

DAFTAR PUSTAKA

- Abbasszadeh, M., Mohammadi, J. and Mohammadi, K., 2011, "The Need for Internal Controls in the Public Sector", *Auditor*, Vol. 56, hal. 1-7.
- Strukelj, T. and Suligoj, M., 2014, "Holism and Social Responsibility for Tourism Enterprise Governance", *Kybernetes*, Vol. 43, No. 3/4, hal. 394-412.
- Abbasszadeh, M.R., Salehi, M. and Faiz, S.M., 2019, "Association of Information Technology and Internal Controls of Iranian State Agencies", *International Journal of Law and Management*, Vol. 61, No. 1, hal. 133-150.
- Andruskevicius, A., 2004, *Administrative Law's Principles and Limits of Norms*, Vilnius: Teisines Informacijos Centras.
- Arnstein, S., 1969, "A Ladder of Citizen Participation", *Journal of the American Institute of Planners*, 35: 216-24.
- Asubonteng, P., McCleary, K.J. and Swan, J.E., 1996, "SERVQUAL Revisited: A Critical Review of Service Quality", *The Journal of Services Marketing*, Vol. 10, No. 6, hal. 62-81.
- Babbie, E., 2013, *The Practice of Social Research, Thirteenth Edition, International Edition*, Wadsworth: Cengage Learning.
- Badan Pusat Statistik Kota Yogyakarta, 2018, *Kota Yogyakarta Dalam Angka 2018*, Yogyakarta: Badan Pusat Statistik Kota Yogyakarta.
- Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta, 2018, *Provinsi Daerah Istimewa Yogyakarta Dalam Angka 2018*, Yogyakarta: Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta.
- Bartoletti, R. and Faccioli, F., 2016, "Public Engagement, Local Policies, and Citizens' Participation: An Italian Case Study of Civic Collaboration", *Social Media + Society*, July-September, hal. 1-11.
- Beierle, T., 1998, *Public Participation in Environmental Decisions: An Evaluation Framework Using Social Goals, Discussion Paper 99-06*, Washington DC: Resources for the Future.
- Bitner, M.J., Booms, B.H. and Tetreault, M.S., 1990, "The Service Encounter: Diagnosing Favorable and Unfavorable Incidents", *Journal of Marketing*, Vol. 54, hal. 71-84.
- Boak, G., Dickens, V., Newson, A. and Brown, L., 2015, "Distributed Leadership, Team Working and Service Improvement in Healthcare", *Leadership in Health Services*, Vol. 28, No. 4, hal. 332-344.
- Brennan, C. and Douglas, A., 2002, "Complaints Procedures in Local Government: Informing Your Customers", *International Journal of Public Sector Management*, Vol. 15, No. 3, hal. 219-236.
- Brusca, I., Rossi, F.M. and Aversano, N., 2016, "Online Sustainability Information in Local Governments in an Austerity Context: An Empirical Analysis in Italy and Spain", *Online Information Review*, Vol. 40, No. 4, hal. 497-514.

