

DAFTAR PUSTAKA

- Aagesen, G. A. (2010). *Providing Adaptive and Evolving government E-Services through Citizen Centric Process View*. Trondheim, Norway: IFIP international Federation for Information Processing.
- Ahmad, Dr. Jamaluddin, S.Sos, M.Si. (2015). *Metode Penelitian Administrasi Publik Teori dan Aplikasi*. Gava Media, Yogyakarta.
- Aikins, S. K. (2012). *Internet-Based Citizen Partisipation: Do Municipal Website Content Reflect Official' Beliefs and Fund* In C. D. Downey, ekstrom, & M. A. (Ed), *E-Government Website Development: Future Trends and Strategic Model* (Hal. 228-248). Florida: IGI Global.
- Alomari, M., Woods, P. & Sandhu, K. (2012). *Predictors for e-government adoption in Jordan, Deployment of an empirical evaluation based on a citizen-centric approach* (Vol. 25). Brisbane, Australia: Emerald Group Publishing Limited.
- Axelsson, Karin, Ulf Melin, and Ida Lindgren .(2010). *Exploring the Importance of Citizen Partisipation and Involvement in e-government Project*. Emerald Insight.
- APJII. *Infografis, Penetrasi dan perilaku pengguna internet indonesia, survey 2016*. APJII. Jakarta: APJII.
- Bertot, J. C., Jaeger, P. T., dan McClure, C.R. (2008). *Citizen-centered e-government services: Benefits, Costs, and Research Needs* . The Proceeding of the 9th Annual International Digitalovernment Research Conference, Montreal, Cananda.
- Bourgon, J. (2007). *Responsive, responsible and respected government: towards a New Public Administration Theory*. International Review of Administrative Science , 73(1), 7-26.
- Chakravarti, Bhuden & M. Venugopal, (2008), *Citizen Centric Service Delivery Through E-Governance Portal*. National Institute for Saint Government. India
- Chatfield, Akemi Takeoka, and Uuf Brajawidagda (2013), *Political Will and Strategic Use of YouTube to Advancing Government Transparency: An Analysis of Jakarta Government-Generated YouTube Videos*. Springer

- Chen, Yu-Che.(2010). *Citizen-entric E-Government Services: Understanding Integrated Citizen Service Information System*. SAGE
- Chun, S. A., Shulman, S., Sandoval, R., & Hovy, E. (2010). *Government 2.0: Making connections between citizens, data and government*. *Information Polity: The International Journal of Government and Democracy in the information age*. Hal. 1-9
- Drdak, Morgan (2014). *Meeting Constituent Needs Through E-Governance*. Proquest LLC
- Dwiandini, Wiyasti & Roy Valiam Salomo (2013). Efektivitas Pelaksanaan Musrenbang dalam Penyusunan Rancangan Anggaran Pendapatan dan Belanja Daerah (RAPBD) Kota Adm. Jakarta Timur. Universitas Indonesia. Depok
- Dwiyanto, Dwi, *et al*, (2012). Reformasi Birokrasi Publik di Indonesia. Gajah Mada University Press. Yogyakarta. Cetakan keempat.
- Evan, D., & Yen, D. C. (2005). *E-government: An Analysis for implementation; Framework for Understanding cultural and social impact*. Elsevier .
- Gaventa, J., and G. Barrett (2012). *Mapping the Outcomes of Citizen Engagement, World Development*, Vol. 40 No. 12, pp. 2399–2410.
- Hanafie, Hananiah. (2015). Efektivitas Pelayanan Musrenbang Perspektif Effective Governance (Studi pada Kecamatan Pamulang, Kota Tangerang Selatan, Provinsi Banten). Pusat Penelitian dan Penerbitan LP2M UIN Syarif Hidayatullah. Jakarta.
- Holidin, Defny., Desy Hariyati, dan Eka Sri Sunarti. (2016). Reformasi Birokrasi dalam Transisi. Prenamedia Group. Jakarta
- Hung, Mei Jen (2012). *Building Citizen-Centered E-Government in Taiwan: Problem and Prospects*. The Australian Journal of Public Administration. Vol. 71, No.2, pp. 246-255. National Council of Institute of Public Administration Australia
- Jaeger, P. T., & Bertot, J. C. (2010). *Designing, implementing, and evaluating user- centered and citizen-centered e-government*. . (C. G. Reddick, Ed.) Hersey: Information Science Reference.
- Keskinen, Auli & Tuomo Kuosa .(2008). *Foundation of Citizen-Oriented E-Governance Models*. Information Science Reference. Hershey. Newyork.

