

DAFTAR PUSTAKA

- Agung Anantha, R., & Febriyan Eprilianto, D. (2025). Inovasi Pelayanan Perizinan Melalui Sswalfa (Surabaya Single Window) Dalam Meningkatkan Kualitas Pelayanan Publik Di Kelurahan Balas Klumprik Kecamatan Wiyung Kota Surabaya. *Jurnal Publika*.
- Alim, N. B. (2022). Upaya Mewujudkan Dynamic Governance Pada Pelayanan Publik Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Sidoarjo. *Jurnal Ilmu Administrasi Publik*.
- Alshehri, M., & Drew, S. (2010). Implementation Of E-Government: Advantages And Challenges. *Implementation Of E-Government: Advantages And Challenges*.
- Amalia, D., Nesya, N., & Tyrta, M. (2023). Implementasi Kota Pintar (Smart City) Di Kota Surabaya. *Jurnal Birokrasi & Pemerintahan Daerah*, 5(1).
- Anggara, S. (2015). *Metode Penelitian Administrasi*. Pustaka Setia.
- Bahtiar, H., Rabbany, L. R., Falentina Bele, Y., Husna, M., Matulessy, G. S., & Kunci, K. (2025). Digital Transformation Towards Sustainability: Challenges And Opportunities For Indonesian Msmes. *Jurnal Ekonomi Dan Bisnis*, 28(1), 131–150.
- Bakıcı, T., Almirall, E., & Wareham, J. (2013). A Smart City Initiative: The Case Of Barcelona. *Journal Of The Knowledge Economy*, 4(2), 135–148. <Https://Doi.Org/10.1007/S13132-012-0084-9>
- Bouty, A. A., Koniyo, M. H., & Novian, D. (2019). Evaluasi Sistem Pemerintahan Berbasis Elektronik Menggunakan E-Government Maturity Model (Kasus Di Pemerintah Kota Gorontalo). *Jurnal Penelitian Komunikasi Dan Opini Publik*, 23(1). <Https://Doi.Org/10.33299/Jpkop.23.1.1758>
- Cohen, B. (2012, May). *Blockchain Cities And The Smart Cities Wheel*. Medium. <Https://Boydcohen.Medium.Com/Blockchain-Cities-And-The-Smart-Cities-Wheel-9f65c2f32c36>
- Creswell, J. W. (2009). *Creswell (1) (1)*. The United States Of America.
- Devanova, A. (2023, September 23). *Nganjuk Smart City, Hadirkan Layanan Publik Terintegrasi*. The Nganjuk Post. <Https://Thenganjukpost.Com/Nganjuk-Smart-City-Hadirkan-Layanan-Publik-Terintegrasi/2/>
- Djatmiko, G. H., Sinaga, O., & Pawirosumarto, S. (2025). Digital Transformation And Social Inclusion In Public Services: A Qualitative

- Analysis Of E-Government Adoption For Marginalized Communities In Sustainable Governance. *Sustainability (Switzerland)*, 17(7). <Https://Doi.Org/10.3390/Su17072908>
- Eni Khotimah, P., Suprastiyo, A., & Suhindarno, H. (2024). Dynamic Governance Dalam Pelayanan Administrasi Kependudukan Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Bojonegoro. *Jurnal Ilmiah Ilmu Sosial Dan Ilmu Politik*, 14(1), 86. <Https://Doi.Org/10.33366/Rfr.V%Vi%I.5432>
- Figenschou, T., Li-Ying, J., Tanner, A., & Bogers, M. (2024). Open Innovation In The Public Sector: A Literature Review On Actors And Boundaries. *Technovation*, 131. <Https://Doi.Org/10.1016/J.Technovation.2023.102940>
- Gomstyn, A., & Jonker, A. (2023, September 23). *Apa Yang Dimaksud Dengan Kota Pintar?* <Https://Www.Ibm.Com/Id-Id/Topics/Smart-City>
- Guenduez, A. A., & Mergel, I. (2022). The Role Of Dynamic Managerial Capabilities And Organizational Readiness In Smart City Transformation. *Cities*, 129. <Https://Doi.Org/10.1016/J.Cities.2022.103791>
- Harapah, N. (2020). *Penelitian Kualitatif* (H. Sazali, Ed.). Wal Ashri Publishing.
- Hikmawati, F. (2017). *Metode Penelitian*. Raja Grafindo Persada.
- Indrawati. (2019). *Inilah Cara Mengukur Kesiapan Suatu Kota Pintar*. Inteliglesia Media.
- International Labour Organization. (2022). *Technology Adoption In Public Employment Services Catching Up With The Future*.
- Isabella, I., Alfitri, A., Saptawan, A., Nengyanti, N., & Baharuddin, T. (2024). Empowering Digital Citizenship In Indonesia: Navigating Urgent Digital Literacy Challenges For Effective Digital Governance. *Journal Of Governance And Public Policy*, 11(2), 142–155. <Https://Doi.Org/10.18196/Jgpp.V11i2.19258>
- Janssen, M., & Van Der Voort, H. (2020). Agile And Adaptive Governance In Crisis Response: Lessons From The Covid-19 Pandemic. *International Journal Of Information Management*, 55. <Https://Doi.Org/10.1016/J.Ijinfomgt.2020.102180>
- Kementerian Komunikasi Dan Digital. (2020). *Langkah Menuju “100 Smart City.”* Kementerian Komunikasi Dan Digital.