- Candlin, D. and Day, P., 1993, "Introducing TQM in a Service Industry", The Institute of Quality Assurance, hal. 132-132.
- Carvalho, D.S. and Fidélis, T., 2011, "Citizen Complaints as a New Source of Information for Local Environmental Governance", *Management of Environmental Quality: An International Journal*, Vol. 22, No. 3, hal. 386-400.
- Carvalho, L. and Goodyear, P., 2018, "Design, Learning Networks and Service Innovation", *Design Studies*, Vol. 55, No. C, hal. 27-53.
- Chahal, H. and Devi, P., 2013, "Identifying Satisfied/Dissatisfied Service Encounters in Higher Education", *Quality Assurance in Education*, Vol. 21, No. 2, hal. 211-222.
- Chen, J., Pan, J. and Xu, Y., 2016, "Sources of Authoritarian Responsiveness: A Field Experiment in China", *American Journal of Political Science*, Vol. 60, No. 2 (APRIL 2016), hal. 383-400.
- Choi, D.W., Chatfield, H.K. and Chatfield, R.E., 2018, "Agency or Stewardship? The Impact of Leadership Structure on the Debt Financing of Lodging Firms (Leadership Structure on Debt Financing)", *International Journal of Contemporary Hospitality Management*, Vol. 30, No. 3, hal. 1352-1373.
- Cohen, J., 1997, *Deliberation and Democratic Legitimacy*, dalam *Deliberative Democracy: Essays on Reason and Politics*, Diedit oleh J. Bohman and W. Rehg, Cambridge: MIT Press.
- Cook, S. and Macaulay, S., 1997, "Practical Steps to Empowered Complaint Management", *Managing Service Quality*, Vol. 7, No. 1, hal. 39-42.
- Cooper, P., 2007, "Knowing Your 'Lemons': Quality Uncertainty in UK Higher Education", *Quality in Higher Education*, Vol. 13, No. 1, hal. 19-29.
- Couldry, N., 2010, *Why Voice Matters: Culture and Politics After Neoliberalism*, London: SAGE.
- Creswell, J.W., 2016, *Research Design, Pendekatan Metode Kualitatif, Kuantitatif, dan Campuran*, Yogyakarta: Pustaka Pelajar.
- Cronin, J.J. and Taylor, S.A., 1994, "SERVPERF Versus SERVQUAL, Reconciling Performance-Based and Perceptions-Minus-Expectations Measurement of Service Quality", *Journal of Marketing*, Vol. 58, No. 1, hal. 125-131.
- Dahl, R.A., 1973, *Polyarchy: Participation and Opposition*, New Haven and London: Yale University Press.
- Dalehite, G.E., 2008, "Determinants of Performance Measurement: An Investigation into the Decision to Conduct Citizen Surveys", *Public Administration Review*, Vol. 68, No. 5, hal. 891-907.
- Dasgupta, S. and Wheeler, D., 1997, "Citizen Complaints as Environmental Indicators: Evidence from China", Working Paper, World Bank, hal. 1-26.
- Davis, J.H., Schoorman, F.D. and Donaldson, L., 1997, "Toward a Stewardship Theory of Management", *Academy of Management Review*, Vol. 22, No. 1, hal. 20-47.

- DeHoog, R.H., Lowery, D. and Lyons, W.E., 1990, "Citizen Satisfaction with Local Governance: A Test of Individual, Jurisdictional, and City-Specific Explanations", *The Journal of Politics*, Vol. 52, No. 3, hal. 807-837.
- Denhardt, J.V. and Denhardt, R.B., 2007, *The New Public Service: Serving, Not Steering, Expanded Edition*, New York: M.E. Sharpe, Inc.
- Dey, P., Hariharan, S. and Ho, W., 2009, "Innovation in Healthcare Services: A Customer-Focused Approach", *International Journal of Innovation and Learning*, Vol. 6, No. 4, hal. 387-405.
- Donaldson, L. and Davis, J.H., 1991, "Stewardship Theory or Agency Theory: CEO Governance and Shareholder Returns", *Australian Journal of Management*, Vol. 16, No. 1, hal. 49-64.
- Doroudi, F., 2010, "IT Applications: IT Strategic Planning", *Book of the Month in Science and Technology*, hal. 20-35.
- Dwiyanto, A., 2008, Mengapa Pelayanan Publik?, dalam *Mewujudkan Good Governance Melalui Pelayanan Publik*, Diedit oleh A. Dwiyanto, Yogyakarta: Gadjah Mada University Press, hal. 17.
- Education Bureau, 2018, *Guidelines for Handling School Complaints, (for Aided, Caput and Direct Subsidy Scheme Schools), Revised Version*, Hong Kong: Education Bureau.
- Frey, E., 1988, "The Evolution of Performance Measurement", *Industrial Management*, September-October, hal. 9-12.
- Ganguli, S. and Roy, S.K., 2010, "Service Quality Dimensions of Hybrid Services", *Managing Service Quality: An International Journal*, Vol. 20, No. 5, hal. 404-424.
- Giang, L., Nguyen, C. and Tran, A., 2017, "Does PAPI Monitoring Improve Local Governance? Evidence from a Natural Experiment in Vietnam", *International Journal of Development Issues*, Vol. 16, No. 1, hal. 85-106.
- Giannoccaro, R., Costantino, N., Ludovico, A.D. and Pietroforte, R., 2008, "Measuring Citizen Satisfaction with Aspects of Public Services from a Local Authority and Determining Their Importance: A Case Study", *Public Organiz Rev* 8:1-15.
- Gomez, C., Kirkman, B.L. and Shapiro, D.L., 2000, "The Impact of Collectivism and In-group/Outgroup Membership on the Evaluation Generosity of Team Members", *Academy of Management Journal*, Vol. 43, No. 6, hal. 1097-1106.
- Griffin, C.C., Ferranti, D., Tolmie, C., Jacinto, J., Ramshaw, G., and Bun, C., 2010, *Lives in the Balance: Improving Accountability for Public Spending in Developing Countries*, Washington DC: Brookings Institution Press.
- Grimes, M. and Esaiasson, P., 2014, "Government Responsiveness: A Democratic Value with Negative Externalities?", *Political Research Quarterly*, Vol. 67, No. 4, hal. 758-768.
- Hadibroto dan Witarsa, O., 1984, *Sistem Pengawasan Internal (System of Internal Control)*, Jakarta: LPFE UI.

