

Daftar Pustaka

- Alfitri. (2011). *Community Development, Teori dan Aplikasi*. Jogjakarta : Pustaka Pelajar.
- Allsop, J., Jones, K. (2008). Withering The Citizen, Managing The Consumer : Complaints in Healthcare Setting. *Social Policy and Society*. 7 (2) : n/a.
- Backus, M.(2001).*E-Governance and Developing Countries – Introduction and Examples*. IICD Research : Report No 3.
- Banerjee, P.,Chau, P. Y. K. (2004). An Evaluative Framework for Analyzing E-Government Convergence Capability in Developing Country. *Electronic Government*. 1(1) : 29-49.
- Bogdan, R.C., & Biklen, S.K. (1992). *Qualitative Research for Education : An Introduction to Theory and Methods*. Boston : Allyn & Bacon.
- Brieger, W. R. (2006). *Community Participation*. John Hopkins Bloomberg School and Public Health.
- Brown, David. (2005). Electronic Government and Public Administration. *International Review of Administrative Sciences*. 71 (2) : 241-254.
- Burns, D., Heywood, F., Taylor, M., Wilde, P., Wilson, M. (2004). *Making Community Participation Meaningful : A Handbook for Development and Assessment*. Bristol,UK : The Policy Press.
- Cohen and Uphoff. (1977). *Rural Development Participation*. New York : Cornell University.
- Creswell, J.W.,& Plano Clark, V.L. (2003). *Designing and Conducting Mix Method Research*. Thousand Oaks, CA : Sage.
- Creswell, J.W. (2007). *Qualitative Inquiry and Research Design : Choosing Among Five Approaches (3rd ed)*. Thousand Oaks, CA : Sage.

- Dameri, R.P. (2014). Comparing Smart and Digital City : Initiatives and Strategies in Amsterdam and Genoa. Are They Digital and/or Smart? In C.R.S. Renata Paola Dameri, *Smart City : How to Create Public and Economic Value with High Technology* (pp. 45-88). Switزرland : Springer International Publishing.
- Dwiyanto, A., dkk. (2007). *Kinerja Tata Pemerintahan Daerah di Indonesia*. Yogyakarta : PSKK UGM.
- Dye, Thomas R. (1992). *Understanding Public Policy (7th Edition)*. Prentice Hall : New Jersey.
- Effendi, Sofian. (2012). *Reformasi Tata Pemerintahan*. Yogyakarta : Gadjah Mada University Press.
- Fang, Z. E-Government in Digital Era : Concept, Practice, and Development, International Journal of The Computer. *The Internet and Management*. 10 (2) : 1-22.
- Garson, G. D. (2004). The Promise of Digital Government in Pavlichef, A and Garson, G.D. (Eds), *Digital Government : Principles and Best Practices*. Idea Group Publishing, Hershey, PA : 2-17.
- Gibbs, G.R. (2007). Analyzing Qualitative Data. *The Sage Qualitative Research*. London: Sage.
- Giddens, Anthony. (1984). *The Constitution of Society*. Cambridge : Polity Press.
- Hardiyansyah. (2011). *Kualitas Pelayanan Publik*. Yogyakarta : Gava Media.
- Haryatmoko. (2013). *Etika Publik*. Jakarta : Gramedia Pustaka Utama.
- Heeks, R. (1999). *Information and Communications Technologies, Poverty and Development*. Manchester : Institute for Development Policy and Management, University of Manchester.