<Https://Www.Komdigi.Go.Id/Berita/Sorotan-Media/Detail/Langkah-Menuju-100-Smart-City>

Kementerian Komunikasi Dan Digital Republik Indonesia. (2024). *Indeks Masyarakat Digital Indonesia*.

Kim, J. (2020). *Seoul Smart City Changing The Lives Of The Citizens*.
<Https://Democracy.Seoul.Go.Kr/>

Krah, R. D. Y., & Mertens, G. (2020). Transparency In Local Governments: Patterns And Practices Of Twenty-First Century. In *State And Local Government Review* (Vol. 52, Issue 3, Pp. 200–213). Sage Publications Inc. <Https://Doi.Org/10.1177/0160323x20970245>

Labelle, R. (2008). *Electronic Government For Developing Countries*.
<Www.Itu.Int/Itu-D/Cyb/App/E-Gov.Html>

Lim, Y., Edelenbos, J., & Gianoli, A. (2023). Dynamics In The Governance Of Smart Cities: Insights From South Korean Smart Cities. *International Journal Of Urban Sciences*, 27(S1), 183–205.
<Https://Doi.Org/10.1080/12265934.2022.2063158>

Loeffler, E., & Klika, C. (2024). *About Epsa Briefing Title Collaborative Governance For Innovation In Public Services Editorial Support Executive Summary*. <Www.Eipa.Eu>

Luh, N., Putri, S. A., Ayu, A. A., Larantika, D., & Noerasto, T. (2025). *Collaborative Governance In Digital-Based Public Services At The Denpasar City Population And Civil Registration Service*.

Malhotra, C., Anand, R., & Soni, V. (2020). Creating Public Services 4.0: Sustainable Digital Architecture For Public Services In India. *Indian Journal Of Public Administration*, 66(3), 327–342.
<Https://Doi.Org/10.1177/0019556120957421>

Mashau, N. L., & Kroese, J. H. (2023). Challenges That Affect Smart City Implementation In Small And Rural Municipalities. *Sa Journal Of Information Management*, 25.
<Https://Doi.Org/10.4102/Sajim.V25i1.1703>

Miles, M. B., Huberman, A. M., & Saldans, J. (2014). *Qualitative Data Analysis A Methods Sourcebook*.

Mutjaba, E. (2022). *Konsep Smart City Dalam Pembangunan Kota*.

Neo, S. B., & Chen, G. (2007). *Dynamic Governance*. World Scientific Publishing.

- Nursafitri, S., & Jayadi, R. (2023). Evaluation Of Electronic-Based Government System Using The E-Government Maturity Model: Case Study Of Bekasi City. *Jurnal Minfo Polgan*, 12(2). <Https://Doi.Org/10.33395/Jmp.V12i2.12455>
- Oecd Publishing. (2020). *Improving Governance With Policy Evaluation: Lessons From Country Experiences*.
- Pedrosa, G. V., Kosloski, R. A. D., De Menezes, V. G., Iwama, G. Y., Da Silva, W. C. M. P., & Figueiredo, R. M. Da C. (2020). A Systematic Review Of Indicators For Evaluating The Effectiveness Of Digital Public Services. In *Information (Switzerland)* (Vol. 11, Issue 10, Pp. 1–14). Mdpi Ag. <Https://Doi.Org/10.3390/Info11100472>
- Qin, W., Guo, W., Weijia, Z., & Lu, X. (2021). Design Of E-Government Shared Data Resource Database Architecture. *International Journal Of Frontiers In Sociology*, 3(21). <Https://Doi.Org/10.25236/Ijfs.2021.032106>
- Qomaru, A. (2023, September 9). *Pemkab Nganjuk Luncurkan Program Nganjuk Smart City (Nsc) Untuk Kemajuan Ekonomi Dan Pelayanan Publik*. Redaksi Lentera Today. <Https://Lenteratoday.Com/Pemkab-Nganjuk-Luncurkan-Program-Nganjuk-Smart-City-Nsc-Untuk-Kemajuan-Ekonomi-Dan-Pelayanan-Publik/>
- Rahmadi. (2011). *Pengantar Metodologi Penelitian*. Antasari Press.
- Rahmatunnisa, M. (2019a). Dialektika Konsep Dynamic Governance. *Jurnal Academia Praja*, 2(2).
- Rahmatunnisa, M. (2019b). *Dialektika Konsep Dynamic Governance*.
- Rizkinaswara, L. (2022, July 22). *Gerakan Menuju 100 Smart Cit*. Direktorat Jendral Aplikasi Informatika. <Https://Aptika.Kominfo.Go.Id/2022/07/Gerakan-Menuju-100-Smart-City-2/#:~:Text=Gerakan%20menuju%20100%20smart%20city%20merupakan%20program%20yang%20dimulai%20sejak,Menerapkannya%20pad%20masing%2dmasing%20daerah.>
- Safaruddin. (2021). *Urban Governance Dan Smart City* (Prayudha, Ed.). Binta Semesta Media Yogyakarta. <Https://Www.Researchgate.Net/Publication/362103735>
- Safaruddin, Aras, A., Busdir, & Sofyan B. (2022). *Urban Governance Dan Smart City : Teori Dan Praktik Analisis*. Bintang Semesta Media.