- Hanson, E.M., 1997, "Educational Decentralization: Issues and Challenges", Inter-American Dialogue, Occasional Paper Series, California: University of California.
- Hardiyansyah, 2011, *Kualitas Pelayanan Publik*, Yogyakarta: Gava Media.
- Haw, C., Collyer, J. and Sugarman, P., 2010, "Patients' Complaints at a Large Psychiatric Hospital: Can They Lead to Better Patient Services?", *International Journal of Health Care Quality Assurance*, Vol. 23, No. 4, hal. 400-409.
- Hodgetts, R., 1998, *Measures of Quality and High Performance*, New York: AMACOM.
- Hsieh, S.Y., 2012, "Using Complaints to Enhance Quality Improvement: Developing an Analytical Tool", *International Journal of Health Care Quality Assurance*, Vol. 25, No. 5, hal. 453-461.
- Innes, J., 1996, "Planning Through Consensus Building: A New View of the Comprehensive Planning Ideal", *Journal of the American Planning Association*, Vol. 62, No. 4, hal. 460-72.
- Ismael, H.R. and Roberts, C., 2018, "Factors Affecting the Voluntary Use of Internal Audit: Evidence from the UK", *Managerial Auditing Journal*, Vol. 33, No. 3, hal. 288-317.
- Jääskeläinen, A. and Lönnqvist, A., 2011, "Public Service Productivity: How to Capture Outputs?", *International Journal of Public Sector Management*, Vol. 24, No. 4, hal. 289-302.
- Jensen, M.C. and Meckling, W.H., 1976, "Theory of the Firm: Managerial Behavior, Agency Costs and Ownership Structure", *Journal of Financial Economics*, Vol. 3, No. 4, hal. 305-360.
- Ji, X., Lu, W. and Qu, W., 2016, "Internal Control Weakness and Accounting Conservatism in China", *Managerial Auditing Journal*, Vol. 31, No. 6/7, hal. 688-726.
- Kaiser, K., Pattinasarany, D. and Schulze, G.G., 2006, "Decentralization, Governance, and Public Service in Indonesia", Working Paper Series No. 34, Yogyakarta: Center for Population and Policy Studies.
- Kasabov, E., 2016, "Theorising Practices to Deliberately or Accidentally Control Customers", *European Journal of Marketing*, Vol. 50, No. 7/8, hal. 1493-1520.
- Kaur, M., 2016, "Status of e-Governance in India", *International Journal of Advanced Research in Computer Science*, Vol. 7, No. 6 (Special Issue), hal. 361-363.
- Khalili, A., 2017, "Creative and Innovative Leadership: Measurement Development and Validation", *Management Research Review*, Vol. 40, No. 10, hal. 1117-1138.
- Kim, S.L., Son, S.Y. and Yun, S., 2018, "Abusive Supervision and Knowledge Sharing: The Moderating Role of Organizational Tenure", *Personnel Review*, Vol. 47, No. 1, hal. 22-38.

