

## DAFTAR PUSTAKA

- Andi Prastowo. 2012. Metode Penelitian Kualitatif Dalam Perspektif Rancangan Penelitian. Jogjakarta : Ar-ruzzmedia.
- Astuti, N. (2021). Analisis aspek penerapan spbe pada salah satu kabupaten di indonesia. Jitter Jurnal Ilmiah Teknologi Dan Komputer, 2(3), 571. <https://doi.org/10.24843/jtrti.2021.v02.i03.p16>
- Bungin, B. (2007). Metode Penelitian Kualitatif. Jakarta : PT Raja Grafindo Persada.
- Bellantuono, N., Nuzzi, A., Pontrandolfo, P., & Scozzi, B. (2021). Digital Transformation Models for the I4.0 Transition: Lessons from the *Change management* Literature. Sustainability, 13(23), 12941. <https://doi.org/10.3390/su132312941>
- Boohene, R., & Williams, A. A. (2012). Resistance to Organisational Change: A Case Study of Oti Yeboah Complex Limited. International Business and Management 4 (1). [https://www.researchgate.net/publication/266175359\\_Resistance\\_to\\_Organisa\\_tional\\_Change\\_A\\_Case\\_Study\\_of\\_Oti\\_Yeboah\\_Complex\\_Limited](https://www.researchgate.net/publication/266175359_Resistance_to_Organisa_tional_Change_A_Case_Study_of_Oti_Yeboah_Complex_Limited).
- Bovey, W.H., & Hede, A. (2001). Resistance to organisational change: the role of defence mechanisms. Journal of Managerial Psychology, 16(7/8), 534-548. <https://www.researchgate.net/profile/Andrew-Hede-2/publication/23530347>.
- Chairunnisa, C., Ernawati, I., & Santoni, M. (2022). Klasifikasi sentimen ulasan pengguna aplikasi pedulilindungi di google play menggunakan algoritma support vector machine dengan seleksi fitur chi-square. Informatik Jurnal Ilmu Komputer, 18(1), 69. <https://doi.org/10.52958/iftk.v17i4.4594>
- Creswell, J.W. (2009). Research Design: Qualitative, Quantitative, and Mixed Methods Approaches..SAGE Publications, Inc.
- Creswell, J. W. (2014). Research Design: Qualitative, Quantitative and Mixed Methods Approaches (4th ed.). Thousand Oaks, CA: Sage.
- Del Val, M.P., & Fuentes, C.M. (2003). Resistance to change: a literature review and empirical study. Management Decision, 41(1/2), 148-155. [https://www.researchgate.net/publication/303286576\\_Resistance\\_to\\_change\\_A\\_literature\\_review\\_and\\_empirical\\_study](https://www.researchgate.net/publication/303286576_Resistance_to_change_A_literature_review_and_empirical_study)
- Denzin N. K. & Lincoln Y. S. (2005). The sage handbook of qualitative research (3rd ed.). Sage Publications
- Eggers, W. D., & Bellman, J. (2015). The Journey to Government's Digital Transformation. In Deloitte University Press.
- Faishol, M. (2024). Kegagalan integrasi teknologi dalam inovasi pendidikan ; telaah kritis aplikasi digital (apk dan web) untuk pns gpai sma/smk di jawa timur. Jurnal Sains Riset, 14(1), 405-414. <https://doi.org/10.47647/jsr.v14i1.2294>
- Fauzi, A. (2023, July 12). Terungkap! Penyebab layanan publik lambat, gegara 27.000 Aplikasi Kementerian/Lembaga Tak berguna. suara.com. <https://www.suara.com/bisnis/2023/07/12/121729/terungkap-penyebab->

[layanan-publik-lambat-gegara-27000-aplikasi-kementerianlembaga-tak-berguna](#)

- Firdaus, A. (2021). Usability testing aplikasi mobile e-office tabalong menggunakan heuristic evaluation. *Explore*, 12(1), 1. <https://doi.org/10.35200/explore.v12i1.498>
- Fischer, Isabel & Gimmich, Moritz & Papert, Marcel & Goertler, Thomas. (2024). Travelling the Digital Journey: A Literature Review and Framework for *Change management* Actions and Tools in Digital Transformation.
