

Daftar Pustaka

- ADB. (1997). Road Safety Guidelines for the Asian and Pacific Region. *Asian Development Bank*.
- Al-Kanj, L., Nascimento, J., & Powell, W. B. (2020). Approximate dynamic programming for planning a ride-hailing system using autonomous fleets of electric vehicles. *European Journal of Operational Research*, 284(3), 1088–1106. <https://doi.org/10.1016/j.ejor.2020.01.033>
- Alwi. (2022). *Governance dan Kebijakan Publik*. June, 160.
- Ambarwati, O. C., Nugroho, R. A., & Suharto, D. G. (2019). The Role of the Government Regulation in Online Transportation: A Model Validation. *Bisnis & Birokrasi Journal*, 26(1). <https://doi.org/10.20476/jbb.v26i1.10115>
- Anggriawan, R. (2019). E-Hailing Transportation and the Issue of Competition in Indonesia. *Indonesian Comparative Law Review*, 2(1). <https://doi.org/10.18196/iclr.2116>
- Ansell, Chris, & Gash, A. (2008). Collaborative governance in theory and practice. *Journal of Public Administration Research and Theory*, 18(4), 543–571. <https://doi.org/10.1093/jopart/mum032>
- Ansell, Christopher, Sørensen, E., & Torfing, J. (2017). Improving policy implementation through collaborative policymaking. In *Policy and Politics* (Vol. 45, Issue 3). <https://doi.org/10.1332/030557317X14972799760260>
- Arnstein, S. R. (2019). A Ladder of Citizen Participation. *Journal of the American Planning Association*, 85(1), 24–34. <https://doi.org/10.1080/01944363.2018.1559388>
- Aziah, Ayu; Adawia, R. (2018). Analisis Perkembangan Industri Transportasi Online di Era Inovasi Disruptif (Studi Kasus PT Gojek Indonesia). *Humaniora Bina Sarana Informatika*, 3(2), 191–198. <https://doi.org/doi:https://doi.org/10.31294/jc.v18i2>
- Barot, H., & Chhaniwal, P. V. (2018). The Journey of Unicorn Uber from San Francisco to International Disruption. *Asian Journal of Management Cases*, 15(1), 82–91. <https://doi.org/10.1177/0972820117744689>
- Belk, R. (2014). You are what you can access: Sharing and collaborative consumption online. *Journal of Business Research*, 67(8), 1595–1600. <https://doi.org/10.1016/j.jbusres.2013.10.001>
- Berneking, M., Rosen, I. M., Kirsch, D. B., Chervin, R. D., Carden, K. A., Ramar,

- K., Aurora, R. N., Kristo, D. A., Malhotra, R. K., Martin, J. L., Olson, E. J., Rosen, C. L., Rowley, J. A., & Gurubhagavatula, I. (2018). The risk of fatigue and sleepiness in the ridesharing industry: An American Academy of sleep Medicine position statement. *Journal of Clinical Sleep Medicine*, 14(4), 683–685. <https://doi.org/10.5664/jcsm.7072>
- Bi, H., Ye, Z., Zhao, J., & Chen, E. (2020). Real trip costs: Modelling intangible costs of urban online car-hailing in Haikou. *Transport Policy*, 96(June), 128–140. <https://doi.org/10.1016/j.tranpol.2020.06.009>
- Bilbil, E. T. (2019). New governance and digital platform companies: The case of uber. *International Journal of Public Administration in the Digital Age*, 6(2), 49–68. <https://doi.org/10.4018/IJPADA.2019040104>
- Bitsch, J., Brochstedt, S., Holm, A. H., & Knudsen, A. (2017). The role of stakeholders in relation to the business model in the taxi industry. *Proceedings of Pragmatic Constructivism*, 5(1), 3–17. <https://doi.org/10.7146/propracon.v5i1.25106>
- Bovaird, T. (2005). Public governance: Balancing stakeholder power in a network society. *International Review of Administrative Sciences*, 71(2), 217–228. <https://doi.org/10.1177/0020852305053881>
- Bovaird, T., & Löffler, E. (2003). Evaluating the quality of public governance: Indicators, models and methodologies. *International Review of Administrative Sciences*, 69(3), 313–328. <https://doi.org/10.1177/0020852303693002>
- Brown, A., & LaValle, W. (2021). Hailing a change: comparing taxi and ridehail service quality in Los Angeles. *Transportation*, 48(2), 1007–1031. <https://doi.org/10.1007/s11116-020-10086-z>
- Budiarso, Putro, U. S., Sunitiyoso, Y., & Fitriati, R. (2022). Constructing the collaborative Working Relationships in one of the Big Four Firms. In *Systemic Practice and Action Research* (Vol. 35, Issue 5). Springer US. <https://doi.org/10.1007/s11213-021-09588-3>
- Cabral, S., & Krane, D. (2018). Civic festivals and collaborative governance. *International Review of Administrative Sciences*, 84(1), 185–205. <https://doi.org/10.1177/0020852315615196>
- Cartwright, M. (2021). Historical institutionalism and technological change: The case of Uber. *Business and Politics*, 23(1), 67–90. <https://doi.org/10.1017/bap.2019.23>
- Chaudhry, B., Yasar, A. U. H., El-Amine, S., & Shakshuki, E. (2018). Passenger Safety in Ride-Sharing Services. *Procedia Computer Science*, 130, 1044–1050. <https://doi.org/10.1016/j.procs.2018.04.146>
- Checkland, P. B. (1989). Soft Systems Methodology. *Human Systems Management*, 8(4), 273–289. <https://doi.org/10.3233/HSM-1989-8405>