- Kiuriene, V., 2015, "Administrative Supervision of Local Self-Government in the Baltic States: A Comparative View", *Journal of Education Culture and Society*, No. 2, hal. 394-410.
- Kontogeorgos, A., Tselempis, D. and Aggelopoulos, S., 2014, "Measuring Service Quality of the Greek Ministry of Agriculture", *Measuring Business Excellence*, Vol. 18, No. 4, hal. 54-64.
- Kritchanchai, D. and MacCarthy, B.L., 1999, "Responsiveness of the Order Fulfilment Process", *International Journal of Operations & Production Management*, Vol. 19, No. 8, hal. 812-833.
- Kumorotomo, W., 2008, *Konferensi Administrasi Negara, Yogyakarta, Pengembangan e-Government untuk Peningkatan Transparansi Pelayanan Publik: Studi Kasus UPIK di Pemkot Jogjakarta dan e-Procurement di Pemkot Surabaya*, Yogyakarta: Universitas Gadjah Mada.
- Kumorotomo, W., 2008, *Pelayanan yang Akuntabel dan Bebas dari KKN, dalam Mewujudkan Good Governance Melalui Pelayanan Publik*, Diedit oleh A. Dwiyanto, Yogyakarta: Gadjah Mada University Press, hal. 95.
- Kumorotomo, W., 2014, *Kegagalan Penerapan e-Government dan Kegiatan Tidak Produktif dengan Internet*, ResearchGate (internet), Desember, hal. 1-16. <<http://www.researchgate.net.publication>> (diakses 6 Maret 2017).
- Kunstelj, M., Jukic', T. and Vintar, M., 2009, "How to Fully Exploit the Results of e-Government User Surveys: The Case of Slovenia", *International Review of Administrative Sciences*, 75(1), hal. 117-149.
- Laskowska, J., 2011, "Personal Controlling as a Management Tool for Library Staff in the Example of Selected Polish Libraries", *Library Management*, Vol. 32, No. 6/7, hal. 457-468.
- Laurian, L. and Shaw, M.M., 2009, "Evaluation of Public Participation: The Practices of Certified Planners", *Journal of Planning Education and Research*, 28:293-309.
- Lehtinen, U. and Lehtinen, J.R., 1991, "Two Approaches to Service Quality Dimensions", *The Service Industries Journal*, Vol. 11, No. 3, hal. 287-303.
- Lee, M. and Lio, M., 2016, "The Impact of Information and Communication Technology on Public Governance and Corruption in China", *Information Development*, Vol. 32, No. 2, hal. 127-141.
- Lowndes, V. and Gardner, A., 2016, "Local Governance Under the Conservatives: Super-Austerity, Devolution and the 'Smarter State'", *Local Government Studies*, Vol. 42, No. 3, hal. 357-375.
- McLendon, M.K., 2003, *State Governance Reform of Higher Education: Patterns, Trends, and Theories of the Public Policy Process*, dalam *Higher Education: Handbook of Theory and Research*, Diedit oleh J.C. Smart, Springer: hal. 57-143.
- Mercieca, C., Cassar, S. and Borg, A.A., 2014, "Listening to Patients: Improving the Outpatient Service", *International Journal of Health Care Quality Assurance*, Vol. 27, No. 1, hal. 44-53.

