

DAFTAR PUSTAKA

- Abu-Shanab, E. A. (2017). E-government familiarity influence on Jordanians' perceptions. *Telematics and Informatics*, 34(1), 103–113. <https://doi.org/10.1016/j.tele.2016.05.001>
- Al-Hujran, O., Al-Debei, M. M., Chatfield, A., & Migdadi, M. (2015). The imperative of influencing citizen attitude toward e-government adoption and use. *Computers in Human Behavior*, 53, 189–203. <https://doi.org/10.1016/j.chb.2015.06.025>
- Alomari, M., Woods, P., & Sandhu, K. (2012). Predictors for e-government adoption in Jordan. *Information Technology & People*, 25(2), 207–234. <https://doi.org/10.1108/09593841211232712>
- Alryalat, M. A. A. (2017). Measuring Citizens' Adoption of Electronic Complaint Service (ECS) in Jordan. *International Journal of Electronic Government Research*, 13(2), 47–65. <https://doi.org/10.4018/IJEGR.2017040103>
- Althunibat, A., Alrawashdeh, T. A., & Muhairat, M. (2014). The acceptance of using M-government services in Jordan. *ITNG 2014 - Proceedings of the 11th International Conference on Information Technology: New Generations*, 643–644. <https://doi.org/10.1109/ITNG.2014.65>
- Anagreh, L. F., & Abu-Shanab, E. A. (2017). Voter's intention to use electronic voting systems. *International Journal of E-Business Research*, 13(3), 20–38. <https://doi.org/10.4018/IJEER.2017070102>
- Bataineh, L., & Abu-Shanab, E. (2016). How perceptions of E-participation levels influence the intention to use E-government websites. *Transforming Government: People, Process and Policy*, 10(2), 315–334. <https://doi.org/10.1108/TG-12-2015-0058>
- Bertot, J. C., Jaeger, P. T., & Grimes, J. M. (2010). Using ICTs to create a culture of transparency: E-government and social media as openness and anti-corruption tools for societies. *Government Information Quarterly*, 27(3), 264–271. <https://doi.org/10.1016/j.giq.2010.03.001>
- Bertot, J. C., Jaeger, P. T., & Hansen, D. (2012). The impact of polices on government social media usage: Issues, challenges, and recommendations. *Government Information Quarterly*, 29(1), 30–40. <https://doi.org/10.1016/j.giq.2011.04.004>
- Bolívar, M. P. R. (2016). Designing Social Media Policy for Local Governments: Opportunities and Challenges. In M. Z. Sobaci (Ed.), *Social Media and Local Governments: Theory and Practice* (15th ed., Vol. 15, pp. 37–58). Switzerland: Springer US. <https://doi.org/10.1007/978-3-319-17722-9>
- Bonson, E., Royo, S., & Ratkai, M. (2014). Facebook Practices in Western European Municipalities: An Empirical Analysis of Activity and Citizens' Engagement.

- Administration & Society*, 49(3), 0095399714544945-.
<https://doi.org/10.1177/0095399714544945>
- Bonsón, E., Torres, L., Royo, S., & Flores, F. (2012). Local e-government 2.0 : Social media and corporate transparency in municipalities. *Government Information Quarterly*, 29(2), 123–132. <https://doi.org/10.1016/j.giq.2011.10.001>
- Bortree, D. S., & Seltzer, T. (2009). Dialogic strategies and outcomes: An analysis of environmental advocacy groups' Facebook profiles. *Public Relations Review*, 35(3), 317–319. <https://doi.org/10.1016/j.pubrev.2009.05.002>
- Bwalya, K. J., Du Plessis, T., & Rensleigh, C. (2014). E-government implementation in Zambia – prospects. *Transforming Government: People, Process and Policy*, 8(1), 101–130. <https://doi.org/10.1108/TG-01-2013-0002>
- Campbell, D. A., Lambright, K. T., & Wells, C. J. (2014). Looking for Friends, Fans, and Followers? Social Media Use in Public and Nonprofit Human Services 655. *Public Administration Review*, 74(5), 655–663. <https://doi.org/10.1111/puar.12261>
- Carlos Martins Rodrigues Pinho, J., & Soares, A. M. (2011). Examining the technology acceptance model in the adoption of social networks. *Journal of Research in Interactive Marketing*, 5(2/3), 116–129. <https://doi.org/10.1108/17505931111187767>
- Carter, L., & Bélanger, F. (2005). The utilization of e-government services: citizen trust, innovation and acceptance factors *. *Information Systems Journal*, 15(1), 5–25.
- Castañeda, J. A., Dolores, M. F., & Miguel, A. R. (2009). Antecedents of internet acceptance and use as an information source by tourist. *Online Information Review*, 33(3), 548–567.
- Cegarra-Navarro, J. G., Garcia-Perez, A., & Moreno-Cegarra, J. L. (2014). Technology knowledge and governance: Empowering citizen engagement and participation. *Government Information Quarterly*, 31(4), 660–668. <https://doi.org/10.1016/j.giq.2014.07.001>
- Chavda, K. R. (2008). General Issues in Data Management. In K. Yang & J. G. Miller (Eds.), *Handbook of Research Methods in Public Administration* (pp. 293–302). New York: CRC Press.
- Chun, S. A., Shulman, S., Sandoval, R., & Hovy, E. (2010). Government 2.0: Making connections between citizens, data and government. *Information Polity*, 15(1–2), 1–9. <https://doi.org/10.3233/IP-2010-0205>
- Creswell, J. W. (2013). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. *Research design Qualitative quantitative and mixed methods approaches*. <https://doi.org/10.1007/s13398-014-0173-7.2>