- Fitzgerald, M., Kruschwitz, N., Bonnet, D., & Welch, M. (2014). Embracing digital technology: A new strategic imperative. *MIT Sloan Management Review*, 55(2), 1.
- Forth, P., Reichert, T., De Laubier, R., & Chakraborty, S. (2024, March 8). Flipping the odds of digital transformation success. *BCG Global*. <https://www.bcg.com/publications/2020/increasing-odds-of-success-in-digital-transformation>
- Gadzali, S. (2023). Human resource management strategy in organisational digital transformation. *Jurnal Minfo Polgan*, 12(1), 760-770. <https://doi.org/10.33395/jmp.v12i1.12508>
- Gong, C., & Ribiere, V. (2021). Developing a unified definition of digital transformation. *Technovation*, 102, 102217. <https://doi.org/10.1016/j.technovation.2020.102217>
- Greenberg, J., & Baron, R.A. (2014). *Behavior in Organizations*. New Jersey: Prentice Hall.
- Gumanti, Z. N. and Uluputty, I. (2023). Digital literacy of the state civil apparatus in the administrative services unit (ula) of the ministry of home affairs. *Indonesian Journal of Librarianship*, 91-106. <https://doi.org/10.33701/ijolib.v4i1.3315>
- Gunawan, Imam. 2013. *Metode Penelitian Kualitatif. Teori dan Praktik*. Jakarta: PT Bumi Aksara.
- Hazal, E. and Demir, M. (2022). Effect of digital transformation on human resources planning in hotel businesses. *InterConf*, (16(121)), 26-37. <https://doi.org/10.51582/interconf.19-20.08.2022.004>
- HBS. (2020). 5 steps in the *change management* process | *HBS Online*. (2020, March 19). *Business Insights Blog*. <https://online.hbs.edu/blog/post/change-management-process>
- Hess, T., Benlian, A., Matt, C., & Wiesböck, F. (2016). Options for formulating a digital transformation strategy. *MIS Quarterly Executive*, 15(2), 123–139.
- Humas MenPANRB. (2022, September 30). Indonesia naik 11 peringkat hasil survei e-Government PBB. <https://menpan.go.id/>. Retrieved May 15, 2024, from [https://menpan.go.id/site/berita-terkini/indonesia-naik-11-peringkat-hasil-survei-e government-pbb](https://menpan.go.id/site/berita-terkini/indonesia-naik-11-peringkat-hasil-survei-e-government-pbb)
- Iansiti, M., & Lakhani, K. R. (2014). Digital ubiquity: How connections, sensors, and data are revolutionizing business. *Harvard Business Review*, 92(11), 90–99.

- Ibrahim, A., Arief, A., & Abdullah, S. D. (2020). Keamanan untuk penerapan layanan publik pada sistem pemerintahan berbasis elektronik (spbe): sebuah kajian pustaka sistematis. *IJIS - Indonesian Journal on Information System*, 5(2), 135. <https://doi.org/10.36549/ijis.v5i2.105>
- Ika, A. (2022, July 12). Sri Mulyani Keluhkan 24.000 Aplikasi Pemerintah Bikin Boros Anggaran, Menkominfo: Akan Ditutup. *KOMPAS.com*. <https://money.kompas.com/read/2022/07/12/140407226/sri-mulyani-keluhkan-24000-aplikasi-pemerintah-bikin-boros-anggaran-menkominfo>
- Juliharta, I. G. P. K., Febriani, N. K. S., & Fredlina, K. Q. (2023). Evaluasi dan rekomendasi pedoman sistem manajemen keamanan informasi (smki) spbe pada instansi xyz. *Jurnal Teknologi Informasi Dan Komputer*, 9(1). <https://doi.org/10.36002/jutik.v9i1.2348>
- Kaminski, J. (Spring 2011). Diffusion of Innovation Theory *Canadian Journal of Nursing Informatics*, 6(2). Theory in Nursing Informatics Column. <https://cjni.net/journal/?p=1444>
- Kamdjou, J. R. K. (2023). *Change management and digital transformation project success in SMEs located in the Democratic Republic of the Congo*. *Journal of Enterprise Information Management*, 37(2), 580–605. <https://doi.org/10.1108/jeim-09-2022-0340>