- Mitchell, V., 1993, "Handling Consumer Complaint Information: Why and How?", *Management Decision*, Vol. 31, No. 3, hal. 21-8.
- Moleong, L.J., 2017, *Metodologi Penelitian Kualitatif, Edisi Revisi*, Bandung: PT. Remaja Rosdakarya.
- Mustari, M., 2014, *Manajemen Pendidikan*, Jakarta: Rajawali Pers.
- Neupane, A., Soar, J., Vaidya, K. and Yong, J., 2014, "Willingness to Adopt e-Procurement to Reduce Corruption: Results of the PLS Path Modeling", *Transforming Government: People, Process and Policy*, Vol. 8, No. 4, hal. 500-520.
- OECD Centre for Educational Research and Innovation, 2016, *Trends in Education*, Paris: OECD.
- Olaitan, O. and Flowerday, S., 2016, "Successful IT Governance in SMEs: An Application of the Technology–Organisation– Environment Theory", *South African Journal of Information Management*, 18(1), a696.
- Ombudsman Western Australia, 2010, *Guidelines the Principles of Effective Complaint Handling*, Western Australia: Ombudsman Western Australia.
- O'Grady, W., 2019, "Enabling Control in a Radically Decentralized Organization", *Qualitative Research in Accounting & Management*, Vol. 16, No. 2, hal. 224-251.
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L., 1985, "A Conceptual Model of Service Quality and Its Implications for Future Research", *Journal of Marketing*, Vol. 49, No. 4, hal. 41-50.
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L., 1988, "SERVQUAL: A Multiple Item Scale for Measuring Consumer Perceptions of Service Quality", *Journal of Retailing*, Vol. 64, No. 1, hal. 12-37.
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L., 1991, "Refinement and Reassessment of the SERVQUAL Scale", *Journal of Retailing*, Vol. 67 No. 4, pp. 420-450.
- Pemerintah Kota Yogyakarta, Keputusan Walikota Nomor 86 Tahun 2003 tentang Pembentukan Unit Pelayanan Terpadu Satu Atap Kota Yogyakarta.
- Pemerintah Kota Yogyakarta, Peraturan Walikota Nomor 77 Tahun 2009 tentang Pelayanan Informasi dan Keluhan pada Unit Pelayanan Informasi dan Keluhan (UPIK) Kota Yogyakarta.
- Pemerintah Kota Yogyakarta, Peraturan Walikota Nomor 78 Tahun 2016 tentang Susunan Organisasi, Kedudukan, Tugas, Fungsi dan Tata Kerja Dinas Pendidikan Kota Yogyakarta (Lembaran Daerah Kota Yogyakarta Tahun 2016 Nomor 78).
- Pemerintah Kota Yogyakarta, Peraturan Walikota Nomor 6 Tahun 2017 tentang Pedoman Pemberian JPD (Berita Daerah Kota Yogyakarta Tahun 2017 Nomor 6).
- Pemerintah Kota Yogyakarta, Peraturan Walikota Yogyakarta Nomor 128 Tahun 2017 tentang Pembentukan, Susunan Organisasi, Kedudukan, Fungsi, Tugas dan Tata Kerja Unit Pengelola Pendidikan Anak Usia Dini dan Sekolah Dasar

pada Dinas Pendidikan (Berita Daerah Kota Yogyakarta Tahun 2017 Nomor 130).

Pemerintah Kota Yogyakarta, Peraturan Walikota Yogyakarta Nomor 129 Tahun 2017 tentang Pembentukan, Susunan Organisasi, Kedudukan, Fungsi, Tugas dan Tata Kerja Unit Pelaksana Teknis pada Dinas Pendidikan (Berita Daerah Kota Yogyakarta Tahun 2017 Nomor 131).

Pemerintah Kota Yogyakarta, Sejarah Kota, Situs Resmi Pemerintah Kota Yogyakarta, <<https://www.jogjakota.go.id>.> (diakses 20 Oktober 2018).

Pilemalm, S., Lindgren, I. and Ramsell, E., 2016, "Emerging Forms of Inter-Organizational and Cross-Sector Collaborations in e-Government Initiatives: Implications for Participative Development of Information Systems", *Transforming Government: People, Process and Policy*, Vol. 10, No. 4, hal. 605-636.

Porter, S., 2016, "A Framework for Improving the Responsiveness of Policy Through Development Evaluation", *Evaluation*, Vol. 22, No. 2, hal. 245-258.

Powell, G.B., 2004, "The Chain of Responsiveness", *Journal of Democracy*, Vol. 15, No. 4, hal. 91-105.

Pramod, V., Li, J. and Gao, P., 2012, "A Framework for Preventing Money Laundering in Banks", *Information Management & Computer Security*, Vol. 20, No. 3, hal. 170-183.

Pramusinto, Agus, 2013, "Membangun Mekanisme Pengaduan Keluhan untuk Meningkatkan Efektivitas Kepemimpinan: Kasus Kota Yogyakarta", *Jurnal Kebijakan dan Administrasi Publik*.