- Checkland, P., & Poulter, J. (2010). Soft Systems Methodology. In *Systems Approaches to Managing Change: A Practical Guide* (pp. 1–309). <https://doi.org/10.1007/978-1-84882-809-4>
- Checkland, Peter. (2000). Soft systems methodology: A thirty year retrospective. *Systems Research and Behavioral Science*, 17(SUPPL.), 11–58. [https://doi.org/10.1002/1099-1743\(200011\)17:1+<::aid-sres374>3.0.co;2-o](https://doi.org/10.1002/1099-1743(200011)17:1+<::aid-sres374>3.0.co;2-o)
- Checkland, Peter, & Poulter, J. (2006). *LEARNING FOR ACTION*. John Wiley & Sons, Ltd.
- Chung, C. S. (2020). Developing digital governance: South Korea as a global digital government leader. In *Developing Digital Governance: South Korea as a Global Digital Government Leader*. Routledge. <https://doi.org/10.4324/9780429054426>
- Clewlou, R. R. (2017). New Research on How Ride-Hailing Impacts Travel Behavior. *Planetizen*, October.
- Colgrave, L., & Putri, T. E. (2019). Ride-Hailing in Indonesia and Australia Gig Economies : The case of G0-jek, Grab, and Uber. *Center For Digital Society Faculty of Social and Political Sciences Universitas Gadjah Mada*, December. <https://cfds.fisipol.ugm.ac.id/2021/02/03/59-cfds-case-study-ride-hailing-in-indonesia-and-australia-gig-economies-the-case-of-go-jek-grab-and-uber/>
- Cramer, J., & Krueger, A. B. (2016). Disruptive change in the taxi business: The case of uber. *American Economic Review*, 106(5), 177–182. <https://doi.org/10.1257/aer.p20161002>
- Cronholm, S., & Goldkuhl, G. (2003). Six Generic Types of Information Systems Evaluation. *10th European Conference on Information Technology Evaluation*, September, 25–26.
- Dermawan, D., Ashar, K., Noor, I., & Manzilati, A. (2021). Asymmetric Information on Online Transportation Partnership: An Empirical Study in Indonesia. *The Journal of Asian Finance, Economics and Business*, 8(6), 1101–1109. <https://doi.org/10.13106/jafeb.2021.vol8.no6.1101>
- Devi, E. T., Wibisono, D., Mulyono, N. B., & Fitriati, R. (2023). Designing an information-sharing system to improve collaboration culture: a soft systems methodology approach in the digital service creation process. *Journal of Enterprise Information Management*, 36(5), 1240–1269. <https://doi.org/10.1108/JEIM-08-2022-0294>
- Emerson, K., & Nabatchi, T. (2015). Evaluating the productivity of collaborative governance regimes: A performance matrix. *Public Performance and Management Review*, 38(4), 717–747. <https://doi.org/10.1080/15309576.2015.1031016>