- Curran, J. M., & Meuter, M. L. (2005). Self-service technology adoption: comparing three technologies. *Journal of Services Marketing*, 19(2), 103–113. <https://doi.org/10.1108/08876040510591411>
- Dahi, M., & Ezziane, Z. (2015). Measuring e-government adoption in Abu Dhabi with technology acceptance model (TAM). *International Journal of Electronic Governance*, 7(3), 206. <https://doi.org/10.1504/IJEG.2015.071564>
- Davis, F. D. (1986). *A Technology Acceptance Model for Empirically Testing New End-User Information Systems*. Massachusetts Institute of Technology. Massachusetts Institute of Technology 1985. [https://doi.org/10.1016/S0378-7206\(01\)00143-4](https://doi.org/10.1016/S0378-7206(01)00143-4)
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). User acceptance of computer technology: a comparison of two theoretical models. *Management Science*. <https://doi.org/10.1287/mnsc.35.8.982>
- Domínguez, L. R., Nchez, I. M. G. S., & Álvarez, I. G. (2011). Determining factors of e-government development: A worldwide national approach. *International Public Management Journal*, 14(2), 218–248. <https://doi.org/10.1080/10967494.2011.597152>
- Dorasamy, M., Marimuthu, M., Raman, M., & Kaliannan, M. (2010). E-Government Services Online: An Exploratory Study on Tax E-Filing in Malaysia. *International Journal of Electronic Government Research*, 6(4), 12–24. <https://doi.org/10.4018/jegr.2010100102>
- EL-KASIM, M., & IDID, A. S. (2017). PR Practitioners' Use of Social Media: Validation of an Online Relationship Management Model Applying Structural Equation Modeling. *Jurnal Komunikasi Malaysian Journal of Communication Jilid*, 33(1), 212–228. Retrieved from <http://ejournal.ukm.my/mjc/article/viewFile/17163/5293>
- El-Kasim, M., & Idid, S. A. (2016). A test of technology acceptance model in the use of social media among PR practitioners in Nigeria. *SEARCH (Malaysia)*, 8(2), 19–33. Retrieved from <https://www.scopus.com/inward/record.uri?eid=2-s2.0-85014517830&partnerID=40&md5=986454c8c7a4666e519855c2d4f98527>
- Ellison, N., & Hardey, M. (2014). Social Media and Local Government: Citizenship, Consumption and Democracy. *Local Government Studies*, 40(1), 21–40. <https://doi.org/10.1080/03003930.2013.799066>
- Gandía, J. L., & Archidona, M. C. (2008). Determinants of web site information by Spanish city councils. *Online Information Review*, 32(1), 35–57. <https://doi.org/10.1108/14684520810865976>
- Ghozali, I. (2014). *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 16*. Semarang: Badan Penerbit Universitas Diponegoro.

