press.
- Alshayhan, N. H. (2023). Leadership in collaborative emergency management for compound hurricane-pandemic threats: Insights from practitioners' experiences. . *Risk, Hazards & Crisis in Public Policy*, 1-8.
- Ansell, C. &. (2008). Collaborative governance in theory and practice. *Journal of public administration research and theory*, 18(4), 543-571.
- Atkinson, C. L. (2023). Local Government Emergency Management. *Encyclopedia* , 3,, 1-14.
- Benali, M. &. (2016). Information and knowledge driven collaborative crisis management: A literature review. International Conference on Information and Communication Technologies for Disaster Management (ICT-DM) , (pp. 1-3).
- Bergmann, R. &. (2016). *Organisation und projektmanagement*. Berlin: Heidelberg: Springer Gabler (BA KOMPAKT) .
- Beritajatim. (2023, September 25). *Command Center Surabaya Diplot Jadi Percontohan Nasional*. Retrieved from Beritajatim.com: http://beritajatim.com/politik_pemerintahan/274940/command_center_surabaya_diplot_jadi_percontohan_nasional/
- Bier, V. (2006). *Hurricane Katrina as a bureaucratic nightmare.On risk and disaster: Lessons from Hurricane Katrina*. Philadelphia: university of Pennsylvania Press.
- Bingham, L. B. (2014). Learning to do and doing to learn: Teaching managers to collaborate in networks. In *Big ideas in collaborative public management* (pp. 280-296). Routledge.
- Black, L. J. (2004). A dynamic theory of expertise and occupational boundaries in new technology implementation: Building on Barley's study of CT scanning. *Administrative Science Quarterly*, 49(4), , 572-607.
- Blum, J. R.-C. (2014). Real-time emergency response: improved management of real-time information during crisis situations. *Journal on Multimodal User Interfaces*, 8, , 161-173.



Bommert, B. (2010). Collaborative innovation in the public sector. *International public management review*, 11(1), , 15-33.

Borgatti, S. P. (2014). Social network research: Confusions, criticisms, and controversies. . In *Contemporary perspectives on organizational social networks* (pp. (pp. 1-29).). Emerald Group Publishing Limited.

Brayda, W. C. (2014). So you really want to interview me?: Navigating “sensitive” qualitative research interviewing. *International Journal of Qualitative Methods*, 13(1), , 318-334.

Bryson, J. M. (2006). The design and implementation of Cross-Sector collaborations: Propositions from the literature. *Public administration review*, 66, , 44-55.

Bryson, J. M. (2015). Designing and implementing cross-sector collaborations: Needed and challenging. . *Public administration review*, 75(5), , 647-663.

Cai, M. W. (2020). Categories in emergency decision-making: prototype-based classification. *Kybernetes*, 49(2), , 526-553.

Carr, J. B. (2017). An exploration of collaboration risk in joint ventures: perceptions of risk by local economic development officials. *Economic Development Quarterly*, 31(3), , 210-227.

Chang, K. &. (2021). Ranking the collaborative competencies of local emergency managers: An analysis of researchers and practitioners' perceptions in Taiwan. . *International journal of disaster risk reduction*, 55, , 1-10.

Chen, R. S. (2007). Design principles for critical incident response system. *Information Systems and E-Business Management*, Vol. 5 No. 3.

Chen, B. (2010). Antecedents or processes? Determinants of perceived effectiveness of interorganizational collaborations for public service delivery. *International Public Management Journal*, 13(4), , 381-407.

Chen, R. S. (2008). Coordination in emergency response management. *Communications of the ACM*, 51(5), , 66-73.

Creswell, J. W. (2017). Designing and conducting mixed methods research. *Sage publications*.

Dawes, S. S. (2009). From “need to know” to “need to share”: Tangled problems, information boundaries, and the building of public sector knowledge networks. . *Public administration review*, 69(3), , 392-402.

Demircioglu, M. A. (2022). Leadership and innovation: what's the story? The relationship between leadership support level and innovation target. *Public Management Review*, 24(8), , 1289-1311.



Doyle, E. E. (2013). The use of emergency operations centres in local government emergency management. *International Journal of Emergency Management*, 9(3),, 205-228.

Efendi, Z. (2023, September 2). *Command Center 112 Raih Penghargaan Bhumandala Award 2017*. Retrieved from detik.com: <https://news.detik.com/berita-jawa-timur/d-3697671/command-center-112-raih-penghargaan-bhumandala-award-2017>

Elbanna, A. B. (2019). Emergency management in the changing world of social media: Framing the research agenda with the stakeholders through engaged scholarship. . *International Journal of Information Management*, 47, , 112-120.