- Fitriati, R. (2018). *Membangun model Kebijakan Nasional Siber dalam Sistem Pertahanan Negara dengan pendekatan soft systems methodology dan Social Network Analysis* (Y. Reksoprodjo & B. Wahyudi (eds.); first). Universitas Pertahanan Indonesia.
- Flores, O., & Rayle, L. (2017). How cities use regulation for innovation: The case of Uber, Lyft and Sidecar in San Francisco. *Transportation Research Procedia*, 25, 3756–3768. <https://doi.org/10.1016/j.trpro.2017.05.232>
- Ford, M., Honan, V. (2017). The Go-Jek Effect. *Digital Indonesia Connectivity and Divergence*. ISEAS-Yusof Ishak Institute, 275–278.
- Fung, A. (2006). Varieties of participation in complex governance. *Public Administration Review*, 66(SUPPL. 1), 66–75. <https://doi.org/10.1111/j.1540-6210.2006.00667.x>
- Gao, J., Li, X., Wang, C., & Huang, X. (2022). A Pricing Mechanism for Ride-Hailing Systems in the Presence of Driver Acceptance Uncertainty. *IEEE Access*, 10(August), 83017–83028. <https://doi.org/10.1109/ACCESS.2022.3196684>
- Geradin, D. (2015). Should Uber Be Allowed to Compete in Europe? And If so How? *Forthcoming in Competition Policy International*, 1(June), 1–14.
- Gough, T. G., Checkland, P., & Scholes, J. (1991). Soft Systems Methodology in Action. *The Journal of the Operational Research Society*, 42(9). <https://doi.org/10.2307/2583669>
- Hardjosoekarto, S. (2012a). Construction of Social Development Index as a Theoretical Research Practice in Action Research by Using Soft Systems Methodology. *Systemic Practice and Action Research*, 25(6), 493–509. <https://doi.org/10.1007/s11213-012-9237-9>
- Hardjosoekarto, S. (2012b). *Soft systems methodology (Metodologi Serba Sistem Lunak)*. UI-Press. https://doi.org/10.1007/978-1-84882-809-4_5
- Helberger, N., Pierson, J., & Poell, T. (2018). Governing online platforms: From contested to cooperative responsibility. *Information Society*, 34(1), 1–14. <https://doi.org/10.1080/01972243.2017.1391913>
- Hikmawan, M. D., & Ismalia, L. (2020). Relasi Kuasa di Ruang Publik: Menakar Konflik Transportasi Online dan Konvensional di Kota Serang. *Journal of Scientific Communication (Jsc)*, 1(2). <https://doi.org/10.31506/jsc.v1i2.7807>
- Hirschhorn, F., & Veeneman, W. (2021). The Routledge Handbook of Public Transport. *The Routledge Handbook of Public Transport*, May. <https://doi.org/10.4324/9780367816698>
- Hossain, M. (2020). Sharing economy: A comprehensive literature review. *International Journal of Hospitality Management*, 87(July 2018).

<https://doi.org/10.1016/j.ijhm.2020.102470>

Huxham, C., Vangen, S., Huxham, C., & Eden, C. (2000). The Challenge of Collaborative Governance. *Public Management: An International Journal of Research and Theory*, 2(3), 337–358. <https://doi.org/10.1080/147190300000000021>

I Gusti Agung Dhian Maharani Swari Dewi, I. A. P. W. dan N. M. P. U. (2019). Hubungan Keperdataan Antara Pengemudi dengan Perusahaan Ojek Online. *Analogi Hukum*, 1(3), 324–329. <https://ejournal.warmadewa.ac.id/index.php/analogihukum>

Icasiano, C. D. A., & Taeihagh, A. (2021). Governance of the risks of ridesharing in southeast Asia: An in-depth analysis. *Sustainability (Switzerland)*, 13(11), 1–32. <https://doi.org/10.3390/su13116474>

International Transport Forum. (2019). Regulating App-Based Mobility Services. *Itf Roundtable 175*. https://read.oecd-ilibrary.org/transport/regulating-app-based-mobility-services_94d27a3a-en%0Ahttps://read.oecd-ilibrary.org/transport/regulating-app-based-mobility-services_94d27a3a-en#page1%0Ahttps://doi.org/10.1787/94d27a3a-en

Istianto, B., & Maulamin, T. (2017). KEBIJAKAN TRANSPORTASI ON LINE DAN KONFLIK SOSIAL. *Jurnal Ilmu Administrasi Negara - ASIAN*, 5.

