

DAFTAR PUSTAKA

- Adam, I. O. (2020). Examining e-government development effects on corruption in Africa: the mediating effects of ICT development and institutional quality. *Technology in Society*, 61. <https://doi.org/10.1016/j.techsoc.2020.101245>
- Afrizal, D., & Wallang, M. (2021). Attitude on intention to use e-government in Indonesia. *Indonesian Journal of Electrical Engineering and Computer Science*, 22(1), 435–441. <https://doi.org/10.11591/ijeecs.v22.i1.pp435-441>
- Al Mudawi, N., Beloff, N., & White, M. (2020). Issues and challenges: cloud computing e-government in developing countries. In *IJACSA) International Journal of Advanced Computer Science and Applications* (Vol. 11, Issue 4). <http://sro.sussex.ac.ukwww.ijacsa.thesai.org>
- Alateyah, A. S., Crowder, R. M., & Wills, G. B. (2013). Identified factors affecting the citizen's intention to adopt e-government in Saudi Arabia. *World Academy of Science, Engineering and Technology*, 80, 886–894.
- Alghamdi, S. A. (2016). *Key factors influencing the adoption and utilisation of e-government systems and services in Saudi Arabia*.
- Al-Maroof, R. S., Alhumaid, K., & Salloum, S. (2020). *The Continuous Intention to Use E-Learning, from Two Different Perspectives*. <https://doi.org/10.3390/educsci>
- Al-Omairi, L., Al-Samarraie, H., Alzahrani, A. I., & Alalwan, N. (2021). Students' intention to adopt e-government learning services: a developing country perspective. *Library Hi Tech*, 39(1), 308–334. <https://doi.org/10.1108/LHT-02-2020-0034>
- Alsaif, M. (2013). *Factors affecting citizens' adoption of e-government moderated by socio-cultural values in Saudi Arabia*. University of Birmingham.
- Anggraini, A. T., & Iqbal, M. (2020). The utilization of Jogja smart service application: an e-readiness approach. *Journal of Governance and Public Policy*, 7(2). <https://doi.org/10.18196/jgpp.72130>
- Aswar, K., Ermawati, E., Juliyanto, W., Andreas, A., & Wiguna, M. (2022). Adoption of e-government by Indonesian state universities: an application of technology acceptance model. *Problems and Perspectives in Management*, 20(1), 396–406. [https://doi.org/10.21511/ppm.20\(1\).2022.32](https://doi.org/10.21511/ppm.20(1).2022.32)

- Blut, M. (2016). E-Service quality: development of a hierarchical model. *Journal of Retailing*, 92(4), 500–517. <https://doi.org/10.1016/j.jretai.2016.09.002>
- Carter, L., & Belanger, F. (2004). Citizen adoption of electronic government initiatives. *Proceedings of the 37th Hawaii International Conference on System Sciences*.
- Carter, L., & Bélanger, F. (2005). The utilization of e-government services: citizen trust, innovation and acceptance factors. *Info Systems J*, 15, 5–25.
- Chan, C. M. L., Lau, Y. M., & Pan, S. L. (2008). E-government implementation: A macro analysis of Singapore's e-government initiatives. *Government Information Quarterly*, 25(2), 239–255. <https://doi.org/10.1016/j.giq.2006.04.011>
- Chemingui, H., & Lallouna, H. ben. (2013). Resistance, motivations, trust and intention to use mobile financial services. *International Journal of Bank Marketing*, 31(7), 574–592. <https://doi.org/10.1108/IJBM-12-2012-0124>
- Chemisto, M., & Rivett, U. (2018). Examining the adoption and usage of an e-government system in rural South Africa. *Institute of Electrical and Electronics Engineers*.
- Chen, L., & Aklikokou, A. K. (2020). Determinants of E-government Adoption: Testing the Mediating Effects of Perceived Usefulness and Perceived Ease of Use. *International Journal of Public Administration*, 43(10), 850–865. <https://doi.org/10.1080/01900692.2019.1660989>
- Cilliers, D. P., van Staden, I., Roos, C., Alberts, R. C., & Retief, F. P. (2020). The perceived benefits of EIA for government: a regulator perspective. *Impact Assessment and Project Appraisal*, 38(5), 358–367. <https://doi.org/10.1080/14615517.2020.1734403>
- Dahi, M., & Ezziane, Z. (2015). Measuring e-government adoption in Abu Dhabi with technology acceptance model (TAM). *Int. J. Electronic Governance*, 7(3), 206–231.
- Davis, F. D. Jr. (1986). A technology acceptance model for empirically testing new end-user information systems: theory and results. *Doctoral Dissertation, MIT Sloan School of Management, Cambridge, MA*.

