

- Abdin, M. (2019). Ease of Doing Business Index. *Ease of Doing Business Index (March 20, 2019)*.
- Abeywickrama, M. H., & Wickramaarachchi, W. A. D. N. (2015). Study on the Challenges of Implementing Single Window Concept to Facilitate Trade in Sri Lanka: A Freight Forwarder Perspective. *Journal of Economics, Business, and Management*, 3(9).
- Abonyi, G. (2012). The Emerging ASEAN Economic Community (AEC 2015) and the Challenge of Innovation-Micro View (Part 2). *Asia Policy Briefs*, June, 1-10.
- Ahn, K. (2010). The study of Single Window model for Maritime logistics. In *2010 6th International Conference on Advanced Information Management and Service (IMS)* (pp. 106-111). IEEE.
- Andersson, U., Dasí, Á., Mudambi, R., & Pedersen, T. (2016). Technology, innovation and knowledge: The importance of ideas and international connectivity. *Journal of World Business*, 51(1), 153-162.
- Andrinal, I., & Widjaja, A. (2018). Rancangan Sistem Informasi Permintaan Barang Pada Pengelola Portal Indonesia National Single Window (PP INSW) Dengan Metodologi Berorientasi Obyek. *IDEALIS: Indonesia Journal Information System*, 1(4), 411-417.
- Ani, T. G. (2015). Effect of ease of doing Business to Economic growth among Selected Countries in Asia. *Asia Pacific journal of multidisciplinary research*, 3(5), 139-145.
- Anuar, A. (2019). ASEAN Economic Outlook 2019: Changing Skies?.
- Apostolov, M. (2008, December). Good governance and the concept of electronic single window for international trade. In *Proceedings of the 2nd international conference on Theory and practice of electronic governance* (pp. 8-9). ACM.
- Arvis, J. F., Ojala, L., Wiederer, C., Shepherd, B., Raj, A., Dairabayeva, K., & Kiiski, T. (2018). Connecting to compete 2018: trade logistics in the global economy.
- Asongu, S. A., & Nwachukwu, J. C. (2019). The Role of Openness in the Effect of ICT on Governance. *Information Technology for Development*, 25(3), 503-531.
- Association of Southeast Asian Nations (2016). *ASEAN Declaration of Innovation*. Philippines: ASEAN.
- Bal, A. B., & Rajput, T. (2018). Trade in the Digital Era: Prospects and Challenges for an International Single Window Environment. In *Netherlands Yearbook of International Law 2017* (pp. 305-326). TMC Asser Press, The Hague.
- Bal, A. B., Rajput, T., & Alizada, P. (2017). *International single window environment: Prospects and challenges* (No. 744). ADBI Working Paper.
- Beeson, M. (2009). ASEAN's ways: still fit for purpose?. *Cambridge Review of International Affairs*, 22(3), 333-343.
- Berman, E. M., Bowman, J. S., West, J. P., & Van Wart, M. R. (2019). *Human resource management in public service: Paradoxes, processes, and problems*. CQ Press.
- Berry, F. S., & Berry, W. D. (2018). Innovation and Diusion Models in Policy Research. In *Theories of the policy process* (pp. 263-308). Routledge.
- Bovaird, T., & Downe, J. (2008). Innovation in public engagement and co-production of services. *Policy Paper for Department of Communities and Local Government*, 39.
- Bryson, J. M., Crosby, B. C., & Bloomberg, L. (Eds.). (2015). *Public value and public administration*. Georgetown University Press.
- Calvo, A. S., & Campos, C. (2017). Mexico: Single Window for Foreign Trade. In *Digital Government* (pp. 85-103). Springer, Cham.
- Cataldo, A., Ferrer, J. C., Rey, P. A., & Sauré, A. (2018). Design of a single window system for e-government services: the chilean case. *Journal of Industrial & Management Optimization*, 14(2), 561-582.
- Choi, J. Y. (2011). A survey of single window implementation. *WCO research Paper*, 17, 11-20.
- Chong, K. W. (2009). Legal and Regulatory Aspects of International Single Window Implementation: The ASEAN Experience. *Global Trade and Customs Journal*, 4(6), 185-193.
- Chow, N. Z. M. (2018). The Single Window and the TFA: ASEAN's Best Chance at a Common Rule of Law. *Asian Journal of Law and Economics*, 9(2).
- Colesky, T., & Raath, R. (2015). Political will as an enabler for a customs administration to implement coordinated border management: a practical example. *World Customs Journal*, 85.
- CustomNews Vietnam (2017). Implementation of The National Single Window not as expected of Enterprises. Retrieved online September 2019.
- Das, S. B. (2017). ASEAN single window: Advancing trade facilitation for regional integration.
- David Albury (2005) Fostering Innovation in Public Services, Public Money and Management, 25:1, 51-56
- de Vries, H., Tummers, L., & Bekkers, V. (2018). The diffusion and adoption of public sector innovations: A meta-synthesis of the literature. *Perspectives on Public Management and Governance*, 1(3), 159-176.
- Duval, Y., Utoktham, C., & Kravchenko, A. (2018). *Impact of implementation of digital trade facilitation on trade costs* (No. 174). ARTNet Working Paper Series.
- Emmers, R. (2005). Regional hegemonies and the exercise of power in Southeast Asia: A study of Indonesia and Vietnam. *Asian Survey*, 45(4), 645-665.
- Feller, I., & Feller, E. (1981). Public-Sector Innovation as "Conspicuous Production". *Policy Analysis*, 1-20.
- Findlay, C. (2009). Trade Facilitation in the ASEAN Economic Community. *Policy Brief. Economic Research Institute for ASEAN and East Asia*.