Jais, A. S., & Marzuki, A. (2020a). E-Hailing Services in Malaysia : Current Practices. *Journal of the Malaysian Institute of Planners*, 18(3), 128–141.

Jais, A. S., & Marzuki, A. (2020b). E-Hailing Services in Malaysia: Current Practices and Future Outlook. *Journal of the Malaysian Institute of Planners*, 18(3), 128–141.

Joey Yu, J., Tang, C. S., Max Shen, Z.-J., & Chen, X. (2017). Should On-demand Ride Services Be Regulated? *Social Science Research Network*, 1–51. <https://ssrn.com/abstract=2990209>

Kane, L., & Del Mistro, R. (2003). Changes in transport planning policy: Changes in transport planning methodology? *Transportation*, 30(2), 113–131. <https://doi.org/10.1023/A:1022562125856>

Kaushal, L. A. (2017). The rise in the sharing economy: Indian perspective. *Global Entrepreneurship and New Venture Creation in the Sharing Economy, July 2017*, 113–129. <https://doi.org/10.4018/978-1-5225-2835-7.ch007>

Kekez, A., Howlett, M., & Ramesh, M. (2018). Varieties of collaboration in public service delivery. *Policy Design and Practice*, 1(4), 243–252. <https://doi.org/10.1080/25741292.2018.1532026>

Kim, K., Baek, C., & Lee, J. D. (2018). Creative destruction of the sharing economy in action: The case of Uber. *Transportation Research Part A: Policy and Practice*, 110(March), 118–127. <https://doi.org/10.1016/j.tra.2018.01.014>

- Lee, C. (2017). Dynamics of ride sharing competition. *Economics Working Paper, July*, 2017–5. <https://web5.iseas.edu.sg/images/pdf/ISEASEWP2017-05Lee.pdf>
- Li, Y., Taeihagh, A., & De Jong, M. (2018). The Governance of Risks in Ridesharing: A Revelatory Case from Singapore. *Energies*, 11(5), 1–21. <https://doi.org/10.3390/en11051277>
- Liu, Z., Liu, Y., Lyu, C., & Ye, J. (2021). Building Personalized Transportation Model for Online Taxi-Hailing Demand Prediction. *IEEE Transactions on Cybernetics*, 51(9), 4602–4610. <https://doi.org/10.1109/TCYB.2020.3000929>
- Ma, L., Li, T., Wu, J., & Yan, D. (2018). The impact of E-Hailing competition on the Urban Taxi ecosystem and governance strategy from a rent-seeking perspective: The China E-Hailing platform. *Journal of Open Innovation: Technology, Market, and Complexity*, 4(3), 1–11. <https://doi.org/10.3390/joitmc4030035>
- Mair, J., & Reischauer, G. (2017). Capturing the dynamics of the sharing economy: Institutional research on the plural forms and practices of sharing economy organizations. *Technological Forecasting and Social Change*, 125, 11–20. <https://doi.org/https://doi.org/10.1016/j.techfore.2017.05.023>
- Mckay, J., & Marshall, P. (2001). The dual imperatives of action research. *Information Technology & People*, 14(1), 46–59. <https://doi.org/10.1108/09593840110384771>
- Meshram, A., Choudhary, P., & Velaga, N. R. (2020). Assessing and Modelling Perceived Safety and Comfort of Women during Ridesharing. *Transportation Research Procedia*, 48(2018), 2852–2869. <https://doi.org/10.1016/j.trpro.2020.08.233>
- Miller, S. R. (2016). First principles for regulating the sharing economy. *Harvard Journal on Legislation*, 53(1), 147–202. <https://doi.org/10.2139/ssrn.2568016>
- Mitchell, M. D., & Koopman, C. (2018). Taxis, Taxis , and Governance in the Vehicle-For-Hire Industry . *The Cambridge Handbook of the Law of the Sharing Economy*, June, 78–90. <https://doi.org/10.1017/9781108255882.007>
- Muñoz, P., & Cohen, B. (2017). Mapping out the sharing economy: A configurational approach to sharing business modeling. *Technological Forecasting and Social Change*, 125, 21–37. <https://doi.org/https://doi.org/10.1016/j.techfore.2017.03.035>
- Mutiarin, D., Nurmandi, A., Jovita, H., Fajar, M., & Lien, Y. N. (2019). How do government regulations and policies respond to the growing online-enabled transportation service (OETS) in Indonesia, the Philippines, and