- Kane, G. (2019). The technology fallacy. *Research Technology Management*, 62(6), 44–49. <https://doi.org/10.1080/08956308.2019.1661079>
- Keith Kitani, CEO of GuideSpark. (2019, October 30). The \$900 billion reason GE, Ford and P&G failed at digital transformation. *CNBC*. <https://www.cnbc.com/2019/10/30/heres-why-ge-fords-digital-transformation-programs-failed-last-year.html>
- Kemenkeu RI. (2024). <https://www.kemenkeu.go.id/strukturcto>
- Kemenkeu RI. (2024). <https://www.kemenkeu.go.id/transformati-kelembagaan/change-story-kemenkeu/transformati-digital>
- Kemenkeu RI. (2024). <https://www.kemenkeu.go.id/transformati-kelembagaan/profil-reformasi-birokrasi>
- Kemenkeu RI. (2024). <https://www.kemenkeu.go.id/transformati-kelembagaan/manajemen-perubahan>
- Kementerian Keuangan. (2019). Keputusan Menteri Keuangan Republik Indonesia Nomor 302/KMK.01/2019. Tentang Implementasi Inisiatif Strategis Program Reformasi Birokrasi Dan Transformasi Kelembagaan Kementerian Keuangan
- Kencono, B. (2024). Transformasi pemerintahan digital: tantangan dalam perkembangan sistem pemerintahan berbasis elektronik (spbe) di indonesia. *Jiip - Jurnal Ilmiah Ilmu Pendidikan*, 7(2), 1498-1506. <https://doi.org/10.54371/jiip.v7i2.3519>
- Kotter J., & Schlesinger L. (1979). Choosing strategies for change. *Harvard Business Review*, 57(2): 106–114. <https://hbr.org/2008/07/choosing-strategies-for-change>.

- Kotter, J. P. (1995) *Leading Change: Why Transformation Efforts Fail*. Harvard Business Review, 73, 59-67.
- Kraus, S., Jones, P., Kailer, N., Weinmann, A., Chaparro-Banegas, N., & Roig-Tierno, N. (2021). Digital Transformation: An overview of the current state of the art of research. *SAGE Open*, 11(3), 215824402110475. <https://doi.org/10.1177/21582440211047576>
- Kuru, G., Gumilang, S., & Nugraha, R. (2021). Model arsitektur sistem pemerintahan berbasis elektronik (spbe) domain proses bisnis pada pemerintah kabupaten kuningan. *Jipi (Jurnal Ilmiah Penelitian Dan Pembelajaran Informatika)*, 6(2), 369-378. <https://doi.org/10.29100/jipi.v6i2.2116>
- Lewin, K. (1951). *Field theory in social science*. New York: Harper & Row.
- Li, F., Nucciarelli, A., Roden, S., & Graham, G. (2016). How smart cities transform operations models: A new research agenda for operations management in the digital economy. *Production Planning & Control*, 27(6), 514–528.
- Lofland J. & Lofland L. H. (1995). *Analyzing social settings : a guide to qualitative observation and analysis* (3rd ed.). Wadsworth.
- Lugonja, D. (2020). *Change management as a support to the organizations' digital transformation - State of the art -* ProQuest. <https://www.proquest.com/openview/5f643ed3a7ed59fa3e2d7180d25288b0/1?pq-origsite=gscholar&cbl=1986354>
- Metselaar, E.E. (2013). *Assessing the willingness to change: construction and validation of the Dinamo*. Amsterdam: Free University of Amsterdam.
- Mergel, I., Edelmann, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. *Government Information Quarterly*, 36(4), 101385. <https://doi.org/10.1016/j.giq.2019.06.002>
- Meuthia, R., Ferdawati, F., & Gustati, G. (2021). Analisis user experience pada aplikasi e-kelurahan menggunakan model ux honeycomb. *Jurnal Akuntansi Keuangan Dan Bisnis*, 14(2), 342-351. <https://doi.org/10.35143/jakb.v14i2.5167>
- Miles, B. Mathew dan Michael Huberman. 1992. *Analisis Data Kualitatif Buku Sumber Tentang Metode-metode Baru*. Jakarta: UIP.