- Isbandi, Adi R. (2007). *Perencanaan Partisipatoris Berbasis Aset dan Komunitas : Dari Pemikiran Menuju Penerapan*. Jakarta : Fisip UI Press.
- Jabra, Joseph., and Dwivedi, O.P. (1988). *Public Service Accountability*. West Hartford Connecticut : Kumarian Press.
- Karunasena, K., Deng, H. and Singh, M. (2011). Measuring the public value of e-government : a case study from Sri Langka. *Transforming Government : People, Process, and Policy*.5 (1): 81-89.
- Kim, S.I. (2013). Lessons from Government 3.0 Korea. *Presentation Paper : Ministry of Security and Public Administration of The Republic of Korea*.
- Kos, R. (1991). Persistense of Reading Disabilities : The Voice of Four Middle School Student. *American Educational Reseacrh Journal*. 28 (4) : 875-895.
- Lievrouw, A.Leah., Livingstone, Sonia. (2006). *Handbook of New Media : Update Student Situation*. London : Sage Publication.
- Mathiason, J. (2012). *The Imperatives of Empowerment and Participation, Concept Note for The Expert Group Meeting on The Priority Theme of The Commission for Social Development 2013-2014. Presented in 5th August 2012*.
- Mulgan, G., and Blears, H.H. (2005). *People and Participation : How to put citizen at the heart of decisions making*. London : High Holborn.
- McQuail, Denis. (1987). *Mass Communication Theory : An Introduction (first edition)*. London : Sage Publication.
- McQuail, Denis. (2011). *Teori Komunikasi massa*. Jakarta : Salemba Humanika.
- Merriam, S.B. (1998). *Qualitative Researh and Case Study Aplication in Education*. San Francisco : Jossey-Bass.

Muluk, Khairul. (2007). *Menggugat Partisipasi Publik dalam Pemerintahan Daerah*. Malang : PT Bayumedia.

Osborne, D., Gaebler, Ted. (1992). *Reinventing Government : How the Enterpreneurial Spirit is Transforming the Public Sector*. New York : A William Patrick Book.

Peters, B. Guy. (2000). *The Politics of Bureucracy*. London : Routledge.

Pramusinto, Agus. (2015). *Seri Kebijakan Publik Indonesia : Demokrasi dan Good Governance*. Yogyakarta : IGPA, Magister Administrasi Publik.

Prybutok, V.R., Zhang, X. and Ryan, S.D. (2008). Evaluating leadership, it quality, and net benefits in an e-government environment. *Information and Management*. 45 (3) : 143-152.

Reddick, C., & Anthopoulos, L. (2014). Interaction with e-government, new digital media and traditional channel choices : citizen-initiated factor. *Transforming Government : People, Process, and Policy*. 8 (3) : 398-419.

Rossmann, G., & Rallis, S.F. (1998). *Learning in the Field : An Introduction to Qualitative Research*. Thousand Oaks, CA : Sage.

Saleh, Choirul. (2012). *E-Government sebagai Inovasi Pelayanan Publik di Indonesia antara Harapan dan Kenyataan*. Seminar FIA : Universitas Brawijaya.

Schwartz, R. (2000). Information technology and public sector management in developing countries : present status and future prospects. *Indian Journal of Public Administrations*. 46 (3) : 411-416.

Siagian, Sondang P. (1994). *Filsafat Administrasi*. Jakarta : CV Haji Mas Agung.

Sinambela, Lijan Poltak., dkk. (2014). *Reformasi Pelayanan Publik : Teori, Kebijakan, dan Implementasi (cetakan ketujuh)*. Jakarta : Bumi Aksara.

Solekhan, M. (2014). Penyelenggaraan Pemerintahan Desa dalam Perspektif Desentralisasi

Administratif dan Desentralisasi Politik. *Jurnal Bina Praja* 4 (3):153-160.

Stake, R.E. (1995). *The Art of Case Study Research*. Thousand Oaks, CA : Sage.

Tjokroamidjojo, Bintoro. (1984). Pengantar Administrasi Pembangunan. Jakarta : LP3ES.

United Nation. (2014). *United Nation E-Government Survey : E-Government for The Future*

We Want. New York : United Nation Publications.

Vasilakin, C., Lepouras, G. and Halatsis, C. (2007). A knowledge-based approach for developing multi-channel e-government services. *Electronic Commerce and Research Applications*. 6 (1) : 113-124.

Wong, W., and Welch, E. (2004). Does E-Government Promote Accountability? A Comparative Analysis of Website Openness and Accountability. *Governance : An International Journals of Policy, Administration, and Institutions*. 17 (2) : 275-297.