DAFTAR PUSTAKA

Aggarwal, S. 2001. *Overcoming the Challenges in implementing e-Governance in Rural India.* International Journal on Recent and Innovation Trends in Computing and Communication Vol. 5

Alshehri, M. Dan Drew, S. 2010. *Implementation Of E-Government: Advantages And Challenges.* Iask E-Alt2010 Conference Proceedings

BPS. *Penyempurnaan Indeks Pembangunan Regional.* CV Naori Sari

Carol W. L. dan Stuart C. G. 2005. *The Ethics Challenge in Public Service: A Problem-Solving Guide.* Market Street, San Fransisco: Jossey-Bass.

Choudrie, J. dan Papazafeiropoulou, A. 2006. *Lessons Learnt from the Abroadband Diffusion in South Korea and the UK: Implications for Future Government Intervention in Technology Diffusion.* Electronic Government, An International Journal, Vol. 3, No. 4

Denzin, N. K. dan Yvonna S. L. 2003. *Handbook of Qualitative Research.* Thousand Oaks, CA: Sage Publication

Departemen Komunikasi Dan Informatika. 2004. *Cetak Biru (Blueprint) Sistem Aplikasi E-Government Bagi Lembaga Pemerintah Daerah*

Dwiyanto, A. 2005. *Mewujudkan Good Governance Melalui Pelayanan Publik.* Yogyakarta: Gadjah Mada University Press.

Eliysia, V. et.al. 2017. *Implementasi E-Government Untuk Mendorong Pelayanan Publik Yang Terintegrasi Di Indonesia. Optimalisasi Peran Sains dan Teknologi untuk Mewujudkan Smart City*

Ebrahim, Z. dan Irani, Z. 2005. *E-government Adoption: Architecture and Barriers.* Business Process Management Journal Vol. 11 No. 5

Feng, L. 2003. *Implementing E-government Strategy is Scotland: Current Situation and Emerging Issues.* Journal of Electronic Commerce in Organizations. Vol.1, No. 2

Fitzsimmons, J. A. dan Mona J. F. 2001. *Service Management: Operations, Strategy, and Information Technology.* Third Edition. Singapore: McGraw-Hill Book Co.

Forman, M. 2005. *e-Government: Using IT to Transform the Effectiveness and Efficiency of Government.* 4 diakses pada 02 November 2018 melalui http://siteresources.worldbank.org/INTEDEVELOPMENT/Resources/Forman Egov(6_05).ppt.

Hartono, D.U. dan Mulyanto, E. 2010. *Electronic Government Pemberdayaan Pemerintahan dan Potensi Desa Berbasis Web.* Jurnal Teknologi Informasi (6) 1.

Heeks, R.2001. *Understanding E-Governance for Development.* The University of Manchester. Technology and Government: Working Papers Series, No. 12

Herawati, N. R. 2014. *Penerapan E-Government Dalam Mendorong Terwujudnya Penyelenggaraan Pemerintahan yang Baik.* Jurnal Ilmu Sosial. Vol. 13 No. 2

Hosein, H. 2008. *Penilaian Situs Pemerintah Daerah di Provinsi Dki Jakarta, Bengkulu, Jambi, dan Bangka Belitung*. Seminar Nasional Informatika 2008 (semnasIF 2008)

Holmes, D. 2001. *E-Gov: e-Business Strategies for Government*. London.

Indeks SPBE Provinsi Sumatera Selatan Tahun 2018

Indikator Kesejahteraan rakyat Provinsi Sumatera Selatan Tahun 2018

Indrajat, R. E. 2002. *Electronic Government, Strategi Pembangunan dan Pengembangan Sistem Pelayanan Publik Berbasis Teknologi Digital*. Yogyakarta: Andi Offset.

Indrajat, R. E. et. al. 2005. *E-Government in Action.* Yogyakarta: Andi Offset.

Instruksi Presiden Nomor 3 Tahun 2003

Keputusan Menteri Pemberdayaan Aparatur Negara No. 63 Tahun 2003 Tentang Pedoman Umum Penyelenggaraan Pelayanan Publik

Kertesz, S. 2003. *Cost-Benefit Analysis of e-Government Investments*. Harvard University.

Kvale, S. dan Brinkmann, S. 2009. *InterViews: Learning the Craft of Qualitative Research Interviewing* (Edisi ke-2) Thousand Oaks, CA: Sage Publisher

Lambrinoudakis, C. et al. 2003. *Security Requirements for E-Government Services: a Methodological Approach for Developing a Common PKI-based Security Policy.* Computer Communications

Layne, K. dan Lee, J. 2001. *Developing Fully Functional E-government: a Four Stage Model*. Gov. Inf. Q., Vol. 18, No. 2

Miles, M. B., Huberman, A. M. dan Saldana, J. 2014. *Qualitative Data Analysis: A Method Sourcebook.* CA: Sage Publications.

