

DAFTAR PUSTAKA

Artikel Ilmiah (Jurnal Elektronik) dan Buku

- Adesina, Olubukola S. 2017. "Foreign policy in an era of digital diplomacy." Cogent Social Sciences.
- Alshehri, M & Drew S. 2010. *Implementation of e-Government: Advantages and Challenges*. IASK Conference Proceedings.
- Azizuddin, Muhammad. 2014. *Public Administration Reform: A Perspective on Theoretical Challenges*. *Journal of Society & Change* Vol. VI, No. 3, July-September 2012. (<https://www.researchgate.net/publication/269995148>).
- Background Paper. 2012. "Reforms in Public Administration". European Public Administration Network.
- Bennet, Lance & Steven Livingston. 2018. "The disinformation order: Disruptive communication and the decline of democratic institutions". *European Journal of Communication* vol. 33 no.2.
- Bertot, John Carlo et al. 2016. *Universal And Contextualized Public Services: Digital Public Service Innovation Framework*. *Government Information Quarterly* 33 (2016) 211–222 (<https://www.researchgate.net/publication/303916818>).
- Białożyty, Wojciech. 2017. *Digital Era Governance – A New Chapter Of Public Management Theory And Practice*. Mazowsze Studia Regionalne.
- Bjola, Corneliu & Holmes, Marcus. Edited. 2015. *Digital Diplomacy: Theory and Practices*. New York: Routledge Taylor & Francis Group.
- Bordenave, Juan Diaz. 1976. "Communication of Agricultural Innovations in Latin America: The Need for New Models," *Communication Research*, 3:135-154.
- Bureekul, Thawilwadee. 2002. *Good Governance As A New Way Of Public Administration: Perspectives From Thailand*. Thailand: King Prajadhipok's Institute.
- Buzan, B. & R. Little. 2000. *International Systems in World History: Remaking the Study of International Relations*. Oxford, UK: Oxford University Press.
- Brinkerhoff, Derick & Brinkerhoff, Jennifer. 2015. *Public Sector Management Reform In Developing Countries: Perspectives Beyond Npm Orthodoxy*" dalam *Public Administration And Development Journal* number 35.
- Bungin, Burhan. 2006. *Metodologi Penelitian Kualitatif*. Jakarta: Raja Grafindo Persada.



- _____. 2008. *Penelitian Kualitatif: Komunikasi, Ekonomi, Kebijakan Publik dan Ilmu Sosial Lainnya* (2 ed). Jakarta: Kencana Prenada Media.
- Cannon, T. 1991. *Enterprise: Creation, Development and Growth*. UK: Butterworth Oxford.
- Carsten, Greeve. 2011. *Ideas in Public Management Reform for the 2010's: Sharing Capacity for Change through Digitalization, Value Creation and Involvement*. EUPAN IPSG WG Research Paper.
- Chakraborty, K. ed. 2013. *Cultural Diplomacy Dictionary*. Berlin: Academy for Cultural Diplomacy.
- Creswell, John W. 2010. *Research Design, Pendekatan Kualitatif, Kuantitatif dan Mixed*. Yogyakarta: Pustaka Pelajar.
- Deos, S. A. 2015. *Digital Diplomacy & Social Capital*. New Zealand: University of Otago.
- Deruda, Antonio. 2014. *The Digital Diplomacy Handbook: How to use social media to engage with global audiences*. www.digitaldiplomacyhandbook.com (preview & table of content).
- DiPLO. 2013. *Background: e-Diplomacy*. www.diplomacy.edu/e-diplomacy.
- Diplomatic Academy Proceedings Papers. 2016. *Intercultural Dialogue and Innovations in Diplomacy and Diplomatic Training*. Zagreb: Diplomatic Academy of the Ministry of Foreign and European Affairs. ISSN 1334-7659 Vol. 10, No. 1, 2016.
- Dunleavy, P. & Margetts, H. 2013. *The Second Wave of Digital Era Governance: A Quasi Paradigm For Government On The Web*, "Philosophical Transactions of the Royal Society".
- Finger, Mathias. 2013. *E' and the challenges of government*. Expert Group Meeting on 'Governance, Public Administration and Information Technology for Post-2015 Development'. Geneva, Switzerland.
- Foreign and Commonwealth Office. 2012. *The Foreign and Commonwealth Office Digital Strategy*. London: HM Government. Retrieved from https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/39629/AB_12-11-14_Digital_strategy.pdf.
- Gati, R. Andewi dkk. 2014. Efektivitas Program Surabaya Single Window (SSW) dalam Pelayanan Publik: Perspektif E-Government (Studi tentang Perijinan Online di Kota Surabaya). *Jurnal Administrasi Publik (JAP)*, Vol. 2 , No. 6 Universitas Brawijaya Malang.
- Global Development Network. 2009. *Varieties Of Governance : Effective Public Service Delivery Concept Note*.