- Michael. (2019, November 13). How to approach a digital transformation and why most fail - Miktysh. Miktysh. <https://miktysh.com.au/how-to-approach-a-digital-transformation/>
- Miles, M. B., & Huberman A. M. (2015). *Qualitative Data Analysis*. Jakarta: UI Press.
- Miles, M.B., Huberman, A.M., & Saldaña, J. (2015). *Qualitative Data Analysis: A Methods Sourcebook*. New York: SAGE Publications, Inc.
- Moleong, Lexy J.. (2010). *Metodologi Penelitian Kualitatif (Revisi)*. Bandung: PT Remaja Rosdakarya.
- Moleong, L.J. (2017). *Metode Penelitian Kualitatif*. Bandung: Remaja Rosdakarya.
- Moran, J. W., & Brightman, B. K. (2001). Leading organizational change. *Career Development International*, 6(2), 111-119.

- Muinda, P. (2024). A digitization model in ugandan technical, vocational and education training institutions: an agency theory perspective.. <https://doi.org/10.21203/rs.3.rs-4588303/v1>
- Nassar, D. (2024). Supply chain maturity drives successful digital transformation. *Adv Res Sci*, 2(1), 1-2. <https://doi.org/10.54026/ars/1016>
- OECD (2021), Development Co-operation Report 2021: Shaping a Just Digital Transformation, OECD Publishing, Paris, <https://doi.org/10.1787/ce08832f-en>.
- OECD (2019), The Path to Becoming a Data-Driven Public Sector, OECD Digital Government Studies, OECD Publishing, Paris, <https://doi.org/10.1787/059814a7-en>.
- OECD (2014), Recommendation of the Council on Digital Government Strategies, OECD, Paris, <https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0406>.
- Ozornin, S. Y. and Terlyga, N. G. (2021). Analytical review of flexible *project management* models in the context of digitalization of managerial processes. *Intelligence. Innovations. Investment*, (5), 53-63. <https://doi.org/10.25198/2077-7175-2021-5-53>
- Pacolli, M. (2022). Importance of *change management* in digital transformation sustainability. *IFAC-PapersOnline*, 55(39), 276–280. <https://doi.org/10.1016/j.ifacol.2022.12.034>
- Pagani, M., & Pardo, C. (2017). The impact of digital technology on relationships in a business network. *Industrial Marketing Management*, 67, 185–192.
- Papavasiliou, S. (2023). System of systems engineering governance framework for digital transformation: a case study of an australian large government agency. *Systems Engineering*, 27(2), 267-283. <https://doi.org/10.1002/sys.21719>
- Purba, A. Z. (2021). Transformasi Digital Kementerian Keuangan dalam Mewujudkan Digital Government. Universitas Indonesia.
- Phillips, J., & Klein, J. D. (2022). *Change management: From theory to practice*. *TechTrends*, 67(1), 189–197. <https://doi.org/10.1007/s11528-022-00775-0>
- Putri, C. A. (2022, Juli 22). RI Mau Serba Digital Tapi Terhalang PNS Tua dan Malas. *CNBC Indonesia*. <https://www.cnbcindonesia.com/news/20220725105126-4-358243/ri-mau-serba-digital-tapi-terhalang-pns-tua-dan-malas>
- Putri, V., Gumilang, S., & Nugraha, R. (2021). Arsitektur sistem pemerintahan berbasis elektronik (spbe) pada domain aplikasi di lingkungan daerah kabupaten kuningan. *Jipi (Jurnal Ilmiah Penelitian Dan Pembelajaran Informatika)*, 6(2), 379-386. <https://doi.org/10.29100/jipi.v6i2.2118>
- Ramaswamy, V., & Ozcan, K. (2016). Brand value co-creation in a digitalized world: An integrative framework and research implications. *International Journal of Research in Marketing*, 33(1), 93–106.
