

References

- Adner, R., Polos, L., Ryall, M., & Sorenson, O. (2009). The case for formal theory. *Academy of Management Review*, 34(2), 201-208.
- Agarwal, R., & Prasad, J. (1997). The role of innovation characteristics and perceived voluntariness in the acceptance of information technologies. *Decision sciences*, 28(3), 557-582.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational behavior and human decision processes*, 50(2), 179-211.
- Apriliyanti, I. D., Kusumasari, B., Pramusinto, A., & Setianto, W. A. (2020). Digital divide in ASEAN member states: analyzing the critical factors for successful e-government programs. *Online Information Review*.
- ASSOCIATION OF SOUTHEAST ASIAN NATIONS (ASEAN): E-ASEAN FRAMEWORK AGREEMENT. (2001). <i>International Legal Materials</i> <i>40</i>(3), 516-521. Retrieved August 22, 2021, from <http://www.jstor.org/stable/20694131>
- Association of Southeast Asian Nations, Helmi, & Gemma Wood, G. (2017, July). First ASEAN Youth Development Index. https://asean.org/wp-content/uploads/2017/10/ASEAN-UNFPA_report_web-final-05sep.pdf
- BAIN & Company, Google, & TAMASEK. (2019). e-Economy SEA 2019. https://www.bain.com/globalassets/noindex/2019/google_temasek_bain_e_economy_sea_2019_report.pdf
- Bimber, B. (2001). Information and political engagement in America: The search for effects of information technology at the individual level. *Political Research Quarterly*, 54(1), 53-67.
- Bittle, S., Haller, C., & Kadlec, A. (2009). Promising practices in online engagement. Occasional paper, 3.
- Bos-Nehles, A., Renkema, M., & Janssen, M. (2017). HRM and innovative work behaviour: A systematic literature review. *Personnel review*.
- Bradbury-Jones, C., Taylor, J., & Herber, O. (2014). How theory is used and articulated in qualitative research: Development of a new typology. *Social Science & Medicine*, 120, 135-141.
- Branthwaite, A., & Patterson, S. (2011). The power of qualitative research in the era of social media. *Qualitative Market Research: An International Journal*.
- Budi, N. F. A., Fitriani, W. R., Hidayanto, A. N., Kurnia, S., & Inan, D. I. (2020). A study of government 2.0 implementation in Indonesia. *Socio-Economic Planning Sciences*, 72, 100920.
- Campbell, D. A., Lambright, K. T., & Wells, C. J. (2014). Looking for friends, fans, and followers? Social media use in public and nonprofit human services. *Public Administration Review*, 74(5), 655-663.
- Caragliu, A., Del Bo, C., & Nijkamp, P. (2011). Smart cities in Europe. *Journal of urban technology*, 18(2), 65-82.
- Carlitz, R. D., & Gunn, R. W. (2002). Online rulemaking: A step toward e-governance. *Government Information Quarterly*, 19(4), 389-405.
- Carter, L., & Bélanger, F. (2005). The utilization of e-government services: citizen trust, innovation and acceptance factors. *Information systems journal*, 15(1), 5-25.
- Cavaye, J. (2006). Understanding community development. *Cavaye Community Development*, 1, 1-19.



- Chen, L., & Kimura, F. (2020). E-commerce Connectivity in ASEAN. Economic Research Institute for ASEAN and East Asia.
- Chun, S. A., & Luna-Reyes, L. F. (2012). Social media in government. *Gov. Inf. Q.*, 29(4), 441-445.
- Cohen, J. M., & Uphoff, N. T. (1977). Rural development participation: concepts and measures for project design, implementation and evaluation. *Rural development participation: concepts and measures for project design, implementation and evaluation*.
- Conroy, M., Feezell, J. T., & Guerrero, M. (2012). Facebook and political engagement: A study of online political group membership and offline political engagement. *Computers in Human behavior*, 28(5), 1535-1546.
- Criado, J. I., Sandoval-Almazan, R., & Gil-Garcia, J. R. (2013). Government innovation through social media.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS quarterly*, 319-340.
- Edwards, A. D., & Jones, D. G 1976. (2019). Community and community development (Vol. 23). Walter de Gruyter GmbH & Co KG.