- Taiwan? *Digital Policy, Regulation and Governance* , 21(4), 419–437.
<https://doi.org/10.1108/DPRG-01-2019-0001>
- Natyari, S. G., & Pradana, M. (2016). Determinants Forming Uber Consumers ' Preferences in Bandung City , Indonesia. *International Journal of Emerging Technologies in Engineering Research (IJETER)*, 10(6), 7.
- Newlands, G., Lutz, C., & Fieseler, C. (2020). *Power in the Sharing Economy*.
<https://doi.org/10.13140/RG.2.2.20016.15362>
- Newman, J., Barnes, M., Sullivan, H., & Knops, A. (2004). Public participation and collaborative governance. *Journal of Social Policy*, 33(2), 203–223.
<https://doi.org/10.1017/S0047279403007499>
- Ngo, V. (2015). Transportation_network_companies & Ridesourcing INdustry, A Review of Impacts & Emerging Regulatory Frameworks for Uber. *City of Vancouver Report*, October.
<https://open.library.ubc.ca/media/stream/pdf/42591/1.0220795>
- Nguyen-Phuoc, D. Q., Tran, P. T. K., Su, D. N., Oviedo-Trespalacios, O., & Johnson, L. W. (2021). The formation of passenger loyalty: Differences between ride-hailing and traditional taxi services. *Travel Behaviour and Society*, 24(April), 218–230. <https://doi.org/10.1016/j.tbs.2021.04.006>
- Nistal, Patrick D; Regidor, J. R. (2017). Comparative Study of Uber and Regular Taxi Service Characteristics. *National Center for Transportation Studies*.
- Oppegaard, S., Saari, T., & Saloniemi, A. (2020). *Chapter 3. Uber's trajectories in the Nordic countries*. May, 25–46.
- Oviedo, D., Perez-Jaramillo, D., & Nieto, M. J. (2021). Governance and Regulation of Ride-hailing Services in Emerging Markets: Challenges, Experiences, and Implications. *Inter-American Development Bank, August 2021*, 5–24.
- Palliyani, S., & Der-Horng, L. (2021). Analyzing singapore's ride-hailing regulation through its technocracy using social practice theory. *Journal of Infrastructure, Policy and Development*, 5(1), 1–13.
<https://doi.org/10.24294/jipd.v5i1.1254>
- Permatasari, Y. I., Hardjosoekarto, S., & Salomo, R. V. (2020). Institutional Transformation of Public Private Partnership to Ensure Low Transaction Costs: Case Study of Infrastructure Provision at the Ministry of Public Works and Housing of the Republic of Indonesia. *Systemic Practice and Action Research*, 33(2), 149–165. <https://doi.org/10.1007/s11213-019-09485-w>
- Prananda, N. I., Chan, B. Y., Lim, L. C., & Poon, W. C. (2020). Go-Jek Company : Go-Jek's Rise to Dominating Indonesian's Markets and Southeast Asean. *TEST Engineering and Management*, 82(April), 735–743.
- Pratiwi, S. M. (2022). Analisis Keunggulan Proses Pengujian Kendaraan Bermotor

