

DAFTAR PUSTAKA

- Abdulkareem, A. K., Abdulkareem, Z. J., Ishola, A. A., & Akindele, I. T. (2022). Does e-government impact e-participation? The influence of trust in e-government. *International Review of Public Administration*, 27(2), 91–110. <https://doi.org/10.1080/12294659.2022.2071540>
- Abdullah, D., Jayaraman, K., Shariff, D. N., Bahari, K. A., & Nor, N. M. (2016). The Effects of Perceived Interactivity, Perceived Ease of Use and Perceived Usefulness on Online Hotel Booking Intention: A Conceptual Framework. *International Academic Research Journal of Social Science*, 3(1), 16–23.
- Abu-Shanab, E. (2014). Antecedents of trust in e-government services: An empirical test in Jordan. *Transforming Government: People, Process and Policy*, 8(4), 480–499. <https://doi.org/10.1108/TG-08-2013-0027>
- Abubakr, M., & Kaya, T. (2021). A comparison of E-government systems between developed and developing countries: Selective insights from Iraq and Finland. *International Journal of Electronic Government Research*, 17(1), 1–14. <https://doi.org/10.4018/IJEGR.2021010101>
- AbuShanab, E., & Pearson, J. M. (2007). The unified theory of acceptance and use of technology (UTAUT) perspective. *Journal of Systems and Information Technology*, 9(1), 78–97.
- 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-Shafi, S., & Weerakkody, V. (2010). Factors affecting e-government adoption in the state of Qatar. *Proceedings of the European, Mediterranean and Middle Eastern Conference on Information Systems: Global Information Systems Challenges in Management, EMCIS 2010*, 2010, 1–23.
- Al-Sobhi, F., Weerakkody, V., & El-Haddadeh, R. (2011). The relative importance of intermediaries in eGovernment adoption: A study of Saudi Arabia. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial*

- Intelligence and Lecture Notes in Bioinformatics), 6846 LNCS, 62–74.*
https://doi.org/10.1007/978-3-642-22878-0_6
- AlAwadhi, S., & Morris, A. (2008). The Use of the UTAUT Model in the Adoption of E-government Services in Kuwait. *Proceedings of the 41st Hawaii International Conference on System Sciences.*
<https://doi.org/https://doi.org/10.1109/HICSS.2008.452>
- Alghamdi, S. A. (2017). *Key factors influencing the adoption and utilisation of E-Government systems and services in Saudi Arabia.* 482.
<http://sro.sussex.ac.uk/id/eprint/68231/> %0Ahttp://files/74/Alghamdi - 2017 - Key factors influencing the adoption and utilisati.pdf%0Ahttp://files/73/68231.html
- Alharbi, A., Kang, K., & Hawryszkiewycz, I. (2015). The influence of trust and subjective norms on citizens' intentions to engage in E-participation on E-government websites. *ACIS 2015 Proceedings - 26th Australasian Conference on Information Systems, 2011*, 1–12.
- 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. *Information Technology and People*, 25(2), 207–234.
<https://doi.org/10.1108/09593841211232712>
- Alshehri, M., Drew, S., Alhussain, T., & Alghamdi, R. (2012). The effects of website quality on adoption of E-Government service: An empirical study applying UTAUT model using SEM. *ACIS 2012 : Proceedings of the 23rd Australasian Conference on Information Systems, November.*
- Alzahrani, L., Al-Karaghoudi, W., & Weerakkody, V. (2018). Investigating the impact of citizens' trust toward the successful adoption of e-government: A multigroup analysis of gender, age, and internet experience. *Information Systems Management*, 35(2), 124–146.
<https://doi.org/10.1080/10580530.2018.1440730>
- Andersen, K. V., & Henriksen, H. Z. (2006). E-government maturity models: Extension of the Layne and Lee model. *Government Information Quarterly*,

- 23(2), 236–248. <https://doi.org/10.1016/j.giq.2005.11.008>
- 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>
- Anil Kumar, K., & Natarajan, S. (2020). An extension of the Expectation Confirmation Model (ECM) to study continuance behavior in using e-Health services. *Innovative Marketing*, 16(2), 15–28. [https://doi.org/10.21511/im.16\(2\).2020.02](https://doi.org/10.21511/im.16(2).2020.02)
- 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)
- Atkin, D. J., Jeffres, L. W., & Neuendorf, K. A. (1998). Understanding internet adoption as telecommunications behavior. *Journal of Broadcasting and Electronic Media*, 42(4), 475–490. <https://doi.org/10.1080/08838159809364463>
- Batara, E. a. (2017). *Are government employees adopting local e-government transformation? The need for having the right attitude, facilitating conditions and performance expectations.* <https://doi.org/https://doi.org/10.1108/TG-09-2017-0056>
- Belanche, D., Casaló, L. V., & Flavián, C. (2012). Integrating trust and personal values into the technology acceptance model: The case of e-government services adoption. *Cuadernos de Economía y Dirección de La Empresa*, 15(4), 192–204. <https://doi.org/10.1016/j.cede.2012.04.004>
- Bélanger, F., & Carter, L. (2008). Trust and risk in e-government adoption. *Journal of Strategic Information Systems*, 17(2), 165–176. <https://doi.org/10.1016/j.jsis.2007.12.002>
- Bélanger, F., & Carter, L. (2009). The impact of the digital divide on e-government use. *Communications of the ACM*, 52(4), 132–135.