- Dias, G. P. (2020). Determinants of e-government implementation at the local level: an empirical model. *Online Information Review*, 44(7), 1307–1326. <https://doi.org/10.1108/OIR-04-2020-0148>
- Dourish, P., & Bellotti, V. R. (1992). Awareness and coordination in shared workspaces. *Proceedings of the 1992 ACM Conference on Computer-Supported Cooperative Work*, 107–114.
- Dwivedi, Y. K., Rana, N. P., Tamilmani, K., & Raman, R. (2020). A meta-analysis based modified unified theory of acceptance and use of technology (meta-UTAUT): a review of emerging literature. *Current Opinion in Psychology*, 36, 13–18. <https://doi.org/10.1016/j.copsyc.2020.03.008>
- Elyasia, V., Wihadanto, A., & Sumartono. (2017). Implementasi e-government untuk mendorong pelayanan publik yang terintegrasi di Indonesia. *Optimalisasi Peran Sains Dan Teknologi Untuk Mewujudkan Smart City*, 353–380.
- Fikri, H., Suharto, D. G., & Nugroho, R. A. (2018). The utilization of electronic government in realizing transparency and accountability of village government: synergy of implementation of electronic village budgeting and electronic monitoring system by Banyuwangi government. *International Journal of Multicultural and Multireligious Understanding*, 5(4), 453. <https://doi.org/10.18415/ijmmu.v5i4.425>
- Garda, Y. A., & Etty, M. (2019). The effect of ICT iteration in government financial management in industry 4.0 era. *KNE Social Sciences*. <https://doi.org/10.18502/kss.v4i6.6588>
- Garson, D. G. (2016). *Partial least squares (PLS-SEM) 2016 edition* (2016th ed., Vol. 3rd). Statistical Publishing Associates. www.statisticalassociates.com
- Hair, J. F., & Alamer, A. (2022). Partial Least Squares Structural Equation Modeling (PLS-SEM) in second language and education research: Guidelines using an applied example. *Research Methods in Applied Linguistics*, 1(3), 100027. <https://doi.org/10.1016/j.rmal.2022.100027>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM). Thousand Oaks. Sage, 165.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>

- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014a). Partial least squares structural equation modeling (PLS-SEM): an emerging tool in business research. In *European Business Review* (Vol. 26, Issue 2, pp. 106–121). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014b). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hamid, A. Abd., Razak, F. Z. A., Bakar, A. A., & Abdullah, W. S. W. (2016). The effects of perceived usefulness and perceived ease of use on continuance intention to use e-government. *Procedia Economics and Finance*, 35, 644–649. [https://doi.org/10.1016/s2212-5671\(16\)00079-4](https://doi.org/10.1016/s2212-5671(16)00079-4)
- Hsu, F.-M., & Chen, T.-Y. (2007). Understanding information systems usage behavior in e-government: the role of context and perceived value. *Pacific Asia Conference on Information Systems*, 477–490. <http://aisel.aisnet.org/pacis2007>
- Hung, S. Y., Chang, C. M., & Kuo, S. R. (2013). User acceptance of mobile e-government services: An empirical study. *Government Information Quarterly*, 30(1), 33–44. <https://doi.org/10.1016/j.giq.2012.07.008>
- Hung, S. Y., Chang, C. M., & Yu, T. J. (2006). Determinants of user acceptance of the e-Government services: The case of online tax filing and payment system. *Government Information Quarterly*, 23(1), 97–122. <https://doi.org/10.1016/j.giq.2005.11.005>
- Jayashree, S., Salehi, F., Abdollahbeigi, B., & Agamudainambi Malarvizhi, C. (2016). Factors influencing intention to use e-government services among Iran citizens. *Indian Journal of Science and Technology*, 9(34). <https://doi.org/10.17485/ijst/2016/v9i34/91943>
- Joshi, P. R., & Islam, S. (2018). E-government maturity model for sustainable e-government services from the perspective of developing countries. *Sustainability (Switzerland)*, 10(6). <https://doi.org/10.3390/su10061882>
- Khan, F. N., & Majeed, M. T. (2019). ICT and e-government as the sources of economic growth in information age: empirical evidence from South Asian economies. *A Research Journal of South Asian Studies* 227 *South Asian Studies A Research Journal of South Asian Studies*, 34(1), 227–249.