Moleong, L. 2011. *Metodologi Penelitian Kualitatif Edisi Revisi.* Bandung: PT Remaja Rosdakarya

Modul *Sumsel Care* Diskominfo Tahun 2017

Muchlas, M. 2008. *Perilaku Organisasi*. Yogyakarta: Gadjah Mada University Press

National Information Society Agency, ―Bridging Asia through e-Government,‖ (Asia e-Government Forum 2007, Seoul, Republic of Korea, 20 September 2007). Dalam Lee, N. Y,. 2009 *Akademi Esensi Teknologi Informasi dan Komunikasi Untuk Pimpinan Pemerintahan "Modul 3 Penerapan E-government"*. Asian And Pacific Training Centre For Information And Communication Technology For Development

OECD. 2003. *The E-Government Imperative*. Paris. OECD E-Government Flagship Report

OECD. 2016. *Digital Government Strategies for Transforming Public Services in the Welfare Areas.* OECD Comparative Study

Parasuraman, V. A. Z. dan Berry. 2002. *Delivering Service Quality*. NY: Mc Milan

Peraturan Gubernur Sumatera Selatan Nomor 47 Tahun 2017 tentang Penyelenggaran Sumatera Selatan *Smart Province*

Peraturan Gubernur Sumatera Selatan Nomor 47 Tahun 2017 tentang penyelenggaraan Sumatera Selatan *Smart Province*

Peraturan Presiden Nomor 85 Tahun 2018 tentang Sistem Pemerintahan Berbasis Elektronik (SPBE)

Pratikno. 2008. *Manajemen Jaringan Dalam Perspektif Strukturasi*. UGM: Jurnal Kebijakan Administrasi Publik

Prisma, Y. N. dan Aprianto, R. D. 2018. *Kondisi Terkini Perkembangan Pelaksanaan E-Government di Indonesia: Analisis Website*. Seminar Nasional Teknologi Informasi dan Komunikasi 2018 (SENTIKA 2018)

Profil dan Analisis Daerah Provinsi Sumatera Selatan tahun 2017

Quick, J., & S. Hall. (2015). Part Two : Qualitative Research, *Sage Publication*, 25, 129-133

Ratminto dan Winarsih, A.S. 2005. *Manajemen Pelayanan: Pengembangan Model Konseptual, Penerapan Citizen Charter dan Standar Pelayanan Minimal.* Yogyakarta: Pustaka Pelajar

RKPD Provinsi Sumatera Selatan Tahun 2015

RKPD Provinsi Sumatera Selatan Tahun 2018

Riley, T. B. 2002. *Change Management, E-Governance, and The Relationship to E-government.* Commenwealth Centre for Electronic Governance

Sadat, D. R. 2014. *M-Government Implementation Evaluation in Encouraging Citizen Participation in Indonesia: A Case Study of LAPOR!*. A Dissertation Submitted to the University of Manchester for the Degree of Master of Science Faculty of Humanities

Seeman, E. D. et. al. 2007. *The Impact of Government Intervention on Technology Adoption snd Diffusion: the Example of Wireless Location Technology*. Electronic Government, An International Journal. Vol. 4. No. 1

Seifert, W. dan Bonham, G. 2003. *The Transformative Potential of E-Government in Transitional Democracies*. Public Management. Electronic Journal Issue No. 2

Selasa. M. 2017. *Ketimpangan Ekonomi Pulau Jawa-Luar Jawa Memburuk.* https://www.pikiran-rakyat.com/nasional/2017/09/05/ketimpangan-ekonomi-pulau-jawa-luar-jawa-memburuk-408747, diakses 19 Januari 2019

Signore, O. et. al. 2005. *E-Government: Challenges and Opportunitie.*. CMG Italy - XIX Annual Conference

Sinambela, L. P. et. al. 2006. *Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi*. Jakarta: Bumi Aksara

Suwarno, W. 2006. *Dasar-Dasar Ilmu Pendidikan*. Yogyakarta: Ar-Ruzz Media.

Surendro, K. 2006. *Budaya Organisasi sebagai Indikator Kesiapan E-Government*. Prosiding: SNATI

The World Bank. 2002. *The E-government Handbook for Developing Countries*.

Tjiptono, F. 1997. *Prinsip-prinsip Total Quality (TQS)*. Yogyakarta: ANDI.

Undang-Undang Nomor 32 Tahun 2004

Wheelan, T. L. dan Hunger, J. D. 2004. *Strategic Management and Business Policy*. Prentice Hall

Widowati, D.P.D. 2018. Survei PBB 2018: Peringkat E-Government Indonesia
https://bpptik.kominfo.go.id/2018/08/23/5938/survei-pbb-2018-peringkat-e-government-indonesia/, diakses 18 januari 2019

Wimmer, M. 2002. *Towards Knowledge Electronic Government: Concepts, Methodologies, Tools, and Applications*

Wimmer, M., Codagnone, C. dan Janssen, M. 2008. *Future of e-Government Research: 13 research themes identified in the eGovRTD2020 project*. USA: Proceedings of the 41st Hawaii International Conference on System Sciences

Yin, R.K. 2009. *Case Study Research: Design and Method* (Edisi ke-4). Thousand Oaks, CA: Sage Publication

Zeithmal, Valarie A. et. al. 1990. *Delivering Quality Service : Balancing Customer Perception and Expectations*. The Free Press