- Kumar, T.M. Vinod (2015). *E-Governance for Smart Cities*. Springer Science+Business Media Singapore.
- Nation, U. (2012). *E-Government Survey 2012; E-Government for the people*. New York: United Nation.
- Nation, U. (2016). *E-Government Survey 2016; E-Government in Support of Sustainable Development*. New York: United Nation.
- Nica, Elvira. (2015). *Sustainable Development and Citizen-Centric E-Government Services*. Addleton Academic Publisher
- Norad (2013). *Report of Evaluation Department : A Framework of Analysing Participation of Development*. Network Broking/Bjerch Trykkeri, Oslo, Norway
- Norris, D. F., & Reddick, C. G. (2013). *Local e-government in the United States: Transformation or incremental change?* Public Administration Review, 165-175.
- Mahmudi, (2010), *Manajemen Kinerja Sektor Publik, UPP STIM YKPN, Jakarta*.
- Macintosh, A. and Whyte. A. (2008). “*Towards an evaluation framework for eParticipation*”, *Transforming Government*. Emerald Group Publishing.
- Misra, H. (2011). *Citizen-centric Service Dimensions of Indian Rural E-Governance system; an Evaluation*. In H. R. (Ed), *Diffusion and Evaluation of Global E-Governance System: Impact at the Grass Roots* (pp. 35-56). IGI Global.
- M, Backus (2001). *E-Governance and Developing Countries, Introducing and Examples*. Reseach Report, No. 3
- Phang, C.W. and Kankanhalli, A. (2008). *Framework of ICT exploitation for e-participation initiatives*. Communications of the ACM, Vol. 51 No. 12, pp. 128-132.
- Purao, Sandeep, Teo Chin Seng, & Alfred Wu. (2013). *Modelling Citizen-Centric Services in Smart Cities, Berlin*. Springer-Verlag
- P, Noris (2001). *Digital Device? Civic Engagement, Information Poverty and the Internet in Deocratic Societies*. Cambridge University Press, Cambridge.

- Ratna,SU, Prof. Dr. Nyoman Kutha. (2010). *Metode Penelitian Kajian Budaya dan Ilmu Sosial Humaniora pada Umumnya*. Pustaka Pelajar. Yogyakarta.
- Reddick, Christoper G. (2010). *Citizen Interaction and e-government, Evidence from the Managerial, Consultative, and Participatory Models*. Emerald Insight
- Rohman, Ahmad Ainur, M. Mas'ud Sa'id, Saiful Arif, dan Purnomo, (2010) *Reformasi Pelayanan Publik*. Averroes Press. Malang. Cetakan II
- Sanford, C. and Rose, J. (2007). *Characterising eParticipation*, International Journal of Information Management. Vol. 27 No. 6, pp. 406-21.
- Santosa, M.Si., Dr.Panji, (2012). *Administrasi Publik, Teori dan Aplikasi Good Governance*. PT Refika Aditama. Bandung. Cetakan Ketiga
- Sedarmayanti, (2013). *Reformasi Administrasi Publik , Reformasi Birokrasi , dan Kepemimpinan Masa Depan*. PT Refika Aditama. Bandung. Cetakan ketiga.
- Shirky,C. (2011). *The Political Power of Social Media*. Foreign Affairs. Hal. 90. 28–41
- Sinambela, Prof. Dr. Lijan Poltak, *et al.*, (2010). *Reformasi Pelayanan Publik, Teori, Kebijakan, dan Implementasi*. Bumi Aksara. Jakarta. cetakan kelima.
- Sondang P, Siagian, (2001), *Kerangka Dasar Ilmu Administrasi*, Rineka Cipta, Jakarta.
- Speer, J. (2012). *Participatory Governance Reform: A Good Strategy for Increasing Government Responsiveness and Improving Public Services?* World Development, Vol. 40 No. 12
- Spradley, James P. (1997). *Metode Etnografi*. Tiara Wacana. Yogyakarta
- Tolbert, Caroline J., and Karen Mossbenger (2006). *The Effect of E-Government on Trust and Confidence in Government*. Public Administration Review Pg. 354, Proquest
- Tubtimhin, Jirapon. (2012). *Thailand Citizen-Centric e-Government Service: Muturity and Challenges*. IGI Global.