- Krishnan, S., Teo, T. S., & Lim, J. (2013). *IFIP AICT 402 - E-Participation and E-Government Maturity: A Global Perspective.*
- Layne, K., & Lee, J. (2001). Developing fully functional e-government: a four stage model. *Government Information Quarterly* 18, 122–136.
- Lean, O. K., Zailani, S., Ramayah, T., & Fernando, Y. (2009). Factors influencing intention to use e-government services among citizens in Malaysia. *International Journal of Information Management*, 29(6), 458–475. <https://doi.org/10.1016/j.ijinfomgt.2009.03.012>
- Lee, M. C. (2009). Factors influencing the adoption of internet banking: An integration of TAM and TPB with perceived risk and perceived benefit. *Electronic Commerce Research and Applications*, 8(3), 130–141. <https://doi.org/10.1016/j.elerap.2008.11.006>
- Maditinos, D., & Sidiropoulou, N. N. (2020). Incentives for the adoption of e-government by Greek municipalities. *International Journal of Economics and Business Administration*, VIII (1), 298–326.
- Mensah, I. K. (2019). Factors influencing the intention of university students to adopt and use e-government services: an empirical evidence in China. *SAGE Open*, 9(2). <https://doi.org/10.1177/2158244019855823>
- Menteri Komunikasi dan Informatika. (2006). *Peraturan Menteri Komunikasi dan Informatika Nomor 28/PER/M.KOMINFO/9/2006 tentang Penggunaan Nama Domain go.id untuk Situs Web Resmi Pemerintah Pusat dan Daerah.* www.depkominfo.go.id
- Millard, J. (2002). E-government strategies: best practice reports from the european front line. *LNCS*, 2456, 298–306.
- Mohamed, S., & Al-Haderi, S. (2013). The Effect of Self-Efficacy in the Acceptance of Information Technology in the Public Sector. In *International Journal of Business and Social Science* (Vol. 4, Issue 9). www.ijbssnet.com
- Nawafah, S. (2017). Factors impacting the citizens' intention to use e-government services among Jordanian citizens. *International Review of Management and Business Research*, 6(2), 371–384. <https://www.researchgate.net/publication/323143312>