- Hanson, F. 2010. *A Digital DFAT: Joining the 21st Century*. Sydney, Australia: Lowy Institute for International Policy.
- _____. 2012. "Baked in and Wired: e-Diplomacy @State." Brookings Institute Foreign Policy Paper Series, number 30 of 32 October: 1–41.
- Hare, Paul W. 2016. *Making Diplomacy Work (Intelligent Innovation for the Modern World)*. Boston USA: CQ Press.
- Heeks, R. & Bhatnagar, S. 1999. "Understanding Success and Failure in Information Age Reform." (pp. 49-74). In R. Heeks, (Ed.), *Reinventing Government in the Information Age: International Practice in IT Enabled Public Sector Reform*. London, UK: Routledge.
- Ho, A.T. 2002. "Reinventing Local Governments and the e-Government Initiative." *Public Administration Review*, 62 (4): 434-444.
- Hocking, B. & Melissen, J. 2015. *Diplomacy in the Digital Age*. Clingendael Report. Netherlands: Netherlands Institute of International Relations.
- Huque, A.S. 2002. *Government-society relations and the politics of Administrative reform in Hong Kong*. Hongkong: Public Policy and Administration, 17(1): 5–20.
- Huque, A.S. 2007. *Globalisation, Bureaucracy and Administrative Reform in Hong Kong*. In Farazmand, A. And Pinkowaki, J. (Eds). *Handbook of Globalisation, Governance, and Public Administration*. Boca Raton: Taylor & Francis.
- Karipacheril, Tina. 2013. *Public Service Delivery in the Era of Digital Governance: Case Studies from Indonesia*. World Bank (<https://www.researchgate.net/publication/258495661>).
- Kinsman, J. & Bassuener, K. 2010. *A Diplomat's Handbook for Democracy and Development Support*. Washington: Council for a Community of Democracies.
- Kosorukov, Artem A. 2017. "Digital Government Model: Theory And Practice Of Modern Public Administration". *Journal of Legal, Ethical and Regulatory Issues* Volume 20 Issue 3. Moskow: Lomonosov Moskow State University.
- Ladi, Stella. 2008. *Good Governance And Public Administration Reform In The Black Sea Economic Cooperation (BSEC) Member States*. *Journal of Xenophon Paper* (International Centre for Black Sea Studies (ICBSS)).
- Liestol, G. et al. 2003. *Theoretical and Conceptual Innovation in Digital Domains*. London: Massachusetts Institute of Technology.
- LEAD and Mercator Capacity Building Center for Leadership & Advocacy. 2015. "Networked Foreign Policy for the 21st Century. How Leaders Can Drive Change in the Digital Age." Berlin, Mercator Capacity Building Center for Leadership & Advocacy.