- Epp, M. (2012). Assessing incidence of and experiences with new information communications technologies in planning practice in Canada and the United States (Doctoral dissertation, Master Thesis, Pratt Institute, US).
- Evans-Cowley, J., & Hollander, J. (2010). The new generation of public participation: Internet-based participation tools. *Planning Practice & Research*, 25(3), 397-408.
- Firestone, W. A. (1987). Meaning in method: The rhetoric of quantitative and qualitative research. *Educational researcher*, 16(7), 16-21.
- Fishbein, M., & Ajzen, I. (1977). Belief, attitude, intention, and behavior: An introduction to theory and research. *Philosophy and Rhetoric*, 10(2).
- Flak, L. S., & Rose, J. (2005). Stakeholder governance: Adapting stakeholder theory to e-government. *Communications of the Association for Information Systems*, 16(1), 31.
- Flak, L. S., Nordheim, S., & Munkvold, B. E. (2008). Analyzing stakeholder diversity in G2G efforts: Combining descriptive stakeholder theory and dialectic process theory. *E-Service Journal*, 6(2), 3-23.
- Gao, X. and J. Lee, 2017. E-government services and social media adoption: Experience of small local governments in Nebraska state. *Government Information Quarterly*, 34(4): 627-634.
- Goh, D., & Pang, N. (2016). Protesting the Singapore government: The role of collective action frames in social media mobilization. *Telematics and Informatics*, 33(2), 525-533.
- Gunawong, P. (2015). Open government and social media: A focus on transparency. *Social Science Computer Review*, 33(5), 587-598.
- Guntarik, O., & Trott, V. (2016). Changing media ecologies in Thailand: Women's online participation in the 2013/2014 Bangkok Protests. *Austrian Journal of South-East Asian Studies*, 9(2), 235-252.
- Habermas, J. (1984). *The theory of communicative action: Reason and the rationalization of society* (Vol. 1). Beacon press.



- Hao, X., Wen, N., & George, C. (2014). News consumption and political and civic engagement among young people. *Journal of Youth Studies*, 17(9), 1221-1238.
- Hong, H. (2013). Government websites and social media's influence on government-public relationships. *Public Relations Review*, 39(4), 346-356.
- Idris, I. K. (2018). Government social media in Indonesia: Just another information dissemination tool. *Jurnal Komunikasi: Malaysian Journal of Communication*, 34(4).
- Imurana, B., Kilu, R. H., & Kofi, A. B. (2014). The politics of public policy and problems of implementation in Africa: an appraisal of Ghana's National Health Insurance Scheme in Ga East District. *International Journal of Humanities and Social Science*, 4(4), 196-207.
- Institute of Politics. (2002). The Institute of Politics Survey of Student Attitudes: A National Survey of College Undergraduates. Harvard University. https://iop.harvard.edu/sites/default/files_new/newsletter_fall_02.pdf
- Johannessen, M. R., Sæbø, Ø., & Flak, L. S. (2016). Social media as public sphere: a stakeholder perspective. *Transforming Government: People, Process and Policy*.
- Ke, W., & Wei, K. K. (2004). Successful e-government in Singapore. *Communications of the ACM*, 47(6), 95-99.
- Kemp, S. (2020). Digital 2020: 3.8 Billion People Use Social Media. Retrieved from <https://wearesocial.com/blog/2020/01/digital-2020-3-8-billion-people-use-social-media>
- Khan, G. F., Yoon, H. Y., Kim, J., & Park, H. W. (2014). From e-government to social government: Twitter use by Korea's central government. *Online Information Review*.
- Khan, M. Y., Javeed, A., Khan, M. J., Din, S. U., Khurshid, A., & Noor, U. (2019). Political participation through social media: Comparison of Pakistani and Malaysian youth. *IEEE Access*, 7, 35532-35543.
- Kirkpatrick, D. (2011). Technology social power and the coming corporate revolution why employees and customers will be calling the shots. *Forbes*, 188(5), 72-+.
- Klievink, B., & Janssen, M. (2009). Realizing joined-up government—Dynamic capabilities and stage models for transformation. *Government Information Quarterly*, 26(2), 275-284.