UNDP (1997). *Governance for Sustainable Human Development – A UNDP Policy Document*. New York. UNDP.

Qian, Haiyan. (2011). *Citizen-centric E-Strategies Toward More Successful E-Governance*. Journal of E-Governance. IOS Press

Walser, Kate (2012). *Usability and Government 2.0*, Elsevier Inc.

Wang, Lili, Stuart Bretschneider, and Jon Gant (2005). *Evaluating Web-based E-Government Service with a Citizen-Centric Approach*. 38th Hawaii International Conference on System Science

Warkentin, M.D., Gefen, P., & Rose, G (2002). *Encouraging Citizen Adoption of E-Government by Building Trust*. *Electronic Market*.

Zhang, Jianchuan (2013). *Towards a citizen-centered e-government: Exploring citizen satisfaction with e-government in China*. Illinois. USA: Proquest.

Zheng, Yueping (2017). *Explaining Citizens' E-Participation Usage : Functionality of E-Participation Application*. SagePub.

Situs

www.jakarta.go.id

<http://pelayanan.jakarta.go.id/>

www.beritajakarta.com.

www.smartcity.jakarta.go.id

www.musrenbang.jakarta.go.id

www.unesco.org

Peraturan-Peraturan

Undang-undang Republik Indonesia Nomor 28 Tahun 1999 tentang Penyelenggaraan Negara yang Bersih dan Bebas dari Korupsi, Kolusi, dan Nepotisme.

Undang-undang Republik Indonesia Nomor 14 Tahun 2008 tentang Keterbukaan Informasi Publik

Instruksi Presiden Republik Indonesia Nomor 3 Tahun 2003 Tentang Kebijakan Dan Strategi Nasional Pengembangan e-government

Peraturan Daerah Provinsi Daerah Khusus Ibukota Jakarta Nomor 12 Tahun 2013 tentang Penyelenggaraan Pelayanan Terpadu Satu Pintu

Keputusan Gubernur DKI Jakarta Nomor 113 Tahun 2017 tentang Penetapan Standardisasi Usulan Kegiatan Rembuk RW Provinsi Daerah Khusus Ibukota Jakarta Tahun 2017 dalam Rangka Penyusunan Rencana Kerja Pemerintah Daerah Tahun 2018

Peraturan Gubernur Provinsi Daerah Khusus Ibukota Jakarta Nomor 114 Tahun 2011 tentang Unit Pelayanan Terpadu Satu Pintu

Peraturan Gubernur Provinsi Daerah Khusus Ibukota Jakarta Nomor 156 Tahun 2016 tentang Roadmap Reformasi Birokrasi Tahun 2015-2019

Peraturan Gubernur Provinsi Daerah Khusus Ibukota Jakarta Nomor 47 Tahun 2017 tentang Petunjuk Pelaksanaan Pelayanan Terpadu Satu Pintu

Pedoman Musrenbang 2017, Rembuk RW

Pedoman Musrenbang 2017, Musrenbang Kelurahan

Pedoman Musrenbang 2017, Musrenbang Kecamatan

Pedoman Musrenbang 2017, Musrenbang Provinsi