Purwanto, E.A., 2008, *Pelayanan Publik Partisipatif*, dalam *Mewujudkan Good Governance Melalui Pelayanan Publik*, Diedit oleh A. Dwiyanto, Yogyakarta: Gadjah Mada University Press, hal. 173.

Rachman, A.A., 2001, *Administrasi Pemerintahan dalam Pembangunan*, Jakarta: CV. Haji Mas Agung.

Ramsey, R., 2003, "How to Handle Customer Complaints", *The American Salesman*, Vol. 48, No. 10, hal. 15-20.

Reilly, J., 2012, *Strong Society, Smart State: The Rise of Public Opinion in China's Japan Policy*, New York: Columbia.

Republik Indonesia, Instruksi Presiden Republik Indonesia Nomor 1 Tahun 1989 tentang Pedoman Pelaksanaan Pengawasan Melekat.

Republik Indonesia, Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 35 Tahun 2018 tentang Kebijakan Pengawasan Penyelenggaraan Pemerintahan Daerah Tahun 2019 (Berita Negara Republik Indonesia Tahun 2018 Nomor 613).

Republik Indonesia, Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 15 Tahun 2014 (Berita Negara Republik Indonesia Tahun 2014 Nomor 615).

- Republik Indonesia, Peraturan Pemerintah Nomor 96 Tahun 2012 tentang Pelaksanaan Undang-undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik (Lembaran Negara Republik Indonesia Tahun 2012 Nomor 215).
- Republik Indonesia, Undang-undang Nomor 20 Tahun 2003 tentang Sistem Pendidikan Nasional (Lembaran Negara Republik Indonesia Tahun 2003 Nomor 78).
- Republik Indonesia, Undang-undang Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 112).
- Republik Indonesia, Undang-undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah (Lembaran Negara Republik Indonesia Tahun 2014 Nomor 244), Sebagaimana telah Diubah Beberapa Kali Terakhir dengan Undang-undang Nomor 9 Tahun 2015 Tentang Pemerintahan Daerah (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 58).
- Rosenau, James, 1998, *Governance and Democracy in a Globalizing World*, dalam *Re-imagining Political Community* (eds), Diedit oleh D. Archibugi, D. Held dan M. Kohler, hal. 36.
- Rosset, J., Giger, N. and Bernauer, J., 2017, "I the People? Self-Interest and Demand for Government Responsiveness", *Comparative Political Studies*, Vol. 50, No. 6, hal. 794-821.
- Sachs, J., 2005, *The End of Poverty: How We Can Make It Happen in Our Lifetime*, London: Penguin Books.
- Salindeho, J., 1995, *Pengawasan Melekat: Waskat, Aspek-aspek Terkait dan Implementasinya*, Jakarta: Bumi Aksara.
- Sarafrazi, M., 2011, "IT Deployment Paradigm, New Milestone in the Development of Participative Management", *Strategic Research Institute, Bulletin*. Vol. 83.
- Schillemans, T., 2013, "Moving Beyond Clash of Interest", *Public Management Review*, Vol. 15, No. 4, hal. 541-562.
- Setianingrum, T. dan Tsalatsa, Y., 2016, "Mempertanyakan Responsivitas Pelayanan Publik pada Pengelolaan Pengaduan Kasus UPIK di Kota Yogyakarta", *Populasi: Jurnal Kependudukan dan Kebijakan*, Vol. 24, No. 1, hal. 1-25.
- Shala, M. and Shala, S., 2016, "Supervision and Control of Local Governance in the Republic of Kosovo", *European Journal of Interdisciplinary Studies* January-April 2016, Vol. 2, No. 1, hal. 74-84.
- Shon, J. And Hou, Y., 2017, "Local Sales Tax Adoption in U.S. Counties: Internal and External Forces", *J. Of Public Budgeting, Accounting & Financial Management*, Vol. 29 (3), Hal. 289-318.
- Subarsono, A.G., 2008, *Pelayanan Publik yang Efisien, Responsif, dan Non-Partisan*, dalam *Mewujudkan Good Governance Melalui Pelayanan Publik*, Diedit oleh A. Dwiyanto, Yogyakarta: Gadjah Mada University Press, hal. 135.