Fjortoft, K., & Berge, S. P. (2019). ICT for Sustainable Shipping. In *Sustainable Shipping* (pp. 137-166). Springer, Cham.

Grainger, A. (2011). Trade facilitation: a conceptual review. *Journal of World Trade*, 45(1), 39-62.

Hammar, T. (2009). Trade facilitation in Vietnam-recent progress and impact.

Harris, I., Wang, Y., & Wang, H. (2015). ICT in multimodal transport and technological trends: Unleashing potential for the future. *International Journal of Production Economics*, 159, 88-103.

Hartley, J. (2005). Innovation in governance and public services: Past and present. *Public money and management*, 25(1), 27-34.

Herliana, L., & Parsons, D. (2011). Logistics in Indonesia. *APEC Policy Support Unit, The Impacts and Benefits of Structural Reforms in the Transport, Energy and Telecommunications Sectors in APEC Economies, Singapore: APEC Policy Support Unit*, 446-61.

Hoekman, B., & Nicita, A. (2011). Trade Policy, Trade Costs, and Developing Country Trade. *World Development*, 39(12), 2069–2079. doi:10.1016/j.worlddev.2011.05.013

International Telecommunication Union. (2017). Measuring the information society report 2017.

Jones, C. (2019). A value chain approach to support Southeast Asian economic regionalism. *Journal of ASEAN Studies*, 7(1), 40-57.

Kahn, K. B. (2018). Understanding innovation. *Business Horizons*, 61(3), 453-460.

Kamarck, E. (2004). Government innovation around the world.

Khan, G. F., Moon, J., Rhee, C., & Rho, J. J. (2010). E-government skills identification and development: toward a staged-based user-centric approach for developing countries. *Asia Pacific Journal of Information Systems*, 20(1), 1-31.

Kimura, F., Ambashi, M., & Wong, P. K. (2019). Innovation for ASEAN 2040. *Towards a Bolder and Stronger ASEAN Community*, 3.

Kitchenham, B. (2004). Procedures for performing systematic reviews. *Keele, UK, Keele University*, 33(2004), 1-26.

Koh, J., & Mowerman, A. F. (2013). *Towards a Truly Seamless Single Windows and Trade Facilitation Regime in ASEAN Beyond 2015* (No. DP-2013-29). Economic Research Institute for ASEAN and East Asia (ERIA).

Krishnan, R., & Li, J. (2018). Window of Hope Towards ASEAN Economic Integration. Available at SSRN 3211820.

Krishnan, R., & Li, J. (2018). Window of Hope Towards ASEAN Economic Integration. Available at SSRN 3211820.

Kusumaningrum, D. N., & Yekti, S. N. (2018). Harmonisasi Ketentuan SPS dalam Perspektif Kepentingan Indonesia. *Jurnal Ilmiah Hubungan Internasional*, 14(1), 37-50.

Layton, B. (2007). Trade Facilitation: A study in the context of the ASEAN Economic Community Blueprint. *ERIA Research Project Report 2007 No. 1-2. Deepening Economic Integration in East Asian-The ASEAN Economic Community and Beyond*.

Lewis, J. M., Ricard, L. M., & Klijn, E. H. (2018). How innovation drivers, networking and leadership shape public sector innovation capacity. *International Review of Administrative Sciences*, 84(2), 288-307.

Mardalis. (1995). *Metode penelitian: suatu pendekatan proposal*. Bumi Aksara.

Maydanova, S., & Ilin, I. (2018). Problems of the preliminary customs informing system and the introduction of the Single Window at the sea check points of the Russian Federation. In *MATEC Web of Conferences* (Vol. 239, p. 04004). EDP Sciences.