- dengan Sistem BLUE (Bukti Lulus Uji Elektronik). *Buletin Profesi Insinyur*, 5(1), 44–50. <https://doi.org/10.20527/bpi.v5i1.139>
- Rayle, L., Dai, D., Chan, N., Cervero, R., & Shaheen, S. (2016). Just a better taxi? A survey-based comparison of taxis, transit, and ridesourcing services in San Francisco. *Transport Policy*, 45, 168–178. <https://doi.org/10.1016/j.tranpol.2015.10.004>
- Rechnitzer, G., Haworth, N., & Kowadlo, N. (2000). The Effect of Vehicle Roadworthiness on crash incidence and severity. *Monash University Accident Research Centre*, 164(164), 74. <https://www.monash.edu/muarc/research/our-publications/muarc164>
- Rhodes, R. A. W. (2007). Understanding governance: Ten years on. *Organization Studies*, 28(8), 1243–1264. <https://doi.org/10.1177/0170840607076586>
- Rienstra, S., Bakker, P., & Visser, J. (2015). International Comparison of Taxi Regulations and Uber. *KiM Netherlands Institute for Transport Policy*, November, 1–44. https://www.researchgate.net/profile/Johan_Visser2/publication/285235126_International_comparison_of_taxi_regulations_and_Uber/links/565caaba08aeafc2aac7184c/International-comparison-of-taxi-regulations-and-Uber.pdf
- Rodríguez-Ulloa, R. A., Montbrun, A., & Martínez-Vicente, S. (2011). Soft System Dynamics Methodology in Action: A study of the Problem of Citizen Insecurity in an Argentinean Province. *Systemic Practice and Action Research*, 24(4), 275–323. <https://doi.org/10.1007/s11213-010-9187-z>
- Rodriguez-Ulloa, R., & Paucar-Caceres, A. (2005). Soft System Dynamics Methodology (SSDM): Combining Soft Systems Methodology (SSM) and System Dynamics (SD). *Systemic Practice and Action Research*, 18(3), 303–334. <https://doi.org/10.1007/s11213-005-4816-7>
- Rogers, B. (2015). The Social Costs of Uber. *SSRN Electronic Journal*, 1–18. <https://doi.org/10.2139/ssrn.2608017>
- Runya, X., Qigui, S., & Wei, S. (2015). The Third Wave of Public Administration: The New Public Governance. *Canadian Social Science*, 11(7), 11–21. <https://doi.org/10.3968/7354>
- Sánchez-Torres, J. A., Correa Henao, S., & Gomez, I. C. (2021). Assessment of mobile taxi booking apps: An empirical study of adoption by taxi drivers in Medellín-Colombia. *Research in Transportation Business and Management*, 39(May), 100500. <https://doi.org/10.1016/j.rtbm.2020.100500>
- Septanto, H. (2016). Ekonomi Kreatif dan Inovatif Berbasis TIK ala Gojek dan Grabbike. *Bina Insani ICT Journal*, 3(1), 213–219.
- Simonsen, J. (1994). Soft Systems Methodology - An Introduction. *Systems*

- Research*, 1–17.
<https://pdfs.semanticscholar.org/b222/916a5a4feb58e950e6e555843911bb585531.pdf>
- Skok, W., & Baker, S. (2019). Evaluating the impact of Uber on London's taxi service: A critical review of the literature. *Knowledge and Process Management*, 26(1), 3–9. <https://doi.org/10.1002/kpm.1573>
- Spicer, Z., Eidelman, G., & Zwick, A. (2019). Patterns of Local Policy Disruption: Regulatory Responses to Uber in Ten North American Cities. *Review of Policy Research*, 36(2), 146–167. <https://doi.org/10.1111/ropr.12325>
- Stoker, G. (2018). Governance as theory: five propositions. *International Social Science Journal*, 68(227–228), 15–24. <https://doi.org/10.1111/issj.12189>
- Sun, L., Teunter, R. H., Hua, G., & Wu, T. (2020). Taxi-hailing platforms: Inform or Assign drivers? *Transportation Research Part B: Methodological*, 142(3), 197–212. <https://doi.org/10.1016/j.trb.2020.10.001>
- Suryaatmaja, K., Wibisono, D., Ghazali, A., & Fitriati, R. (2020). Uncovering the failure of Agile framework implementation using SSM-based action research. *Palgrave Communications*, 6(1), 1–18. <https://doi.org/10.1057/s41599-019-0384-9>
- Taneerananon, P., Suanpaga, V., Kronprasert, N., Chanwannakul, T., Khompratya, T., & Tanaboriboon, Y. (2005). An Evaluation of the Effectiveness of Private Vehicle Inspection Process in Thailand. *Journal of the Eastern Asia Society for Transportation Studies*, 6(Ocmlt 2002), 3482–3496.
- Thelen, K. (2018). Regulating uber: The politics of the platform economy in Europe and the United States. *Perspectives on Politics*, 16(4), 938–953. <https://doi.org/10.1017/S1537592718001081>
- Tnc, T., & Landscape, R. (2017). *in California and Across the Country | Draft Report*.
- Todd, L., & Amirullah, A. (2018). E-hailing regulations : striking the right balance. *IDEAS Publication*, November.
- Valente, E., Patrus, R., & Córdova Guimarães, R. (2019). Sharing economy: becoming an Uber driver in a developing country. *Revista de Gestao*, 26(2), 143–160. <https://doi.org/10.1108/REG-08-2018-0088>
- Vasudha Chhotray; Gerry Stoker. (2009). Governance Theory and Practice. In *Book*. <https://doi.org/10.4018/978-1-4666-6433-3.ch006>
- Veeneman, W., van de Velde, D., & Lutje Schipholt, L. (2006). The value of bus and train: Public Values in Public Transport. *European Transport Conference Proceedings, January*, 18–20.
- Wahyusetyawati, E. (2017). Dilema pengaturan transportasi online. *Jurnal RechtsVinding*, April, 1–4. <https://rechtsvinding.bphn.go.id>