- Klischewski, R., & Scholl, H. J. (2006). Information quality as a common ground for key players in e-government integration and interoperability. In Proceedings of the 39th Annual Hawaii International Conference on System Sciences (HICSS'06) (Vol. 4, pp. 72-72). IEEE.
- Leavey, J. (2013). Social media and public policy: what is the evidence?. <http://www.alliance4usefulEvidence.orgwww.alliance4usefulEvidence.org>. 2013
- Lim, S. B., Malek, J. A., Hussain, M. Y., & Tahir, Z. (2020). Participation in e-government services and smart city programs: a case study of Malaysian local authority. *PLANNING MALAYSIA*, 18(13).
- Lin, Y., & Geertman, S. (2015). Smart governance, collaborative planning and planning support systems: A fruitful triangle?. In *Planning Support Systems and Smart Cities* (pp. 261-277). Springer, Cham.
- Liu, B. F., & Horsley, J. S. (2007). The government communication decision wheel: Toward a public relations model for the public sector. *Journal of Public Relations Research*, 19(4), 377-393.
- Liu, B. F., Horsley, J. S., & Levenshus, A. B. (2010). Government and corporate communication practices: Do the differences matter?. *Journal of Applied Communication Research*, 38(2), 189-213.



- Lovejoy, K., Waters, R. D., & Saxton, G. D. (2012). Engaging stakeholders through Twitter: How nonprofit organizations are getting more out of 140 characters or less. *Public relations review*, 38(2), 313-318.
- Madyatmadja, E. D., Abdurachman, E., Gaol, F. L., & Pudjianto, B. W. (2019). FEATURES IN SOCIAL MEDIA-BASED E-GOVERNMENT APPLICATION: A HOPE FROM SOCIETY DESIRE. *ICIC express letters. Part B, Applications: an international journal of research and surveys*, 10(6), 457-464.
- Madyatmadja, E. D., Nindito, H., & Pristinella, D. (2020). Citizen Behavior: The Evaluation of Complaint Application that Connected to Smart City. *Advances in Science, Technology and Engineering Systems Journal*, 5(4), 24–29. <https://doi.org/10.25046/aj050403>
- Ministry of Foreign Affairs Singapore & The Centre for Liveable Cities. (2018). ASEAN Smart Cities Network (ASCN) Ebook. <https://www.clc.gov.sg/docs/default-source/books/book-asean-smart-cities-network.pdf>
- Mirchandani, D. A., Johnson Jr, J. H., & Joshi, K. (2008). Perspectives of citizens towards e-government in Thailand and Indonesia: A multigroup analysis. *Information Systems Frontiers*, 10(4), 483-497.
- Mundy, D., & Umer, Q. (2012, October). 9. United Kingdom Local Authority Challenges in the use of Twitter and Other Social Media. In SOTICS 2012: The Second International Conference on Social Ecolnformatics, Venice, 21-26 October 2016.
- NGUYEN, T. T., PHAN, D. M., LE, A. H., & NGUYEN, L. T. N. (2020). The Determinants of Citizens' Satisfaction of E-Government: An Empirical Study in Vietnam. *The Journal of Asian Finance, Economics, and Business*, 7(8), 519-531. Chicago
- Nulhusna, R., Sandhyaduhita, P. I., Hidayanto, A. N., & Phusavat, K. (2017). The relation of e-government quality on public trust and its impact on public participation. *Transforming Government: People, Process and Policy*.
- Nurmandi, A., Almarez, D., Roengtam, S., Salahudin, S., Jovita, H. D., Dewi, D. S. K., & Efendi, D. (2018). To what extent is social media used in city government policy making? Case studies in three asean cities. *Public Policy and Administration*, 17(4), 600-618.
- Oginni, S. O., & Moitui, J. N. (2015). Social media and public policy process in Africa: Enhanced policy process in digital age. *Consilience*, (14), 158-172.
- Oliveira, Gustavo Henrique Maultasch, dan Eric W Welch. "Social Media use in Local Government: Linkage of Technology, task and organizational context." *Government Information Quarterly*, 2013.
- Pelzer, P., Geertman, S., & van der Heijden, R. (2015). Knowledge in communicative planning practice: a different perspective for planning support systems. *Environment and Planning B: Planning and Design*, 42(4), 638-651.