- Ohme, J. (2014). The acceptance of mobile government from a citizens' perspective: Identifying perceived risks and perceived benefits. *Mobile Media and Communication*, 2(3), 298–317. <https://doi.org/10.1177/2050157914533696>
- Park, N., Rhoads, M., Hou, J., & Lee, K. M. (2014). Understanding the acceptance of teleconferencing systems among employees: an extension of the technology acceptance model. *Computers in Human Behavior*, 39, 118–127. <https://doi.org/10.1016/j.chb.2014.05.048>
- Pérez-Espés, C., Jiménez, J. M. M., & Wimmer, M. A. (2013). Evaluating the efficacy of e-participation experiences. *EGOV/EPart Ongoing Research 2013*, 250–257. <https://www.researchgate.net/publication/287267762>
- Presiden Republik Indonesia. (2001). *Instruksi Presiden Republik Indonesia Nomor 6 tentang Pengembangan dan Pendayagunaan Telematika di Indonesia*. www.Legalitas.org
- Presiden Republik Indonesia. (2003). *Instruksi Presiden Republik Indonesia Nomor 3 Tahun 2003 tentang Kebijakan dan Strategi Nasional Pengembangan E-Government*.
- Presiden Republik Indonesia. (2018). *Peraturan Presiden Republik Indonesia Nomor 95 Tahun 2018 Tentang Sistem Pemerintahan Berbasis Elektronik (SPBE)*.
- Srivastava, S. C., & Teo, T. S. H. (2010). E-government, E-business, and national economic performance. *Communications of the Association for Information Systems*, 26(1), 267–286. <https://doi.org/10.17705/1cais.02614>
- Sugiyono. (2010). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D*. Alfabeta.
- Susanto, T. D., & Aljoza, M. (2015). Individual Acceptance of e-Government Services in a Developing Country: Dimensions of Perceived Usefulness and Perceived Ease of Use and the Importance of Trust and Social Influence. *Procedia Computer Science*, 72, 622–629. <https://doi.org/10.1016/j.procs.2015.12.171>
- Tarhini, A., El-Masri, M., Ali, M., & Serrano, A. (2016). Extending the UTAUT model to understand the customers' acceptance and use of internet banking in Lebanon a structural equation modeling approach. *Information Technology and People*, 29(4), 830–849. <https://doi.org/10.1108/ITP-02-2014-0034>

- Tohirin, Ak., M. M. (2014, December 22). *Korea's Experiences Learning Good Governance and E-Government*. Badan Pendidikan dan Pelatihan Keuangan Kementerian Keuangan. <https://bppk.kemenkeu.go.id/content/berita/pusdiklat-anggaran-dan-perbendaharaan-koreas--experiences--learning-good-governance-and-egovernment-2019-11-05-d65bf335/>
- Tornatzky, L. G., & Klein, K. J. (1982). Innovation characteristics and innovation adoption implementation: a meta-analysis of findings. *IEEE Transactions on Engineering Management, EM-29*(1).
- United Nations. Department of Economic and Social Affairs. (2012). *United Nations e-government survey 2012: e-government for the people*. United Nations.
- Venkatesh, V., Smith, R. H., Morris, M. G., Davis, G. B., Davis, F. D., & Walton, S. M. (2003). User acceptance of information technology: toward a unified view. *Management Information System Quarterly, 27*(3), 425–478.
- Verkijika, S. F., & de Wet, L. (2018). E-government adoption in sub-Saharan Africa. *Electronic Commerce Research and Applications, 30*, 83–93. <https://doi.org/10.1016/j.elrap.2018.05.012>
- Wahyuningsih, D., & Purnomo, E. P. (2020). Studi komparasi: penerapan e-government di Korea Selatan dan Indonesia. *Jurnal Noken: Ilmu-Ilmu Sosial, 5*(2), 37–49. <https://doi.org/https://doi.org/10.33506/jn.v5i2.822>
- Yadav, R., & Pathak, G. S. (2017). Determinants of consumers' green purchase behavior in a developing nation: applying and extending the theory of planned behavior. *Ecological Economics, 134*, 114–122. <https://doi.org/10.1016/j.ecolecon.2016.12.019>
- Yudan, F. F. (2019, July 2). *Menerapkan e-government belajar dari Estonia*. Detiknews. <https://news.detik.com/kolom/d-4608029/menerapkan-e-government-belajar-dari-estonia>.
- Zhang, H., Tang, Z., & Jayakar, K. (2018). A socio-technical analysis of China's cybersecurity policy: towards delivering trusted e-government services. *Telecommunications Policy, 42*(5), 409–420. <https://doi.org/10.1016/j.telpol.2018.02.004>