- Rinawati. (2011). Analisis Faktor-faktor yang Mempengaruhi Resistensi Individual pada Transformasi Organisasi di PT. Telkom Indonesia Tbk. Bandung. *Jurnal Computech & Bisnis*, 4(2), 84–97. <http://jurnal.stmik-mi.ac.id/index.php/jcb/article/view/54>.



- Ringo, R. (2022). Model delone dan mclean untuk mengukur kesuksesan pada aplikasi pedulilindungi dimasa pandemi covid-19. *JAKAKOMUNAMA*, 2(2), 207-215. <https://doi.org/10.33998/jakakom.2022.2.2.98>
- Robbins, Stephen P., Judge, Timothy A.. (2018). *Essentials of Organizational Behavior* (14th ed.). England: Pearson.
- Rogers, E. (2003). *Diffusion of Innovations*. Fifth edition. Free Press: New York.
- Rueckel, D., Mühlburger, M., & Koch, S. (2020). An updated framework of factors enabling digital transformation. *Pacific Asia Journal of the Association for Information Systems*, 12, 1–26. <https://doi.org/10.17705/1pais.12401>
- Ryan & Gross (1943), *The Diffusion of Hybrid Seed Corn in Two Iowa Communities*, *Rural Sociology* 8 (March): 15
- Sánchez-Segura, M., Medina-Domínguez, F., Dugarte-Peña, G., Seco, A., & Cruz, R. (2022). Engineering sustainable digital transformation *projects* immune to technical debt. *Kybernetes*, 53(3), 1092-1116. <https://doi.org/10.1108/k-06-2022-0875>
- Schilirò, D. (2021). Digital transformation, COVID-19, and the future of work. MPRA Paper. <https://ideas.repec.org/p/pramprapa/108817.html>
- Siti Ainur, S. L. Z. N., Siti Mukaromah, & Arista Pratama (2023). Pengukuran tingkat kapabilitas manajemen risiko sistem pemerintahan berbasis elektronik (spbe) menggunakan cobit 5. *Prosiding Seminar Nasional Teknologi Dan Sistem Informasi*, 3(1), 245-253. <https://doi.org/10.33005/sitasi.v3i1.691>
- Solis, B., Lieb, R., & Szymanski, J. (2014). *The 2014 state of digital transformation*. Altimeter Group.
- Sow, M. and Aborbie, S. (2018). Impact of leadership on digital transformation. *Business and Economic Research*, 8(3), 139. <https://doi.org/10.5296/ber.v8i3.13368>
- Stolterman, E., Fors, A. C., Truex, D. P., & Wastell, D. (2004). Information technology and the good life. In B. Kaplan, D. P. Truex, & D. Wastell, et al. (Eds.), *Information systems research: Relevant theory and informed practice* (pp. 687–693). Kluwer Academic Publishers.
- Sugiyono, 2009, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, Bandung. Alfabeta.
- Sutalhis, M. & Novaria, E. (2024). Literasi digital dan pelayanan publik yang baik. *ACADEMIA: Jurnal Inovasi Riset Akademik*, 4(1), 17-23. <https://doi.org/10.51878/academia.v4i1.2812>
- Tangi, L., Janssen, M., Benedetti, M., & Noci, G. (2020). Barriers and Drivers of Digital Transformation in Public Organizations: Results from a Survey in the Netherlands. In *Lecture notes in computer science* (pp. 42–56). [https://doi.org/10.1007/978-3-030-57599-1\\_4](https://doi.org/10.1007/978-3-030-57599-1_4)
- Tiwana, A. (2013). Platform ecosystems: aligning architecture, governance, and strategy. [https://openlibrary.org/books/OL27208948M/Platform\\_ecosystems](https://openlibrary.org/books/OL27208948M/Platform_ecosystems)
- Toews, D. (2003) *The New Tarde: Sociology after the End of the Social Theory Culture & Society* 20 (5), 81-98.