Emerson, K. &. (2015). Evaluating the productivity of collaborative governance regimes: A performance matrix. *Public Performance & Management Review*, 38(4), , 717-747.

Emerson, K. N. (2012). An integrative framework for collaborative governance. *Journal of public administration research and theory*, 22(1),, 1-29.

Farazmand, A. (2014). Crisis and emergency management: Theory and practice. *Crisis and emergency management*. . Routledge, 25–34.

Fathi, R. T. (2020). VOST: A case study in voluntary digital participation for collaborative emergency management. *Information Processing & Management*, 57(4), 1-25.

Feiock, R. &. (2016). Local government networks. Oxford: In J. N. Victor, A. H. Montgomery, & M. Lubell (Eds.), *The Oxford handbook of political networks* (pp. 1–27). Oxford University Press.

Feiock, R. C. (2013). The institutional collective action framework. *Policy studies journal*, 41(3), , 397-425.

Gammelgaard, B. (2017). The qualitative case study. *The International Journal of Logistics Management*, 28(4), , 910-913.

Gasco-Hernandez, M. G.-G.-R. (2022). Unpacking the role of technology, leadership, governance and collaborative capacities in inter-agency collaborations. . *Government Information Quarterly*, 39(3), , 1-12.

Getha-Taylor, H. (2008). Identifying collaborative competencies. *Review of Public Personnel Administration*, 28(2),, 103-119.

Gil-Garcia, J. R. (2012). Towards a smart State? Inter-agency collaboration, information integration, and beyond. *Information Polity*, 17(3-4), , 269-280.

Giordano, R. P. (2017). Modeling the complexity of the network of interactions in flood emergency management: The Lorca flash flood case. *Environmental Modelling & Software*, 95,, 180-195.

Hakim, A. (2023, September 2). *Command Center 112 Surabaya raih penghargaan layanan*
122

terbaik. Retrieved from Antara:
<https://www.antaranews.com/berita/817493/command-center-112-surabaya-raih-penghargaan-layanan-darurat-terbaik>

- Hardenbrook, B. J. (2005). The need for a policy framework to develop disaster resilient regions. *Journal of Homeland Security and Emergency Management*, 2(3).
- Hartley, J. S. (2013). Collaborative innovation: A viable alternative to market competition and organizational entrepreneurship. *Public administration review*, 73(6), , 821-830.
- Henstra, D. (2010). Evaluating local government emergency management programs: What framework should public managers adopt? *Public Administration Review*, 70(2), , 236-246.
- Hwang, S. (2017). Collaborative governance and information technology innovation: public–nonprofit partnerships to build neighborhood information systems. . *International Review of Public Administration*, 22(4), , 321-343.
- Isett, K. R. (2011). Networks in public administration scholarship: Understanding where we are and where we need to go. *Journal of public administration research and theory*, 21(suppl_1), 157-173.
- Jackovics, P. (2019). Evaluation a City Emergency Management Exercise for Organizational Learning. *Interdisciplinary Description of Complex Systems: INDECS*, 17(1-B), 177-186.
- Jankowski, P. &. (2001). GIS-supported collaborative decision making: Results of an experiment. *Annals of the Association of American Geographers*, 91(1), , 48-70.
- Jensen, J. &. (2022). Local emergency management and comprehensive emergency management (CEM): A discussion prompted by interviews with Chief Resilience Officers. *International Journal of Disaster Risk Reduction*, 79, , 1-13.
- Kapucu, N. (2012). Disaster and emergency management systems in urban areas. *Cities*, 29, 41-49.
- Kapucu, N. &. (2011). Collaborative decision-making in emergency and disaster management. *International Journal of Public Administration*, 34(6), , 366-375.
- Kapucu, N. &. (2016). Understanding multiplexity of collaborative emergency management networks. *The American Review of Public Administration*, 46(4), , 399-417.
- Kapucu, N. (2008). Collaborative emergency management: better community organizing, better public preparedness and response. *Disasters*, 32(2), 239-262.
- Kapucu, N. A. (2010). Collaborative emergency management and national emergency management network. . *Disaster prevention and management: An international journal*, 19(4), , 452-468.



Kapucu, N. H. (2016). Understanding multiplexity of collaborative emergency management networks. *The American Review of Public Administration*, 46(4), 399-417.

Kapucu, V. G. (2012). Designing, Managing, and Sustaining Functionally Collaborative Emergency Management Networks. *The American Review of Public AdministratioN*, Vol 43(3) , 312–330.

Kieser, A. &. (2010). *Organisation*. . Schäffer-Poeschel.