- Phang, C. W., & Kankanhalli, A. (2006). Engaging youths via e-participation initiatives: An investigation into the context of online policy discussion forums. In *Social inclusion: Societal and organizational implications for information systems* (pp. 105-121). Springer, Boston, MA.
- Pinzón. Beyond connectivity: The impacts of social media in urban development in Puerto Ayora: DPU Working Paper 2013: 160.



- Poushter, J., Bishop, C., & Chwe, H. (2018). Social media use continues to rise in developing countries but plateaus across developed ones. Pew research center, 22, 2-19.
- Prabowo, H. Y., Hamdani, R., & Sanusi, Z. M. (2018). The new face of people power: An exploratory study on the potential of social media for combating corruption in Indonesia. Australasian Accounting, Business and Finance Journal, 12(3), 19-20.
- Rachmana, T., & Napitupulub, D. (2020). The Quality of Public Participation in e-Government through Citizen Acceptance Factors.
- Ritonga, R., & Syahputra, I. (2019). Citizen journalism and public participation in the era of new media in Indonesia: From street to tweet. Media and Communication, 7(3), 79-90.
- Roengtam, S., Nurmandi, A., Almarez, D. N., & Kholid, A. (2017). Does social media transform city government? A case study of three ASEAN cities: Bandung, Indonesia, Iligan, Philippines and Pukhet, Thailand. Transforming Government: People, Process and Policy.
- Rogers, E. M. (2003). Diffusion of innovations. Free Press. *New York*, 551.
- Rothman, A. J. (2004). "Is there nothing more practical than a good theory?": Why innovations and advances in health behavior change will arise if interventions are used to test and refine theory. International Journal of Behavioral Nutrition and Physical Activity, 1(1), 1-7.
- Sæbø, Ø., Flak, L. S., & Sein, M. K. (2011). Understanding the dynamics in e-Participation initiatives: Looking through the genre and stakeholder lenses. Government Information Quarterly, 28(3), 416-425.
- Salman, A., & Saad, S. (2015). Online political participation: A study of youth usage of new media. Mediterranean Journal of Social Sciences, 6(4), 88-88.
- Sang, S., Lee, J. D., & Lee, J. (2009). E-government adoption in ASEAN: the case of Cambodia. Internet Research.
- Santoso, A. D., Rinjany, D., & Bafadhal, O. M. (2020). Social Media and Local Government in Indonesia: Adoption, Use and Stakeholder Engagement. Romanian Journal of Communication and Public Relations, 22(3), 21-35.
- Saxton, G. D., & Waters, R. D. (2014). What do stakeholders like on Facebook? Examining public reactions to nonprofit organizations' informational, promotional, and community-building messages. Journal of public relations research, 26(3), 280-299.
- Sayogo, D. S., Yuli, S. B. C., & Wiyono, W. (2020). Challenges and critical factors of interagency information sharing in Indonesia. Transforming Government: People, Process and Policy.
- Scholl, H. J. (2004). Involving salient stakeholders: Beyond the technocratic view on change. Action Research, 2(3), 277-304.
- Searson, E. M., & Johnson, M. A. (2010). Transparency laws and interactive public relations: An analysis of Latin American government Web sites. *Public relations review*, 36(2), 120-126.
- Sinpeng, A. (2017). Participatory inequality in online and offline political engagement in Thailand. Pacific Affairs, 90(2), 253-274.
- Smith, C. W. (2003). Nine Digital Divide Truths. Digital Divide Institute.



- Suki, N. M., & Ramayah, T. (2010). User acceptance of the e-government services in Malaysia: structural equation modelling approach. *Interdisciplinary Journal of Information, Knowledge, and Management*, 5(1), 395-413.
- Suls, J., & Rothman, A. (2004). Evolution of the biopsychosocial model: prospects and challenges for health psychology. *Health psychology*, 23(2), 119.
- Syarief, M., & Andi, W. (2020). THE INFLUENCE OF SOCIAL MEDIA ON PUBLIC POLICY CHANGES IN BANDAR LAMPUNG CITY. *Humanities and Social Sciences Letters*, 8(1), 36-45.