- Wang, H., & Yang, H. (2019). Ridesourcing systems: A framework and review. *Transportation Research Part B: Methodological*, 129, 122–155. <https://doi.org/10.1016/j.trb.2019.07.009>
- Weber, E., & Khademian, A. M. (2008). Managing Collaborative Processes. *Administration & Society*, 40(5), 431–464. <https://doi.org/10.1177/0095399708320181>
- Wheeler, F. P., & Checkland, P. (2000). Systems Thinking, Systems Practice: Includes a 30-Year Retrospective. *The Journal of the Operational Research Society*, 51(5). <https://doi.org/10.2307/254200>
- Wijayanto, I., Sasami, I. B., Nugroho, R. A., & Suharto, D. G. D. (2018). 34. Conflict Resolution of Online Transportation vs Conventional Transportation. *Advances in Social Science, Education and Humanities Research*, 241(IcoSaPS), 147–152. <https://doi.org/10.2991/icosaps-18.2018.34>
- Williams, B. (2005). Soft system methodology. In *The Kellogg Foundation* (Vol. 44, Issue 8). <http://users.actrix.co.nz/bobwill>
- Wu, Y., Chen, X., & Ma, J. (2018). Modeling passengers' choice in ride-hailing service with dedicated-ride option and ride-sharing option. *ACM International Conference Proceeding Series*, 94–98. <https://doi.org/10.1145/3288155.3288199>
- Yan, X., Liu, X., & Zhao, X. (2020). Using machine learning for direct demand modeling of ridesourcing services in Chicago. *Journal of Transport Geography*, 83(January), 102661. <https://doi.org/10.1016/j.jtrangeo.2020.102661>
- Zhang, C. (2019). China's new regulatory regime tailored for the sharing economy: The case of Uber under Chinese local government regulation in comparison to the EU, US, and the UK. *Computer Law and Security Review*, 35(4), 462–475. <https://doi.org/10.1016/j.clsr.2019.03.004>
- Zhang, Y., Pinkse, J., & McMeekin, A. (2020). The governance practices of sharing platforms: Unpacking the interplay between social bonds and economic transactions. *Technological Forecasting and Social Change*, 158(June), 120133. <https://doi.org/10.1016/j.techfore.2020.120133>
- Zhou, Q., Wang, J., & Du, J. (2021). Balancing Supply with Demand in Ride-hailing Platforms: An Operational Approach. *SSRN Electronic Journal*, Shen. <https://doi.org/10.2139/ssrn.3851162>
- Zhou, S., Chen, J., Wu, Z., & Qiu, Y. (2021). Electrification of online ride-hailing vehicles in china: Intention modelling and market prediction. *Energies*, 14(21). <https://doi.org/10.3390/en14217380>