- Gunawong, P. (2015). Open Government and Social Media: A Focus on Transparency. *Social Science Computer Review*, 33(5), 587–598. <https://doi.org/10.1177/0894439314560685>
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2012). An assessment of the use of partial least squares structural equation modeling in marketing research. *Journal of the Academy of Marketing Science*, 40(3), 414–433. <https://doi.org/10.1007/s11747-011-0261-6>
- Hair, J., Hult, G. T. M., Ringle, C., & Sarstedt, M. (2013). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. *Long Range Planning* (Vol. 46). <https://doi.org/10.1016/j.lrp.2013.01.002>
- Heaselgrave, F., & Simmons, P. (2016). Culture, competency and policy: Why social media dialogue is limited in Australian local government. *Journal of Communication Management*, 20(2), 133–147. <https://doi.org/10.1108/JCOM-07-2015-0059>
- Hong, J., (Daniel) Lee, O.-K., & Suh, W. (2013). A study of the continuous usage intention of social software in the context of instant messaging. *Online Information Review*, 37(5), 692–710. <https://doi.org/10.1108/OIR-08-2011-0144>
- Hung, S., Chang, C., & Kuo, S. (2013). User acceptance of mobile e-government services : An empirical study. *Government Information Quarterly*, 30(1), 33–44. <https://doi.org/10.1016/j.giq.2012.07.008>
- Hussein, R., & Hassan, S. (2017). Customer engagement on social media: how to enhance continuation of use. *Online Information Review*, 41(7), 1006–1028. <https://doi.org/10.1108/EL-01-2014-0022>
- Igbaria, M., & Iivari, J. (1995). The effects of self-efficacy on computer usage. *Omega*, 23(6), 587–605. [https://doi.org/10.1016/0305-0483\(95\)00035-6](https://doi.org/10.1016/0305-0483(95)00035-6)
- Jogiyanto, H., & Abdillah, W. (2011). *Konsep dan Aplikasi PLS (Partial Least Square) untuk Penelitian Empiris*. Yogyakarta: BPF E Yogyakarta.
- Jukić, T., & Merlak, M. (2017). The Use of Social Networking Sites in Public Administration: The Case of Slovenia. *Electronic Journal of E-Government*, 15(1), 2–18. Retrieved from <https://issuu.com/academic-conferences.org/docs/ejeg-volume15-issue1-article506/1>
- Justice, J. B. (2008). Purpose and Significance of Research Design. In K. Yang & J. G. Miller (Eds.), *Handbook of Research Methods in Public Administration* (pp. 75–92). New Work: CRC Press. <https://doi.org/10.1016/j.jns.2003.09.014>
- Kent, M. L., & Taylor, M. (1998). Building dialogic relationships through the world wide web. *Public Relations Review*, 24(3), 321–334. [https://doi.org/10.1016/S0363-8111\(99\)80143-X](https://doi.org/10.1016/S0363-8111(99)80143-X)
- Kock, N. (2017a). WarpPLS User Manual : Version 6 . 0 WarpPLS User Manual.

- Laredo: ScriptWarp Systems. Retrieved from www.scriptwarp.com/warppls/UserManual_v_6_0.pdf
- Kock, N. (2017b). WarpPLS User Manual : Version 6 . 0 WarpPLS User Manual. Laredo: ScriptWarp Systems.
- Lee, S., & Cho, M. (2011). Social Media Use in a Mobile Broadband Environment : Examination of Determinants of Twitter and Facebook Use. *IJMM*, 6(2), 71–87.
- Lin, F., Fofanah, S. S., & Liang, D. (2011). Assessing citizen adoption of e-Government initiatives in Gambia: A validation of the technology acceptance model in information systems success. *Government Information Quarterly*, 28(2), 271–279. <https://doi.org/10.1016/j.giq.2010.09.004>
- Maiga, G., & Asianzu, E. (2013). Adoption of e-tax services in Uganda: a model of citizen-based factors. *Electronic Government, an International Journal*, 10(3/4), 259. <https://doi.org/10.1504/EG.2013.058784>
- Majumdar, S. R. (2008). Using the Survey as an Instrument of Inquiry in Research. In K. Yang & J. G. Miller (Eds.), *Handbook of Research Methods in Public Administration* (pp. 241–254). New York: CRC Press.
- Martín, A. S., de Rosario, A. H., & Caba Pérez, C. (2015). Using Twitter for Dialogic Communication: Local Government Strategies in the European Union. *Local Government Studies*, 41(May), 421–444. <https://doi.org/10.1080/03003930.2014.991866>
- Mayer, R. C., Davis, J. H., & Schoorman, D. F. (1995). An Integrative Model of Organizational Trust. *Academy of Management Review*, 20(3), 709–734.
- Meng, Q., Zhang, N., Zhao, X., Li, F., & Guan, X. (2016). The governance strategies for public emergencies on social media and their effects: A case study based on the microblog data. *Electronic Markets*, 26(1), 15–29. <https://doi.org/10.1007/s12525-015-0202-1>
- Mensah, I. K. (2018). Citizens' Readiness to Adopt and Use E-government Services in the City of Harbin, China. *International Journal of Public Administration*, 41(4), 297–307. <https://doi.org/10.1080/01900692.2016.1263658>
- Moreno Cegarra, J. L., Cegarra Navarro, J. G., & Córdoba Pachón, J. R. (2014). Applying the technology acceptance model to a Spanish City Hall. *International Journal of Information Management*, 34(4), 437–445. <https://doi.org/10.1016/j.ijinfomgt.2014.02.006>
- Mossberger, K., Wu, Y., & Crawford, J. (2013). Connecting citizens and local governments? Social media and interactivity in major U . S . cities ☆. *Government Information Quarterly*, 30(4), 351–358. <https://doi.org/10.1016/j.giq.2013.05.016>