Lee, A. S. (2003). Generalizing generalizability in information systems research. *Information systems research*, 14(3), , 221-243.

Liu, W. &. (2019). Emergency decision-making combining cumulative prospect theory and group decision-making. *Granular Computing*, 4, , 39-52.

Luna-Reyes, L. F.-G. (2011). Using institutional theory and dynamic simulation to understand complex e-Government phenomena. *Government Information Quarterly*, 28(3), , 329-345.

Makhdar, A. I. (2018). Kualitas Pelayanan Tanggap Darurat Bencana Command Center 112 di Badan Penanggulangan Bencana dan Linmas Kota Surabaya. *Publika*, 6(2).

Mandell, M. a. (2007). Evaluating network arrangements: toward revised performance measures. *Public Performance&Management Review*, Vol. 30 No. 4, 74-97.

Marshall, C. &. (2014). *Designing qualitative research*. Sage publications.

McGuire. (2010). The effect of problem severity, managerial and organizational capacity, and agency structure on intergovernmental collaboration: evidence from local emergency management. . *Public Administration Review* 70(2), 279–288.

McEntire, D. (2004). The status of emergency management theory: Issues, barrier, and recommendations for improved scholarship. Departemen of Public Administration.

McGuire, M. (2006). Collaborative public management: Assessing what we know and how we know it. *Public Administration Review*.

McGuire, M. &. (2010). The effect of problem severity, managerial and organizational capacity, and agency structure on intergovernmental collaboration: Evidence from local emergency management. *Public Administration Review*, 70(2), , 279-288.

Mubyarsah, L. R. (2023, Agustus 25). *Pemkot Surabaya Janji Respons Command Center 112 Kurang dari 15 Menit*. Retrieved from JawaPos.com: <https://www.jawapos.com/surabaya-raya/01353712/pemkot-surabaya-janji-respons-command-center-112-kurang-dari-15-menit>

Musa, M. (2020). Efektivitas Layanan Darurat Jakarta Siaga 112 dalam Penanganan Kebakaran oleh UPT. Pusat Data & Informasi Kebencanaan BPBD Provinsi DKI Jakarta. *Jurnal Good Governance*, 16(1), 100-123.



Nightingale, D. (2004). "Collaborative networks". *Criminology & Public Policy*, Vol. 3 No. 2.

Nohrstedt, D. (2016). Explaining mobilization and performance of collaborations in routine emergency management. *Administration & Society*, 48(2), 135-162.

Noor Afzan Ahmad, K. K. (2021). Emergency Management: Implementing A Whole Community Approach. *Journal of Advanced Research in Business and Management Studies*, 23(1), , 17-24.

O'Leary, R. G. (2007). Introduction to the symposium on collaborative public management. *Public administration review*, 66, , 6-9.

O'Leary, R. C. (2012). The skill set of the successful collaborator. *Public Administration Review*, 72(s1),, S70-S83.

Pangarkar, N. (2016). A framework for effective crisis response . *Journal of Organizational Change Management*, 29, , 464–483.

Pardo, T. A.-G.-R. (2010). Collaborative governance and cross-boundary information sharing: envisioning a networked and IT-enabled public administration . Georgetown University Press.

Park, N. C. (2021). Building a culture of innovation: How do agency leadership and management systems promote innovative activities within the government? *Australian Journal of Public Administration*, 80(3),, 453-473.

P.P. Fu, C. W. (2014). Research on mechanism of decision-making based on unconventional emergency. *J. Shanghai Adm. Inst.* (4), 112-117.

Paton, D. (2007). Preparing for natural hazards: the role of community trust. *Disaster Prevention and Management*, Vol. 16 No. 3, 370.

Provan, K. G. (2008). Modes of network governance: Structure, management, and effectiveness. *Journal of public administration research and theory*, 18(2), , 229-252.

Rahardian, R. &. (2020). Innovation of surabaya city government in the public service sector: Study of command center 112. *In 2nd Annual International Conference on Business and Public Administration (AICoBPA 2019)*, 106-108.

Rivera, J. D. (2016). Organizational structure and collaboration: emergency management agencies and their choice to work with voluntary organizations in planning. . *Risk, Hazards & Crisis in Public Policy*, 7(4),, 160-175.

Santiago-Gómez, E. &.-R. (2023). Building Forest Fires Resilience, the Incorporation of Local Knowledge into Disaster Mitigation Strategies. *Social Sciences*, 12(7), 1-15.