- Loerincik, Yves. 2006. *“Environmental Impacts and Benefits of Information and Communication Technology Infrastructure and Services, Using Process and Input-Output Life Cycle Assessment.”* Thesis for the École Polytechnique Federale de Lausa.
- Lovez, Kamen & Murray, Art. 2013. *“The digital diplomacy potential.”* KMWorld 22.
- Lowy Interpreter. 2015. *“Does Australia do digital diplomacy?”* Retrieved at: <http://www.lowyinterpreter.org/post/2015/04/17/Does-Australia-do-digital-diplomacy.aspx>.
- Magno, Fransisco & Serafica, Ramonette. 2001. *Information Technology for Good Governance*. Manila: De La Salle University.
- Manor, Ilan. 2016. *Are We There Yet: Have MFAs Realized the Potential of Digital Diplomacy?* Brill Research Perspectives. Leiden: Brill.
- _____. 2018. *The Digitalization of Diplomacy: Toward Clarification of a Fractured Terminology*. UK: Oxford Digital Diplomacy Research Group. Working Paper No 2 (Jan 2018).
- _____. 2019. *The Digitalization of Public Diplomacy*. Switzerland: Palgrave Macmillan.
- Matei, Lucica et al. 2016. *Public Service Performance And Good Administration*. Socio economic empirical evaluations. *Procedia Economics and Finance* 39 (2016) p.335 – 338.
- Mc. Glinchey, S. ed. 2017. *International Relations*. England: E-International Relations Publishing.
- Mc. Kosker, Frank. 2013. *ICT & Governance: Challenges and Opportunities in Development*. *Expert Group Meeting on ‘Governance, Public Administration and Information Technology for Post-2015 Development’*. Geneva: Switzerland.
- Meetika, Srivastava. 2009. *“Good Governance-Concept, Meaning And Features: A Detailed Study”* (<http://dx.doi.org/10.2139/ssrn.1528449>).
- Melissen, J. 1999. *Innovation in Diplomatic Practice*. New York: Palgrave.
- _____. 2005. *The New Public Diplomacy (Soft Power in International Relations)*. New York: Palgrave.
- Melissen, J. & Keulenaar. 2017. *Global Policy*. Netherland: University of Durham and John Wiley & Sons, Ltd.
- Milakovich, Michael. 2014. *Digital Governance and Collaborative Strategies for Improving Service Quality*. In *Proceedings of the International Conference on Knowledge Management and Information Sharing (KMIS)*, p.109-118 ISBN: 978-989-758-050-5.



- Moleong, Lexy J. 2001. *Metodologi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.
- Municipality of Amsterdam*. 2010. *Amsterdam Open*.
- National Information Technology Council. 2000. *Government Information Systems Plan*. Manila.
- National Research Council. 2003. *Innovation in Information Technology*. Washington, USA. The National Academies Press.
- Nasution, S. 1988. *Metode Penelitian Naturalistik Kualitatif*. Bandung: Tarsito
- Organization for Economic Cooperation and Development (OECD). 2017. *Government at a Glance 2017*, Paris: OECD Publishing.
- Pardo, Theresa A. 2000. "Realizing the Promise of Digital Government: It's More than Building a Web Site", Information Impact.
- Pamment, J. 2013. *New Public Diplomacy in the 21st Century: A Comparative Study of Policy and Practice*. New York: Routledge.
- Popa, Ioan Lala et.all. 2010. "A Theoretical Approach Of The Concept Of Innovation". *Journal Managerial Challenges of the Contemporary Society*. West University of Timisoara.
- Potter, E.H. 2002. *Cyber-Diplomacy: Managing Foreign Policy in the Twenty-First Century*. McGill-Queen's Press.
- Pouliot, V. & J. Cornut. 2015. "Practice Theory and the Study of Diplomacy: A Research Agenda." *Cooperation and Conflict* 50: 297–315. <https://doi.org/10.1177/0010836715574913>.
- Prensky, M. 2001. *Digital natives, digital immigrants part 1*. *On the Horizon*, 9 (5), 1–6.
- Rana, S. K. 2011. *21st Century Diplomacy A Practitioner's Guide*. New York: Continuum International Publishing Group.
- Ramadani, Veland & Shqipe Gerguri. 2010. "Innovation: Principles And Strategies". *Journal MPRA Paper*. Tetovo: South East European University.
- Ramsay, A. 2006. "Is Diplomacy Dead?" *Contemporary Review* 288, Autumn: 273–289.
- Rashica, Viona. 2018. *The Benefits And Risks Of Digital Diplomacy*. Macedonia: SEEU Review Volume 13 Issue 1. DOI: 10.2478/seeur-2018-0008.
- Ritto, L. 2014. *Diplomacy and its practice vs Digital Diplomacy*. retrieved at: <http://www.diplomatmagazine.nl/2014/10/18/diplomacy-practice-vs-digital-diplomacy-2/>.