McGregor Jr, E. B., Campbell, A. K., Macy Jr, J. W., & Cleveland, H. (1982). Symposium: The public service as institution. *Public Administration Review*, 42(4), 304.

McLinden, G., Fanta, E., Widdowson, D., & Doyle, T. (Eds.). (2010). *Border management modernization*. The World Bank.

McMaster, J., & Nowak, J. (2006). The Evolution of Electronic Trade Facilitation: Towards a Global Single Window Trade Portal. *The Electronic Journal of Information*, 1-19.

Moïse, E., & Sorescu, S. (2013). *Trade facilitation indicators: The potential impact of trade facilitation on developing countries' trade* (No. 144). OECD Publishing.

Morabito, V. (2015). Big data and analytics for government innovation. In *Big data and analytics* (pp. 23-45). Springer, Cham.

Mulgan, G., & Albury, D. (2003). Innovation in the public sector. *Strategy Unit, Cabinet Office*, 1, 40.

Nambiar, S. (2018). India's Connectivity with ASEAN: What Role for Northeast India?. In *Mainstreaming the Northeast in India's Look and Act East Policy* (pp. 131-158). Palgrave Macmillan, Singapore.

Nambisan, S. (2008), Transforming Government through Collaborative Innovation, IBM Centre for the Business of Government research report, May.

Newman, J., Raine, J., & Skelcher, C. (2001). Developments: Transforming local government: Innovation and modernization. *Public Money and Management*, 21(2), 61-68.

Nicholson-Crotty, Sean, and Sanya Carley. 2016. "Effectiveness, Implementation, and Policy Diffusion: Or 'Can We Make That Work for Us?'" *State Politics and Policy Quarterly* 16 (1):78–97.

Niculescu, M. C., & Minea, M. (2016). Developing a single window integrated platform for multimodal transport management and logistics. *Transportation Research Procedia*, 14, 1453-1462.

OECD (2005) The costs and Benefits of Trade Facilitation, policy brief, October 2005