- Mouakket, S. (2010). The motivations for citizens' adoption of e-government: an empirical study in the UAE. *International Journal of Business Information Systems*, 6(2), 240–264. <https://doi.org/10.1504/IJBIS.2010.034356>
- Northrop, A., & Arsneault, S. (2008). Sampling and Data Collection. In K. Yang & J. G. Miller (Eds.), *Handbook of Research Methods in Public Administration* (pp. 213–240). New York: CRC Press. <https://doi.org/10.1017/CBO9781107415324.004>
- Nysveen, H., Pedersen, P. E., & Thorbjørnsen, H. (2005). Intentions to Use Mobile Services : Antecedents and Cross-Service Comparisons. *Journal of the Academy of Marketing Science*, 33(3), 330–346. <https://doi.org/10.1177/0092070305276149>
- Ohme, J. (2014). The acceptance of mobile government from a citizens' perspective: Identifying perceived risks and perceived benefits. *Mobile Media and Communication*, 2(3), 298–317. <https://doi.org/10.1177/2050157914533696>
- Ojha, A., Sahu, G. ., & Gupta, M. . (2017). Citizens ' Adoption of Pay-to- Use E-Government Services : An Empirical Study. *International Journal of Electronic Government Research*, 3(5), 15–35. <https://doi.org/10.4018/978-1-4666-2458-0.ch008>
- Pavlou, P. A. (2002). WHAT DRIVES ELECTRONIC COMMERCE? A THEORY OF PLANNED BEHAVIOR PERSPECTIVE. In *Academy of Management Proceedings* (pp. 9–14).
- Pavlou, P. A. (2003). Consumer Acceptance of Electronic Commerce : Integrating Trust and Risk with the Technology Acceptance Model. *International Journal of Electronic Commerce*, 7(3), 101–134. <https://doi.org/10.1080/10864415.2003.11044275>
- Picazo-vela, S., Gutiérrez-martínez, I., & Luna-reyes, L. F. (2012). Understanding risks , bene fi ts , and strategic alternatives of social media applications in the public sector. *Government Information Quarterly*, 29(4), 504–511. <https://doi.org/10.1016/j.giq.2012.07.002>
- Rana, N. P., Dwivedi, Y. K., & Williams, M. D. (2013). A meta-analysis of existing research on citizen adoption of e-government. *Information Systems Frontiers*, 17(3), 547–563. <https://doi.org/10.1007/s10796-013-9431-z>
- Ranaweera, H. M. B. P. (2016). Perspective of trust towards e-government initiatives in Sri Lanka. *SpringerPlus*, 5(22), 1–11. <https://doi.org/10.1186/s40064-015-1650-y>
- Rauniar, R., Rawski, G., Yang, J., & Johnson, B. (2014). Technology acceptance model (TAM) and social media usage: an empirical study on Facebook. *Journal of Enterprise Information Management*, 27(1), 6–30. <https://doi.org/10.1108/JEIM-04-2012-0011>