- <https://doi.org/10.1145/1498765.1498801>
- Carter, L., & Belanger, F. (2004). Citizen adoption of electronic government initiatives. *Proceedings of the Hawaii International Conference on System Sciences*, 37(August 2014), 1895–1904. <https://doi.org/10.1109/hicss.2004.1265306>
- Carter, L., & Bélanger, F. (2005). The utilization of e-government services: Citizen trust, innovation and acceptance factors. *Information Systems Journal*, 15(1), 5–25. <https://doi.org/10.1111/j.1365-2575.2005.00183.x>
- Chatzoglou, P., Chatzoudes, D., & Symeonidis, S. (2015). Factors affecting the intention to use e-Government services. *Proceedings of the 2015 Federated Conference on Computer Science and Information Systems, FedCSIS 2015*, 5, 1489–1498. <https://doi.org/10.15439/2015F171>
- 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>
- 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>
- Cho, J. (2004). Likelihood to abort an online transaction: Influences from cognitive evaluations, attitudes, and behavioral variables. *Information and Management*, 41(7), 827–838. <https://doi.org/10.1016/j.im.2003.08.013>
- Citrin, A. V., Sprott, D. E., Silverman, S. N., & Stem, D. E. (2000). Adoption of Internet shopping: The role of consumer innovativeness. *Industrial Management and Data Systems*, 100(7), 294–300. <https://doi.org/10.1108/02635570010304806>
- Colesca, S. E. (2009). Understanding Trust in e-Government. *Inzinerine Ekonomika-Engineering Economics*, 7–15.
- Corbitt, B. J., Thanasankit, T., & Yi, H. (2003). Trust and e-commerce: A study of

- consumer perceptions. *Electronic Commerce Research and Applications*, 2(3), 203–215. [https://doi.org/10.1016/S1567-4223\(03\)00024-3](https://doi.org/10.1016/S1567-4223(03)00024-3)
- Dashti, A., Benbasat, I., & Burton-Jones, A. (2009). Developing trust reciprocity in electronic government: The role of felt trust. *Proceedings of the European and Mediterranean Conference on Information Systems, EMCIS 2009, January*.
- Davis, F. (1989). Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology. *MIS Quarterly*, 13(3), 319–340. <https://doi.org/http://dx.doi.org/10.2307/249008>
- Detik. (2023). Aplikasi M-Paspor Error, Datang Langsung ke Kantor Imigrasi Nggak Diproses. *Detik Ravel*. <https://travel.detik.com/travel-news/d-6552354/aplikasi-m-paspor-error-datang-langsung-ke-kantor-imigrasi-nggak-diproses>
- Dimitrova, D. V., & Chen, Y. C. (2006). Profiling the adopters of e-government information and services: The influence of psychological characteristics, civic mindedness, and information channels. *Social Science Computer Review*, 24(2), 172–188. <https://doi.org/10.1177/0894439305281517>
- 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>
- Eastlick, M. A., & Lotz, S. (1999). Profiling potential adopters and non-adopters of an interactive electronic shopping medium. *International Journal of Retail & Distribution Management*, 27(6), 209–223. <https://doi.org/10.1108/09590559910278560>
- Ej dys, J. (2020). Trust-based determinants of future intention to use technology. *Foresight and STI Governance*, 14(1), 60–68. <https://doi.org/10.17323/2500-2597.2020.1.60.68>
- Fernandez, A., & Miyazaki, A. (2001). Consumer Perceptions of Privacy and Security Risks for Online Shopping. *Journal of Consumer Affairs*, 35(1), 27–

44.

