

DAFTAR PUSTAKA

- [1] APJII, “Pengguna Internet Indonesia Diprediksi Tumbuh 30% di 2013,” 2012. [Online]. Available: <http://www.apjii.or.id/v2/read/article/apjii-at-media/134.html>. [Accessed: 04-Jun-2014].
- [2] “Potret Pengguna Internet Indonesia,” 2012. [Online]. Available: <http://www.apjii.or.id/v2/read/article/apjii-at-media/129.html>. [Accessed: 04-Jun-2014].
- [3] P. INDONESIA, “Peraturan Presiden Tahun 2008 Tentang Pelaksanaan E-Government di Instansi Pusat dan Pemerintah Daerah,” pp. 1–10, 2008.
- [4] Wiryana;Christianto, *Pengantar Manajemen Proyek Berbasis Internet*. 2002.
- [5] Y. Jinhua, L. Yong, and Z. Peng, “E-government Evaluation Based on Citizen Satisfaction and its Implementation,” *2010 Int. Conf. E-bus. E-Government*, pp. 535–538, May 2010.
- [6] Dewan Perwakilan Rakyat Indonesia, “Undang-undang Republik Indonesia Nomor 14 Tahun 2008 Tentang Keterbukaan Informasi Publik,” pp. 1–21, 2008.
- [7] R. Burhani, “Indonesia Timur catat pertumbuhan tertinggi penggunaan internet | SIKS.” [Online]. Available: <http://siks.kemsos.go.id/?p=110>. [Accessed: 07-Jun-2014].
- [8] A. R. N. I.- Detikinet, “Internet di Indonesia Timur Tumbuh Pesat | detikInet.” [Online]. Available: <http://inet.detik.com/read/2014/01/18/102530/2470938/328/internet-di-indonesia-timur-tumbuh-pesat>. [Accessed: 07-Jun-2014].
- [9] “WEBSITE INFORMATIF DAN KOMUNIKATIF PENTING BAGI SKPD | Dinas Komunikasi dan Informatika Provinsi Jawa Timur.” [Online]. Available: <http://kominfo.jatimprov.go.id/read/umum/41080>. [Accessed: 07-Jan-2016].
- [10] S. Mohammadbagher, “A Respecification and Extension of DeLone and McLean Model of IS Success in the Citizen-centric e-Governance,” no. 2003, pp. 342–346, 2011.
- [11] R. Verma, Seema;Kumari , Savita;Arteimi, Mahmoud;Deiri, Amer;Kumar, “Challenges in Developing Citizen-Centric e-governance in Libya.pdf.” 2012.
- [12] M. Venugopal, “Citizen Centric Service Delivery through e-Governance Portal - Present Scenario in India Bhudeb Chakravarti,” 2008.
- [13] W. Widhiarso, “Metode UCD (User Centered Design) Untuk Rancangan Kios Informasi Studi Kasus : Rumah Sakit Bersalin XYZ,” vol. 3, pp. 6–10,

2007.

- [14] “User-centered design (UCD) - 6 methods.” [Online]. Available: <http://www.webcredible.com/blog-reports/web-usability/user-centered-design.shtml>. [Accessed: 02-Apr-2015].
- [15] S. Bretschneider and J. Gant, “Evaluating Web-Based E-Government Services with a Citizen-Centric Approach,” in *Proceedings of the 38th Annual Hawaii International Conference on System Sciences*, 2005, p. 129b–129b.
- [16] S. EGARAVANDA and M. Prof. Dr. Achmad Djuaedy, “Transformasi pelayanan publik melalui portal Pemerintah Daerah Provinsi DIY dengan pendekatan citizen centric,” 2008.
- [17] L. D. SYAMSUMAR and M. S. Dr. Eng. Ir. Risanuri Hidayat, “EVALUASI PENERAPAN WEBSITE CITIZEN CENTRIC SEBAGAI SARANA INFORMASI PELAYANAN PUBLIK PADA WEBPORTAL PEMERINTAH D.I. YOGYAKARTA(www.jogjaprovo.go.id),” 2013.
- [18] P. D. Roger S. Pressman, *Rekayasa Perangkat Lunak - Pendekatan Praktisi - Buku 1*, Edisi 7. Yogyakarta: ANDI Yogyakarta, 2012.
- [19] S. Puro, T. C. Seng, and A. Wu, “Modeling Citizen-centric Services in Smart Cities,” 2013.
- [20] A. Dais, M. Nikolaidou, and D. Anagnostopoulos, “A Web 2.0 Citizen-Centric Model for T-Government Services,” *IEEE Intell. Syst.*, vol. 28, no. 5, pp. 10–18, Sep. 2013.
- [21] X. Jiang and S. Ji, “E-Government Web Portal Adoption: A Service Level and Service Quality Perspective,” in *2014 47th Hawaii International Conference on System Sciences*, 2014, pp. 2179–2188.
- [22] J. P. Gant and D. B. Gant, “Web portal functionality and state government e-service,” in *Proceedings of the 35th Annual Hawaii International Conference on System Sciences*, 2002, pp. 1627–1636.
- [23] S. M. Jafari, N. A. Ali, M. Sambasivan, and M. F. Said, “A respecification and extension of DeLone and McLean model of IS success in the citizen-centric e-governance,” in *2011 IEEE International Conference on Information Reuse & Integration*, 2011, pp. 342–346.
- [24] B. Dinesh and C. Misra, “Defining E-government: A Citizen-centric Criteria-based Approach,” pp. 1–14.
- [25] “The 13 Most Popular Methods for User Centered Design | DIAMETRICS®.” [Online]. Available: <http://www.diametrics.io/the-13-most-popular-methods-for-user-centered-design.html>. [Accessed: 06-Apr-2015].
- [26] WorldBank, “e-Government - Definition of E-Government.” [Online]. Available:

- <http://web.worldbank.org/WBSITE/EXTERNAL/TOPICS/EXTINFORMATIONANDCOMMUNICATIONANDTECHNOLOGIES/EXTGOVERNMENT/0,,contentMDK:20507153~menuPK:6226295~pagePK:210058~piPK:210062~theSitePK:702586~isCURL:Y,00.html>. [Accessed: 13-Mar-2015].
- [27] A. Mustafadidjaya, *Sistem Administrasi Negara Kesatuan Republik Indonesia*. (SANKRI), LAN, 2003.
- [28] Kamus Besar Bahasa Indonesia, “Kamus Besar Bahasa Indonesia (KBBI) Online - arti kata transformasi.” [Online]. Available: <http://kbbi.web.id/transformasi>. [Accessed: 13-Mar-2015].
- [29] V. Ndou, “E-government for developing countries: opportunities and challenges,” ... *Inf. Syst. Dev. Ctries.*, vol. 18, pp. 1–24, 2004.
- [30] X. Y. X. Yang and G. C. G. Chen, “Human-Computer Interaction Design in Product Design,” *2009 First Int. Work. Educ. Technol. Comput. Sci.*, vol. 2, pp. 1–3, 2009.
- [31] S. Zhang, Q. Zhan, and H. Du, “Research on the Human Computer Interaction of E-learning,” *Artif. Intell. Educ.* (...), pp. 5–8, 2010.
- [32] “Asia dan Perkembangan Teknologi Komunikasi Informasi.” [Online]. Available: <http://www.ristek.go.id/?module=News&id=342>. [Accessed: 27-Apr-2015].
- [33] “Teknologi Informasi India Mampu Bersaing dengan Barat .” [Online]. Available: <http://www.balipost.co.id/balipostcetak/2006/5/16/ip1.htm>. [Accessed: 27-Apr-2015].
- [34] “IT Industry in India, Indian Information Technology, ITeS Sector, Services.” [Online]. Available: <http://www.ibef.org/industry/information-technology-india.aspx>. [Accessed: 27-Apr-2015].
- [35] “gov.sg : Singapore Government Online Portal - Singapore e-Government Programme :: eGov.” [Online]. Available: <http://www.egov.gov.sg/egov-programmes/programmes-by-citizens/the-singapore-government-online-portal-gov.sg>. [Accessed: 27-Apr-2015].
- [36] “eCitizen - About Us.” [Online]. Available: <http://www.ecitizen.gov.sg/Pages/AboutUs.aspx>. [Accessed: 27-Apr-2015].
- [37] “eCitizen Portal.” [Online]. Available: <http://www.ecitizen.gov.sg/Pages/default.aspx>. [Accessed: 27-Apr-2015].
- [38] “Growth of Information Technology (IT) Industry in India.” [Online]. Available: <http://www.yourarticlelibrary.com/industries/growth-of-information-technology-it-industry-in-india/19668/>. [Accessed: 28-Apr-2015].
- [39] “Delhi Govt Portal: Home.” [Online]. Available: <http://delhi.gov.in/wps/wcm/connect/doi/Delhi+Govt/Delhi+Home>.