- Tankovska, H. (2021, June 28). Countries with the most Facebook users 2021. Statista. <https://www.statista.com/statistics/268136/top-15-countries-based-on-number-of-facebook-users/>
- Tankovska, H. (2021b, June 29). Countries with the most Twitter users 2021. Statista. <https://www.statista.com/statistics/242606/number-of-active-twitter-users-in-selected-countries/>
- Thrane, L. E., Shelley, M. C., Shulman, S. W., Beisser, S. R., & Larson, T. B. (2005). E-political empowerment: Age effects or attitudinal barriers?. *Journal of E-Government*, 1(4), 21-37.
- Tobias, S., Buser, T., & Buchecker, M. (2016). Does real-time visualization support local stakeholders in developing landscape visions?. *Environment and Planning B: Planning and Design*, 43(1), 184-197.
- Towner, T. L., & Dulio, D. A. (2011). The Web 2.0 election: Does the online medium matter?. *Journal of Political Marketing*, 10(1-2), 165-188.
- Tranfield, D., Denyer, D. and Smart, P. (2003), "Towards a methodology for developing evidence- informed management knowledge by means of systematic review", *British Journal of Management*, Vol. 14 No. 3, pp. 207-222.
- Trust in Government - Inclusive Policy Making - OECD. (2020). Organisation for Economic Co-Operation and Development. <https://www.oecd.org/gov/trust-inclusive-policy-making.htm>
- Twitter and Other Social Media. In SOTICS 2012: The Second International Conference on Social Ecolnformatics., October 2016: 21-26,. Venice. Italy.
- UNEGS. (2018). United Nations E-Government survey 2018: Gearing E-Government to support transformation towards sustainable and resilient societies. https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2018-Survey/E-Government%20Survey%202018_FINAL%20for%20web.pdf
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS quarterly*, 425-478.
- Vijaykumar, S., Meurzec, R. W., Jayasundar, K., Pagliari, C., & Fernandopulle, Y. (2017). What's buzzing on your feed? Health authorities' use of Facebook to combat Zika in Singapore. *Journal of the American Medical Informatics Association*, 24(6), 1155-1159.
- Wang, Y., & Zhou, S. (2015). How do sports organizations use social media to build relationships? A content analysis of NBA clubs' Twitter use. *International Journal of Sport Communication*, 8(2), 133-148.
- Warren, A. M., Jaafar, N. I., & Sulaiman, A. (2016). Youth civic engagement behavior on Facebook: A comparison of findings from Malaysia and Indonesia. *Journal of Global Information Technology Management*, 19(2), 128-142.



- Warren, A. M., Sulaiman, A., & Jaafar, N. I. (2014). Social media effects on fostering online civic engagement and building citizen trust and trust in institutions. *Government Information Quarterly*, 31(2), 291-301.
- Widiyanto, N., Sandhyaduhita, P. I., Hidayanto, A. N., & Munajat, Q. (2016). Exploring information quality dimensions of government agency's information services through social media: A case of the Ministry of Education and Culture in Indonesia. *Electronic Government, an International Journal*, 12(3), 256-278.
- Witarsyah, D., Sjafrizal, T., Fudzee, M. F. M., & Salamat, M. A. (2017). The critical factors affecting E-Government adoption in Indonesia: A conceptual framework. *International Journal on Advanced Science, Engineering and Information Technology*, 7(1), 160-167
- Yap, C. S., Ahmad, R., Newaz, F. T., & Mason, C. (2019). Continuous use intention of E-government portals the perspective of older citizens. *International Journal of Electronic Government Research (IJEGR)*, 15(1), 1-16.
- Yap, C. S., Ahmad, R., Newaz, F. T., & Mason, C. (2020). Continuous Use and Extended Use of E-Government Portals in Malaysia. *International Journal of Public Administration*, 1-12.
- Ye, L., & Ki, E. J. (2012). The status of online public relations research: An analysis of published articles in 1992–2009. *Journal of public relations research*, 24(5), 409-434.
- Ye, L., & Ki, E. J. (2012). The status of online public relations research: An analysis of published articles in 1992–2009. *Journal of public relations research*, 24(5), 409-434.
- Zeng, B., & Gerritsen, R. (2014). What do we know about social media in tourism? A review. *Tourism management perspectives*, 10, 27-36.
- Zheng, L., & Zheng, T. Innovation through social media in the public sector: Information and interactions. *Government Information Quarterly*, 31, 2014: 106-S11