- Suharto, E., 2007, *Kebijakan Sosial sebagai Kebijakan Publik*, Bandung: Alfabeta.
- Sujanto, 1986, *Beberapa Pengertian di Bidang Pengawasan*, Jakarta: Ghalia Indonesia.
- Tang, H.H. and Tsui, C.G., 2018, "Democratizing Higher Education Through Internationalization: The Case of HKU SPACE", *Asian Education and Development Studies*, Vol. 7, No. 1, hal. 26-41.
- Tariq, H. and Weng, Q., 2018, "Accountability Breeds Response-Ability: Instrumental Contemplation of Abusive Supervision", *Personnel Review*, Vol. 47, No. 5, hal. 1019-1042.
- Tennille, C.L., 2005, "Public Participation: City Rights Versus Citizen Rights", *Public Works Management & Policy*, Vol. 9, No. 4, April, hal. 263-269.
- Tjiptono, F., 1997, *Prinsip-prinsip Total Quality Service*, Yogyakarta: Penerbit Andi.
- Ustama, D.D., 2009, "Peranan Pendidikan dalam Pengentasan Kemiskinan", *JIAKP*, Vol. 6, No. 1, hal. 1-12.
- Vos, J.F.J, Huitema, G.B. and de Lange-Ros, E., 2008, "How Organisations Can Learn from Complaints", *The TQM Journal*, Vol. 20, No. 4, hal. 8-17.
- Voss, R., Gruber, T. and Reppel, A., 2010, "Which Classroom Service Encounters Make Students Happy or Unhappy?", *International Journal of Educational Management*, Vol. 24, No. 7, hal. 615-36.
- Walker, R.M., Brewer, G.A., Boyne, G.A. and Avellaneda, C.N., 2011, "Market Orientation and Public Service Performance: New Public Management Gone Mad?", *Public Administration Review*, Vol. 71, No. 5, hal. 707-717.
- Walton, E.J., 2005, "The Persistence of Bureaucracy: A Meta-Analysis of Weber's Model of Bureaucratic Control", *Organization Studies*, 26(4): 569-600.
- Western Isles Council, 1998, *Complaints Procedure*.
- White, S.E., 2014, "Special Education Complaints Filed by Parents of Students with Autism Spectrum Disorders in the Midwestern United States", *Focus on Autism and Other Developmental Disabilities*, Vol. 29, No. 2, hal. 80-87.
- Wilcox, K., Roggenveen, A.L. and Grewal, D., 2011, "Shall I Tell You Now or Later? Assimilation and Contrast in the Evaluation of Experiential Products", *Journal of Consumer Research*, Vol. 38, No. 4, hal. 763-773.
- Wilkin, P. and Boudeau, C., 2015, "Public Participation and Public Services in British Liberal Democracy: Colin Ward's Anarchist Critique", *Environment and Planning C: Government and Policy*, Vol. 33, hal. 1325-1343.
- Wilson, A., Tewdwr-Jones, M. and Comber, R., 2017, "Urban Planning, Public Participation and Digital Technology: App Development as a Method of Generating Citizen Involvement in Local Planning Processes", *Environment and Planning B: Urban Analytics and City Science*, 0(0), hal. 1-17.



- Wirtz, B.W. and Kurtz, O.T., 2016, "Local e-Government and User Satisfaction with City Portals – The Citizens' Service Preference Perspective", *Int Rev Public Nonprofit Mark*, 13, hal. 265-287.
- Yang, Y., Hu, H. and Qian, X., 2012, "Government Quality Control with Excellence Model: A Case Study on AQSIQ, China", *The TQM Journal*, Vol. 24, No. 3, hal. 218-230.
- Yin, Robert K., 2018, *Case Study Research and Application: Design and Methods Sixth Edition*, Los Angeles: Sage.
- Zairi, M., 2000, "Managing Customer Dissatisfaction Through Effective Complaints Management Systems", *The TQM Magazine*, Vol. 12, No. 5, hal. 331-9.
- Zamzami, F., Faiz, I.A., dan Mukhlis, 2016, *Audit Internal: Konsep dan Praktik*, Yogyakarta: Gadjah Mada University Press.