- Ojala, L., & Celebi, D. (2015). The World Bank's Logistics Performance Index (LPI) and drivers of logistics performance. *Proceeding of MAC-EMM, OECD*.
- Okoli, C., & Schabram, K. (2010). A guide to conducting a systematic literature review of information systems research.
- Osborne, S. P. (2013). *Voluntary organizations and innovation in public services*. Routledge.
- Otsuki, T. (2011). Quantifying the benefits of trade facilitation in ASEAN. *Toward a Competitive ASEAN Single Market: Sectoral Analysis*, 2010-03.
- Park, Yeonkyeong (2019). *Challenges in Implementing the WTO Trade Facilitation Agreement* (Doctoral dissertation)
- Pavlenko, O., Triakina, O., Garmash, E., Bogdanova, E., Jeifets, V., Babayev, I., ... & Zafeiropoulos, P. (2019). Facilitation and security of international trade: innovative mechanisms and instruments.
- Pengman, H., & Kettapan, K. (2018). The Development of a Single Window Integrated with Transportation Management in ASEAN. *Veridian E-Journal, Silpakorn University (Humanities, Social Sciences and arts)*, 11(4), 879-888.
- Phan, H. D. (2019). The effects of ASEAN treaties in domestic legal orders: Evidence from Vietnam. *International Journal of Constitutional Law*, 17(1), 205-229.
- Popay, J., Roberts, H., Sowden, A., Petticrew, M., Arai, L., Rodgers, M., ... & Duffy, S. (2006). Guidance on the conduct of narrative synthesis in systematic reviews. *A product from the ESRC methods programme Version, 1*, b92.
- Prakash, A. (2019). The Importance of Industrialisation and Trade Facilitation for Employment-Led Growth in the Digital Economy.
- Pugliatti, L. (2011). Cloud single window: legal implications of a new model of cross-border single window. *World Customs Journal*, 5(2), 3-20.
- Quyen, N. M. (2011). Status and Challenges of Trade Facilitation and Supply Chain Efficiency Improvements in Vietnam: Economic Corridors for Trade Facilitation. In *Asia-Pacific Trade Facilitation Forum 2011*.
- Rebenstorf H. (2004) Political Interest — Its Meaning and General Development. In: Rebenstorf H. (eds) *Democratic Development?.* VS Verlag für Sozialwissenschaften
- Remali, M. Z. H., & Harun, M. (2018). Malaysia National Single Window: The Enforcement Royal Malaysia Custom and Miti Liabilities on Trade System and Logistic Sector. *Advances in Transportation and Logistics Research*, 1(1), 935-947.
- Rolfstam, M. (2009). Public procurement as an innovation policy tool: the role of institutions. *Science and Public Policy*, 36(5), 349-360.
- Sakyi, D., Villaverde, J., Maza, A., & Bonuedi, I. (2017). The effects of trade and trade facilitation on economic growth in Africa. *African Development Review*, 29(2), 350-361.
- Scherlis, W. L., & Eisenberg, J. (2003). IT research, innovation, and e-government. *Communications of the ACM*, 46(1), 67-68.
- Schmidhuber, L., Piller, F., Bogers, M., & Hilgers, D. (2019). Citizen participation in public administration: investigating open government for social innovation. *R&D Management*, 49(3), 343-355.
- Shepherd, B., Kumar, U., & Dime, R. (2018). Trade Facilitation and Innovation: Evidence from South Asia Subregional Economic Cooperation Countries.
- Shipan, C. R., & Volden, C. (2008). The mechanisms of policy diffusion. *American journal of political science*, 52(4), 840-857.
- Srisangnam, P., & Devendrakumar, A. (2018). Unlocking the Northeast Region of India: An ASEAN Connectivity Perspective. In *Mainstreaming the Northeast in India's Look and Act East Policy* (pp. 101-130). Palgrave Macmillan, Singapore.
- Stroetmann, K. A. (2014). Scoping global good eHealth platforms: implications for sub-Saharan Africa. In *2014 IST-Africa Conference Proceedings* (pp. 1-10). IEEE.
- Stubbs, R. (2019). ASEAN sceptics versus ASEAN proponents: evaluating regional institutions. *The Pacific Review*, 1-28.
- Szczygielski, K., Grabowski, W., Pamukcu, M. T., & Tandogan, V. S. (2017). Does government support for private innovation matter? Firm-level evidence from two catching-up countries. *Research Policy*, 46(1), 219-237.
- Tay, S. S. (2017). Imperatives for a New ASEAN Leadership: Integration, Community, and Balance. *Building ASEAN Community*, 48.
- Thuỷ, P. V., & Pham, V. T. (2019). Economic Conditions of Indonesia and Vietnam in Pre-independence Era, 1910s–1945. *Beyond Political Skin: Colonial to National Economies in Indonesia and Vietnam (1910s-1960s)*, 1-35.
- Tongzon, J. L., & Lee, S. Y. (2016). Achieving an ASEAN single shipping market: shipping and logistics firms' perspective. *Maritime Policy & Management*, 43(4), 407-419.
- Torring, J. (2019). Collaborative innovation in the public sector: the argument. *Public Management Review*, 21(1), 1-11.
- Tsen, J. K. T. (2011). Ten years of single window implementation: Lessons learned for the future. In *Global trade facilitation conference* (Vol. 201, No. 1).
- Tuomisto, V., Pulvermacher, C., & Atkinson, C. (2018). Faster Customs, Faster Trade: Using Technology for Trade Facilitation.
- Turban, E. (2008). *Information technology for management*. John Wiley & Sons, Inc..

- Tyler, T. R. (2001). 17 A Psychological Perspective on the Legitimacy. *The psychology of legitimacy: Emerging perspectives on ideology, justice, and intergroup relations*, 416.
- Umezaki, S. (2019). Transport Facilitation in the Era of the ASEAN Economic Community. *Masami Ishida*, 20.
- Utami, W. S. (2015). Percepatan Dwelling Time: Strategi Peningkatan Kinerja Perdagangan Internasional Pelabuhan Tanjung Priok. *Economics Development Analysis Journal*, 4(1), 82-90.
- Walker, R. M. (2006). Innovation type and diffusion: An empirical analysis of local government. *Public administration*, 84(2), 311-335.
- Wang, F. (2018). Interagency coordination in the implementation of single window: Lessons and good practice from Korea. *World Customs Journal*, 49.
- Wang, X. (2019). FDI and Infrastructure Improvement of ASEAN. *International Journal of Economics and Finance*, 11(10), 140-147.
- Weber, R. H. (2012). Legal framework for the single window concept in ASEAN: A successful movement towards trade facilitation in East Asian countries. *Asian Journal of Law and Economics*, 2(4), 1-24.
- Widdowson, D., Blegen, B., Short, G., Lewis, G., Garcia-Godos, E., & Kashubsky, M. (2019). Single window in the context of the WTO Trade Facilitation Agreement. *World Customs Journal*, 13(1), 101-128.
- Wu, H. (2018). *Trade Facilitation in the Multilateral Trading System: Genesis, Course and Accord*. Routledge.
- Yean, T. S. (2017). Trade Facilitation Synergies between WTO and ASEAN Initiatives.
- Yin, R. K. (2017). Case study research and applications: Design and methods. Sage publications.