Sari, V. A. (2020). Analisis Keruangan Kejadian Darurat Dan Pemanfaatan Layanan Aduan



- Saz-Carranza, A. &. (2009). Institutional sources of distrust in government contracting: A comparison between home-based and residential social services in Spain. *Public management review*, 11(3), 263-279.
- Setiawati, N. A. (2018). Koordinasi Antar Instansi dalam Inovasi Layanan Pengaduan Darurat Command Center 112 di Kota Surabaya. *Kebijakan dan Manajemen Publik*, 6(1), 1-11.
- Shodiqien, A. F. (2018). Inovasi Pelayanan Publik Melalui Command Center 112 Dalam Menangani Pengaduan Masyarakat di Badan Penanggulangan Bencana dan Perlindungan Masyarakat (BPB Linmas) Kota Surabaya. *Jurnal Kebijakan dan Manajemen Publik*, 6, 1-13.
- Siddiki, S. N. (2015). How policy rules shape the structure and performance of collaborative governance arrangements. *Public Administration Review*, 75(4),, 536-547.
- Simo, G. &. (2007). The role of nonprofits in disaster response: An expanded model of cross-sector collaboration. *Public administration review*, 67,, 125-142.
- Sinclair, H. D. (2012). Decision-making training in local government emergency management. . *International Journal of Emergency Services*, 1(2), , 159-174.
- Song, M. (2020). Testing the forms and consequences of collaboration risk in emergency management networks. . *The Social Science Journal*, 60 (3), , 506–521.
- Steinacker, A. (2004). Game-theoretic models of metropolitan cooperation. In R. C. Feiock (Ed.), *Metropolitan governance: Conflict, competition, and cooperation* . Georgetown University Press.
- Steinacker, A. (2010). The institutional collective action perspective on self-organizing mechanisms: Market failures and transaction cost problems. *Self-organizing federalism: Collaborative mechanisms to mitigate institutional collective action*, . (72), 51.
- Surabaya, P. K. (2023). *Command Center-Pelayanan Terpadu di Siola Diplot Jadi Percontohan Nasional* . Retrieved from Pemerintah Kota Surabaya : <https://www.surabaya.go.id/id/page/0/13663/command-center-pelayanan-terpadu-di-siola-diplot-jadi-percontohan-nasional>
- Surabaya, S. D. (2023, Agustus 25). *Sosialisasi Peraturan Walikota Surabaya Nomor 20 Tahun 2023 tentang Penyelenggaraan Command Center 112*. Retrieved from Bagian Hukum dan Kerjasama Sekretariat Daerah Kota Surabaya: <https://hukumdankerjasama.surabaya.go.id/2023/08/sosialisasi-peraturan-walikota-surabaya-nomor-20-tahun-2023-tentang-penyelenggaraan-command-center-112/>
- Syarif, Y. (2023). Optimalisasi Layanan Command Center 112 dalam Penanganan Tanggap

- Tang, P. S. (2021). Understanding the collaborative process and its effects on perceived outcomes during emergency response in China: From perspectives of local government sectors. . *Sustainability*, 13(14), , 1-19.
- Van Gorp, A. F. (2014). Integration of volunteer and technical communities into the humanitarian aid sector: Barriers to collaboration. In *ISCRAM*.
- Van Wart, M. (2013). Lessons from leadership theory and the contemporary challenges of leaders. *Public Administration Review*, 73(4), , 553-565.
- Wang, Y. &. (2022). Blockchain: A potential technology to improve the performance of collaborative emergency management with multi-agent participation. *International Journal of Disaster Risk Reduction*, 72, , 1-14.
- Waugh, W. L. (2006). Collaboration and leadership for effective emergency management. *Public Administration Review*, 66(s1), , 131–140.
- Wu, W. N. (2016). If only we knew what we know: Factors for mobilizing citizen participation in community-based emergency preparedness. *Chinese Public Administration Review*, 7(1), 77-109.
- Xiong, L. &. (2011). An Estimation for the Average Error of the Chebyshev Interpolation in Wiener Space. In *International Conference on Information Computing and Applications* (pp. 37-43). Berlin, Heidelberg: Springer Berlin Heidelber.
- Yao, J. Y. (2023). Collaborative Decision-Making Method of Emergency Response for Highway Incidents. *Sustainability*, 15(3), 1-23.
- Yu, L. &. (2011). A distance-based group decision-making methodology for multi-person multi-criteria emergency decision support. *Decision Support Systems*, 51(2), , 307-315.
- Yuxin, G. (2020). Government Emergency Management Collaborative System Based on Virtual Reality Technology. In *2020 International Conference on Robots & Intelligent System (ICRIS)* , 84-87.
- Zhou, L. W. (2018). Emergency decision making for natural disasters: An overview. *International journal of disaster risk reduction*, 27, , 567-576.