- United Nation [UN]. (2022). E-Government Development Index (EGDI). <https://publicadministration.un.org>. Retrieved May 15, 2024, from <https://publicadministration.un.org/egovkb/en-us/About/Overview/-E-Government-Development-Index>
- Vial, G. (2019). Understanding digital transformation: A review and a research agenda. *Journal of Strategic Information Systems*, 28(2), 118–144. <https://doi.org/10.1016/j.jsis.2019.01.003>
- Verhoef, P. C., Broekhuizen, T., Bart, Y., Bhattacharya, A., Dong, J. Q., Fabian, N., & Haenlein, M. (2021). Digital transformation: A multidisciplinary reflection and research agenda. *Journal of Business Research*, 122, 889–901. <https://doi.org/10.1016/j.jbusres.2019.09.022>
- Verina, Natalja & Titko, Jelena. (2019). Digital transformation: conceptual framework. 10.3846/cibmee.2019.073.
- Vukadinović, D. and Fabac, R. (2022). *Project management* in digital disruption: emergence of digital *project management* office. *ENTRENOVA - ENTERprise REsearch InNOVAtion*, 8(1), 310-328. <https://doi.org/10.54820/entrenova-2022-0027>
- Westerman, G., Bonnet, D., & McAfee, A. (2014). The nine elements of digital transformation. *MIT Sloan Management Review*, 55(3), 1-6.
- Westerman, G., Bonnet, D., & McAfee, A. (2014). *Leading digital: Turning technology into business transformation*. Boston: Harvard Business Review Press.
- Wibowo. (2012). *Manajemen Perubahan*. Edisi 3, Cetakan 4. Jakarta: RajaGrafindo Persada
- Winardi, J. (2005). *Manajemen Perubahan Management Of Change (Cet.1)*. Jakarta: Kencana.
- Wiyatnanto, E. and Haris, A. (2021). Kinerja arsitektur interoperabilitas menggunakan government service bus (gsb) dan peer to peer (p2p). *Ultimatics Jurnal Teknik Informatika*, 13(1), 7-11. <https://doi.org/10.31937/ti.v13i1.1816>
- Widiyarta, A., Robbani, H., & Windiastuti, C. (2020). Evaluasi kebijakan sistem pemerintahan berbasis elektronik dalam pelayanan administrasi (siola) di kementerian dalam negeri republik indonesia. *Public Administration Journal of Research*, 2(3). <https://doi.org/10.33005/paj.v2i3.52>
- Xinxian, C. and Cai, J. (2022). Digital transformation and financial risk prediction of listed companies. *Computational Intelligence and Neuroscience*, 2022, 1-8. <https://doi.org/10.1155/2022/7211033>
- Yovanda, Y. R. (2020, August 12). Transformasi digital Kemenkeu sudah ada 3 tahun lalu, baru jalan saat ada Covid-19. *Tribunnews.com*. <https://www.tribunnews.com/bisnis/2020/08/12/transformasi-digital-kemenkeu-sudah-ada-3-tahun-lalu-baru-jalan-saat-ada-covid-19>
- Yustisiawandana, F. (2024). Perancangan *Enterprise Architecture* untuk meningkatkan indeks spbe pemerintah daerah: studi kasus kabupaten tasikmalaya. *Jurnal Teknologi Dan Sistem Informasi Bisnis*, 6(1), 187-199. <https://doi.org/10.47233/jteksis.v6i1.1133>

- Zavrzhnyi, K. and Kulyk, A. (2023). Comparative characteristics of the managerial and economic aspects of digital business transformation. *Економіка Розвитку Систем*, 5(2), 27-32. <https://doi.org/10.32782/2707-8019/2023-2-3>
- Ziyadin, S., Suieubayeva, S., & Utegenova, A. (2019). Digital transformation in business. In *Lecture notes in networks and systems* (pp. 408–415). [https://doi.org/10.1007/978-3-030-27015-5\\_49](https://doi.org/10.1007/978-3-030-27015-5_49)
- Zulfikar, F., Selo, N., & Winarno, W. W. (2023). Evaluating the influence of EA capabilities on digital transformation in the Ministry of Finance of Indonesia. *E3S Web of Conferences*, 448, 02039. <https://doi.org/10.1051/e3sconf/202344802039>