- Rogers, E. M. 1973. *Communication Strategies for Family Planning*. New York: The Free Press.
- _____. 1983. *Diffusion of Innovations*. New York. The Free Press.
- Sandre, Andreas. 2015. *Digital Diplomacy: Conversations on Innovation in Foreign Policy*. Maryland: Rowman & Littlefield.
- Seib, P. M. 2012. *Real-time Diplomacy: Politics and Power in the Social Media Era*. New York: Palgrave Macmillan.
- Spry, D. 2018. *Facebook diplomacy: A data-driven, user-focused approach to Facebook use by diplomatic missions*. Media International Australia.
- Strauß, Nadine, Sanne Kruikemeier, Heleen van der Meulen, and Guda van Noort. 2015. "Digital diplomacy in GCC countries: Strategic communication of Western embassies on Twitter," *Government Information Quarterly* 32.
- Sugiyono. 2003. *Metode Penelitian Administrasi Dilengkapi dengan Metode R&D*. Bandung: Alfabeta.
- _____. 2011. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- _____. 2014. *Metode Penelitian Manajemen*. Bandung: Alfabeta.
- Suwarno, Yogi. 2008. *Inovasi di Sektor Publik*. Jakarta: STIA-LAN Press.
- Thompson, N.J. 2004. *Innovativeness And Performance: Evidence From Manufacturing Sectors*. *Journal of Strategic Marketing*, No.12.
- Uhaib, Muhammad dan Djani, William. 2018. *Indonesia Public Administration Reform In Supporting Good Governance*. *Jurnal Review Public Administration Management* Volume 6 Issue 3.
- Ujvari, Balazs. *Research Fellow for Egmont Institute*. 6 March 2017. Formal Interview. Brussels: Egmont Institute.
- United Nation Development Program. 2004. *Practice Notes* <http://www.undp.org/policy/practicenotes.htm>
- Verrekia, Bridget. 2017. *Digital Diplomacy and Its Effect on International Relations*. Independent Study Project (ISP) Collection.
- Westcott, Nicholas. 2008. *Digital Diplomacy: The Impact of the Internet on International Relations*. UK: Oxford Internet Institute, Research Report 16.
- Yanqing, Guo. 2010. *E-Government Definition, Goals, Benefits and Risks*. Tianjin University of Finance & Economics.



Websites

<https://iipg.or.id>.

<https://kemlu.go.id>

<https://peduliwni.kemlu.go.id>

<https://portal.bandung.go.id>

<https://bps.go.id>

<http://kelurahan.surakarta.go.id>

https://www.wipo.int/global_innovation_index/en/2019

<http://www.worldbank.org/>

<https://www.itu.int>

Laporan-laporan/Peraturan

Kaleidoskop Perlindungan WNI TA 2018 tahun Keempat Kabinet Kerja.

Laporan Kinerja Kementerian Luar Negeri TA 2018.

Peraturan Menteri Luar Negeri Nomor 02 Tahun 2016 tentang Organisasi dan Tata Kerja Kementerian Luar Negeri.

Peraturan Menteri Luar Negeri Nomor 05 Tahun 2018 tentang Perlindungan Warga Negara Indonesia di Luar Negeri.

Undang-undang Nomor 18 tahun 2017 tentang Perlindungan Pekerja Migran Indonesia.

Undang-undang Nomor 37 tahun 1999 tentang Hubungan Luar Negeri.