- Reddick, C. G., Chatfield, A. T., & Ojo, A. (2017). A social media text analytics framework for double-loop learning for citizen-centric public services: A case study of a local government Facebook use. *Government Information Quarterly*, 34, 1–16. <https://doi.org/10.1016/j.giq.2016.11.001>
- Roengtam, S., Nurmandi, A., Almarez, D. N., & Kholid, A. (2017). *Does social media transform city government? A case study of three ASEAN cities: Bandung, Indonesia, Iligan, Philippines and Pukhet, Thailand. Transforming Government: People, Process and Policy* (Vol. 11). <https://doi.org/10.1108/TG-10-2016-0071>
- Rouibah, K. (2008). *Social usage of instant messaging by individuals outside the workplace in Kuwait. Information Technology & People* (Vol. 21). <https://doi.org/10.1108/09593840810860324>
- Roy, M., Chartier, A., Creˆte, J., & Poulin, D. (2015). Factors influencing e-government use in non-urban areas. *Electronic Commerce Research*, 15, 349–363. <https://doi.org/10.1007/s10660-015-9193-4>
- Sáez Martín, A., Haro de Rosario, A., & Caba Pérez, M. D. C. (2015). Using Twitter for Dialogic Communication: Local Government Strategies in the European Union. *Local Government Studies*, 41(3), 421–444. <https://doi.org/10.1080/03003930.2014.991866>
- Sang, S., Lee, J.-D., & Lee, J. (2009a). Adoption of E - Government Services : The Case of Electronic Approval System. *International Journal of E-Adoption*, 1(2), 1–22.
- Sang, S., Lee, J., & Lee, J. (2009b). E-government adoption in ASEAN: the case of Cambodia. *Internet Research*, 19(5), 517–534. <https://doi.org/10.1108/10662240910998869>
- Santoso, A. D. (2017). Menuju Government 2.0: Analisis Kesiapan Pemerintah Daerah di Indonesia dalam Menggunakan Media Sosial untuk Memberikan Pelayanan Publik. In M. Taufiq (Ed.), *Reconstructing Public Administration Reform to Build World Class Government* (pp. 722–734). Jakarta: Lembaga Administrasi Negara.
- Saxena, S. (2018). Role of “perceived risks” in adopting mobile government (m-government) services in India. *Foresight*, 20(2), 190–205. <https://doi.org/10.1108/03684920610675157>
- Sebetci, Ö., & Aksu, G. (2014). Evaluating e-government systems in Turkey: The case of the “e-movable system.” *Information Polity*, 19(3–4), 225–243. <https://doi.org/10.3233/IP-140341>
- Serrano-Cinca, C., Rueda-Tomás, M., & Portillo-Tarragona, P. (2009). Factors influencing e-disclosure in local public administrations. *Environment and Planning C: Government and Policy*, 27(2), 355–378. <https://doi.org/10.1068/c07116r>

- Siamagka, N. T., Christodoulides, G., Michaelidou, N., & Valvi, A. (2015). Determinants of social media adoption by B2B organizations. *Industrial Marketing Management*, 51, 89–99. <https://doi.org/10.1016/j.indmarman.2015.05.005>
- Sugiyono. (2014). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Tan, M., Xiaoi, D., Qiushi, Y., & Chen, C. (2013). AN INVESTIGATION OF E-GOVERNMENT SERVICES IN CHINA. *EJISDC*, 57(5), 1–20.
- Twitter. (2017). Penggunaan kuki dan teknologi sejenis oleh kami. Retrieved July 21, 2018, from <https://help.twitter.com/id/rules-and-policies/twitter-cookies>
- Upadhyay, A., Khandelwal, K., Nadan, T., & Mishra, P. (2018). Sales technology usage: Modeling the role of support service, peer usage, perceived usefulness and attitude. *Asia Pacific Journal of Marketing and Logistics*, 30(1), 257–271. <https://doi.org/http://dx.doi.org/10.1108/MRR-09-2015-0216>
- Vrček, N., & Kláčmer, M. (2014). Intention to use and variables influencing intention to use electronic government services among citizens. *Journal of Information and Organizational Sciences*, 38(1), 55–69.
- Warkentin, M., Gefen, D., Pavlou, P. A., Rose, G. M., & Rose, G. M. (2010). Encouraging Citizen Adoption of e-Government by Building Trust Encouraging Citizen Adoption of e-Government by Building Trust. *Electronic Markets*, 13(2), 157–162. <https://doi.org/10.1080/101967802320245929>
- Wu, I. L., & Chen, J. L. (2005). An extension of Trust and TAM model with TPB in the initial adoption of on-line tax: An empirical study. *International Journal of Human Computer Studies*, 62(6), 784–808. <https://doi.org/10.1016/j.ijhcs.2005.03.003>
- Xie, Q., Song, W., Peng, X., & Shabbir, M. (2017). Predictors for e-government adoption: integrating TAM, TPB, trust and perceived risk. *The Electronic Library*, 35(1), 2–20. <https://doi.org/10.1108/EL-01-2014-0022>
- Yao, Y., & Murphy, L. (2007). Remote electronic voting systems: An exploration of voters' perceptions and intention to use. *European Journal of Information Systems*, 16(2), 106–120. <https://doi.org/10.1057/palgrave.ejis.3000672>
- Zhang, N., Guo, X., & Chen, G. (2011). Why adoption and use behavior of IT/IS cannot last?-two studies in China. *Information Systems Frontiers*, 13(3), 381–395. <https://doi.org/10.1007/s10796-010-9288-3>