- Sari, A. I., Rusli, Z., & Riau, U. (2023). Tata Kelola Pemerintahan Dinamis (Dynamic Governance) Dalam Penyelenggaraan Kota Layak Anak Di Kota Pekanbaru. *Jurnal Saraq Opat*, 5. <Https://Jurnal.Ugp.Ac.Id/Index.Php/Saraqopat>
- Schultz, L., Folke, C., Österblom, H., & Olsson, P. (2015). Adaptive Governance, Ecosystem Management, And Natural Capital. *Proceedings Of The National Academy Of Sciences Of The United States Of America*, 112(24), 7369–7374. <Https://Doi.Org/10.1073/Pnas.1406493112>
- Septianda, M. F., Kurniawan, D., & Afnira, E. (2024). Smart People Dan Smart Living: Membangun Sumber Daya Manusia Unggul Dalam Optimalisasi Smart City Di Indonesia. *Jurnal Kebijakan Pembangunan*, 19(2), 189–204. <Https://Doi.Org/10.47441/Jkp.V19i2.383>
- Skargren, F. (2020). What Is The Point Of Benchmarking E-Government? An Integrative And Critical Literature Review On The Phenomenon Of Benchmarking E-Government. *Information Polity*, 25(1), 67–89. <Https://Doi.Org/10.3233/Ip-190131>
- Stübing, J., & Schneider, L. (2020). Understanding Smart City—A Data-Driven Literature Review. *Sustainability (Switzerland)*, 12(20), 1–23. <Https://Doi.Org/10.3390/Su12208460>
- Sufi, W. (2023). Implementation Of Public Service Innovation In Dynamic Governance Of Dukcapil Pekanbaru City. *Jess (Journal Of Education On Social Science*, 07, 337–345. <Https://Doi.Org/10.24036/Jess.V7i3>
- Sugiyono. (2022). *Metode Penelitian Kualitatif* (Alfabeta Bandung).
- The World Bank. (2002). *The E-Government Handbook For Developing Countries*. The Word Bank. <Http://Www.Infodev.Org>.
- Tuurnas, S., Stenvall, J., Virtanen, P. J., Pekkola, E., & Kurkela, K. (2019). Towards Collaborative Development Culture In Local Government Organisations. *International Journal Of Public Sector Management*, 32(6), 582–599. <Https://Doi.Org/10.1108/Ijpsm-05-2018-0119>
- United Nations Division For Public Economics. (2002). *Benchmarking E-Government: A Global Perspective Assessing The Progress Of The Un Member States*.
- Vob, J. P., Smith, A., & Grin, J. (2009). Designing Long-Term Policy: Rethinking Transition Management. *Policy Sciences*, 42(4), 275–302. <Https://Doi.Org/10.1007/S11077-009-9103-5>
- Wang, S., & Archer, N. P. (2007). Electronic Marketplace Definition And Classification: Literature Review And Clarifications. *Enterprise*

- Information Systems*, 1(1), 89–112.
<Https://Doi.Org/10.1080/17517570601088380>
- Wardani, K. (2019). Urgensi Inovasi Pelayanan Bidang Administrasi Publik Di Era Disrupsi. *Jurnal Ilmiah Ilmu Administrasi Negara*.
- Wimmer, M. A., Janssen, M., Scholl, H. J., Navarra, D., & Bianchi, C. (2013). Territorial Governance, E-Government And Sustainable Development Policy: A System Dynamics Approach. In *Lncs* (Vol. 8074).
- Wirawan, V. (2020). Penerapan E-Government Dalam Menyongsong Era Revolusi Industri 4.0 Kontemporer Di Indonesia. *Jurnal Penegakan Hukum Dan Keadilan*, 1(1). <Https://Doi.Org/10.18196/Jphk.1101>
- Wirtz, B. W., Müller, W. M., & Schmidt, F. W. (2021). Digital Public Services In Smart Cities – An Empirical Analysis Of Lead User Preferences. *Public Organization Review*, 21(2), 299–315.
<Https://Doi.Org/10.1007/S11115-020-00492-3>
- Ye, X., Su, X., Yao, Z., Dong, L. A., Lin, Q., & Yu, S. (2023). How Do Citizens View Digital Government Services? Study On Digital Government Service Quality Based On Citizen Feedback. *Mathematics*, 11(14). <Https://Doi.Org/10.3390/Math11143122>
- Yusuf, M. (2013). *Metode Penelitian Kuantitatif, Kualitatif Dan Penelitian Gabungan* (Suwito, Ed.). Kencana.