

DAFTAR PUSTAKA

- Aditio, B., & Finaldi, A. (2025). *Hubungan Diskresi dengan Kualitas Pelayanan Publik dalam Perspektif Street-Level Bureaucracy*. 2(November).
- Creswell, J. W., & Poth, C. N. (2018). *Qualitative Inquiry and Research Design Choosing Among Five Approaches (5th ed.)* (5th ed.). SAGE Publications Ltd.
- Denhardt, R. B., & Denhardt, J. V. (2000). The New Public Service: Serving Rather than Steering. *Public Administration Review*, 60(6), 549–559.
<https://doi.org/10.1111/0033-3352.00117>
- Denzin, N. K. (2012). Triangulation2.0*. *Journal of Mixed Methods Research*, 6(2), 80–88.
- Dwiyanto, A. (2015). *Reformasi Birokrasi Konstektual*. Gadjah Mada University Press.
- Dwiyanto, A. (2021). *Mewujudkan Good Governance Melalui Pelayanan Publik*. Gadjah Mada University Press.
- Hardiyansyah. (2018). *Kualitas Pelayanan Publik: Konsep, Dimensi, dan Implementasi*. Gava Media.
- Hupe, P. (2019). The Politics of Street-Level Bureaucracy: Towards a New Research Agenda. *Public Management Review*, 21(9), 1317–1332.
- Kotler, P., & Keller, K. L. (2016). *Marketing Management (15th ed.)*. Pearson Education.
- Kotler, P., & Lee, N. (2017). *Marketing in the Public Sector*. 111–118.

<https://doi.org/10.1007/978-981-10-0983-9>

Kurniawan, A. (2023). *Manajemen Pelayanan Publik: Konsep, Teori, dan Praktik di Indonesia*. Prenada Media.

Lipsky, M. (1980). *Street-Level Bureaucracy: Dilemmas of the Individual in Public Services*. Russell Sage Foundation.

Miles, M. B., Huberman, A. M., & Saldana, J. (2014). *Qualitative Data Analysis: A Methods Sourcebook* (3rd ed.). SAGE Publications Ltd.

Osborne, D. (2010). *Reinventing Government: How the Entrepreneurial Spirit is Transforming the Public Sector*. Addison-Wesley.

Osborne, S. P. (2010). *The New Public Governance? Emerging Perspectives on the Theory and Practice of Public Governance*. Routledge.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1991a). *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. Free Press.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1991b). Refinement and reassessment of the SERVQUAL scale. *Journal of Retailing*, 67(4), 420–450.

Pemerintah Republik Indonesia. (2009). *Undang-Undang (UU) No. 25 Tahun 2009* (pp. 12–42). Database Peraturan BPK.

Polda Jawa Tengah, BPPD Jawa Tengah, & Jasa Raharja Jawa Tengah. (2021). *Standar Operasional Prosedur (SOP) Pelayanan Samsat Jawa Tengah*.

Setyowati, D. (2019). *Evaluasi Implementasi Pelayanan Publik pada Instansi*

Pemerintah Daerah. UB Press.

Sinambela, L. P. (2019). *eformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi*. Bumi Aksara.

Taylor, S. J., Bogdan, R., & DeVault, M. (2015). *Introduction to Qualitative Research Methods: A Guidebook and Resource*. John Willey & Sons.

Tjiptono, F. (2017). *Service Quality and Satisfaction*. Andi Offset.

Tummers, L. G., Bekkers, V., & Musheno, M. (2015). Coping During Public Service Delivery: A Conceptualization and Systematic Review of the Literature. *Journal of Public Administration Research and Theory*.

Waldo, D. (1984). *The Administrative State: A Study of the Political Theory of American Public Administration* (2nd ed.). Holmes & Meier.

Zeithaml. (2018). Services Marketing. *Journal of Financial Economics*, 49(July), 49–51.