- [Accessed: 28-Apr-2015].
- [40] “User experience definitions «All About UX.” [Online]. Available: <http://www.allaboutux.org/ux-definitions>. [Accessed: 06-Jan-2016].
- [41] “The Definition of User Experience (UX).” [Online]. Available: <https://www.nngroup.com/articles/definition-user-experience/>. [Accessed: 06-Jan-2016].
- [42] “What Is User Experience Design? Overview, Tools And Resources – Smashing Magazine.” [Online]. Available: <https://www.smashingmagazine.com/2010/10/what-is-user-experience-design-overview-tools-and-resources/>. [Accessed: 06-Jan-2016].
- [43] P. Sugiyono, Dr, *Metode Penelitian Pendidikan - Pendekatan Kuantitatif, Kualitatif, dan R&D*, 20th ed. Bandung: ALFABETA BANDUNG, INDONESIA, 2014.
- [44] M. Rauschenberger, M. Schrepp, M. Perez-Cota, S. Olschner, and J. Thomaschewski, “Efficient Measurement of the User Experience of Interactive Products. How to use the User Experience Questionnaire (UEQ). Example: Spanish Language Version,” *Int. J. Interact. Multimed. Artif. Intell.*, vol. 2, no. 1, pp. 39–45, 2013.
- [45] K. Rodden, H. Hutchinson, and X. Fu, “Measuring the User Experience on a Large Scale : User-Centered Metrics for Web Applications,” *Proc. SIGCHI Conf. Hum. Factors Comput. Syst.*, pp. 2395–2398, 2010.
- [46] M. Schrepp, “UEQ - User Experience Questionnaire,” pp. 1–11, 2015.
- [47] P. Publik and P. R. Indonesia, “UU Nomor 25 Tahun 2009 Tentang ‘Pelayanan Publik,’” *UU Nomor 25 Tahun 2009 Tentang ‘Pelayanan Publik,’* 2009.
- [48] A. Y. Chandra, W. W. Winarno, L. E. Nugroho, J. Teknik, T. Informasi, F. Teknik, U. G. Mada, J. Grafika, and N. Kampus, “Pendekatan Citizen Centric Dalam Membangun Website Portal,” vol. 2015, no. Sentika, 2015.
- [49] Situs Web Resmi Pemerintah Kota Kupang, “Geografis-Situs Web Resmi Pemerintah Kota Kupang.” [Online]. Available: http://kupangkota.go.id/?page_id=4467. [Accessed: 28-Apr-2015].
- [50] “TELKOM - PT. Telekomunikasi Indonesia Tbk.” [Online]. Available: <http://www.telkom.co.id/telkom-membangun-backbone-serat-optik-mataram-kupang-cable-system.html>. [Accessed: 22-Feb-2016].
- [51] “Huawei Marine Networks - A submarine cable system supplier.” [Online]. Available: <http://www.huaweimarine.com/marine/marine/commonWeb.do?method=showContent&webId=367>. [Accessed: 22-Feb-2016].
- [52] “Jelajahi Destinasi Pariwisata NTT dengan Sentuhan Jemari - Pos Kupang.” [Online]. Available: <http://kupang.tribunnews.com/2014/11/13/jelajahi->

- destinasi-pariwisata-ntt-dengan-sentuhan-jemari. [Accessed: 22-Feb-2016].
- [53] K. RI, “Undang-undang Republik Indonesia No. 36 Tahun 2009 Tentang Kesehatan,” *Undang. Republik Indones.*, pp. 1–48, 2009.
- [54] K. RI, “Undang-Undang Republik Indonesia Nomor 43 Tahun 2009 Tentang Kearsipan,” 2009.
- [55] P. R. Indonesia, *Undang-Undang N0.4 Tahun 2011 Tentang Informasi Geospasial*. 2011.
- [56] P. Presiden, “Undang-undang no.23 Tahun 2006 Tentang Administrasi Kependudukan,” vol. 1965, 2012.
- [57] Situs Web Resmi Pemerintah Kota Kupang, “Website Resmi Pemerintah Kota Kupang.” [Online]. Available: <http://kupangkota.go.id/>. [Accessed: 28-Apr-2015].
- [58] “What is site map? - Definition from WhatIs.com.” [Online]. Available: <http://searchsoa.techtarget.com/definition/site-map>. [Accessed: 30-Nov-2015].