- 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>
- Garson, D. . (2016). Partial Least Squares. In *Statistical Publishing Associates* (2nd ed.). Semarang Badan Penerbit Universitas Diponegoro. <https://doi.org/10.1201/b16017-6>
- Gupta, K. P., Singh, S., & Bhaskar, P. (2016). Citizen adoption of e-government: A literature review and conceptual framework. *Electronic Government*, 12(2), 160–185. <https://doi.org/10.1504/EG.2016.076134>
- Hair, J., & 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.
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). 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. A., 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(October 2015), 644–649. [https://doi.org/10.1016/s2212-5671\(16\)00079-4](https://doi.org/10.1016/s2212-5671(16)00079-4)
- Harfouche, A., & Robbin, A. (2012). Inhibitors and enablers of public e-services in lebanon. *Journal of Organizational and End User Computing*, 24(3), 45–68. <https://doi.org/10.4018/joeuc.2012070103>
- Hiller, J. S., & Bélanger, F. (2001). Privacy Strategies for Electronic Government. *Center for Global Electronic Commerce*, 40. <http://www.businessofgovernment.org/sites/default/files/PrivacyStrategies.pdf>
- Holzer, M., Manoharan, A., & Melitski, J. (2019). Preface to E-Government and Information Technology Management: Concepts and best practices. *E-Government and Information Technology Management: Concepts and Best Practices*, July, vii–ix.
- Hung, Y., Wang, Y., & Wang, Y. (2007). *User Acceptance of E-Government Services*.
- Isaac, O., Abdullah, Z., Ramayah, T., & Mutahar, A. M. (2017). Internet Usage within Government Institutions in Yemen: An Extended Technology Acceptance Model (TAM) with Internet Self-Efficacy and Performance Impact Understanding Attitude towards Green IT among Professionals in IT Service SMEs in Bangladesh View proj. *Sci.Int.(Lahore)*, 29(4), 737–747. <https://www.researchgate.net/publication/318866085>
- 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>
- Kolsaker, A., Lee-Kelley, L., & Choy, P. C. (2004). The reluctant Hong Kong consumer: Purchasing travel online. *International Journal of Consumer Studies*, 28(3), 295–304. <https://doi.org/10.1111/j.1470-6431.2004.00373.x>
- Krismadinata, K., Jalinus, N., Pitra Rosmena, H., & Yahfizham, Y. (2019). Understanding Behavioral Intention in Implementation of the ICTs Based on

- UTAUT Model. *Lontar Komputer : Jurnal Ilmiah Teknologi Informasi*, 10(2), 96. <https://doi.org/10.24843/lkjiti.2019.v10.i02.p04>
- Kumar, V., Mukerji, B., Butt, I., & Persaud, A. (2007). Factors for Successful e-Government Adoption: a Conceptual Framework. *Electronic Journal of E-Government*, 5(1), 63–76.
- Kurfalı, M., Arifoğlu, A., Tokdemir, G., & Paçın, Y. (2017). Adoption of e-government services in Turkey. *Computers in Human Behavior*, 66, 168–178. <https://doi.org/10.1016/j.chb.2016.09.041>
- Layne, K., & Lee, J. (2001). Developing fully functional E-government: A four stage model. *Government Information Quarterly*, 18(2), 122–136. [https://doi.org/10.1016/S0740-624X\(01\)00066-1](https://doi.org/10.1016/S0740-624X(01)00066-1)
- 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, J., & Kim, S. (2014). Active citizen e-participation in local governance: Do individual social capital and e-participation management matter? *Proceedings of the Annual Hawaii International Conference on System Sciences, January 2014*, 2044–2053. <https://doi.org/10.1109/HICSS.2014.259>
- Lohse, G. L., Bellman, S., & Johnson, E. J. (2000). Consumer buying behavior on the internet: Findings from panel data. *Journal of Interactive Marketing*, 14(1), 15–29. [https://doi.org/10.1002/\(SICI\)1520-6653\(200024\)14:1<15::AID-DIR2>3.0.CO;2-C](https://doi.org/10.1002/(SICI)1520-6653(200024)14:1<15::AID-DIR2>3.0.CO;2-C)
- Lu, J., Yao, J. E., & Yu, C. S. (2005). Personal innovativeness, social influences and adoption of wireless Internet services via mobile technology. *Journal of Strategic Information Systems*, 14(3), 245–268. <https://doi.org/10.1016/j.jsis.2005.07.003>
- Madytinos, D., & Sidiropoulou, N. N. (2020). Incentives for the adoption of e-government by Greek municipalities. *International Journal of Economics and*

- Business Administration*, 8(1), 298–326. <https://doi.org/10.35808/ijeba/426>
- Manzari, M. (2008). Intention to Use Internet Reservation Systems by Iranian Airline Passengers. *Technology*.
- Mensah, I. K. (2020). Perceived Usefulness and Ease of Use of Mobile Government Services. *International Journal of Technology Diffusion*, 11(1), 1–16. <https://doi.org/10.4018/ijtd.2020010101>
- Mensah, I. K., Jianing, M., & Durrani, D. K. (2017). Factors influencing citizens' intention to use e-government services: A case study of South Korean students in China. *International Journal of Electronic Government Research*, 13(1), 14–32. <https://doi.org/10.4018/IJEGR.2017010102>
- Mensah, I. K., Zeng, G., & Luo, C. (2020). E-Government Services Adoption: An Extension of the Unified Model of Electronic Government Adoption. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020933593>
- Millard, J. (2002). E-government strategies: Best practice reports from the european front line. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 2456, 298–306. https://doi.org/10.1007/978-3-540-46138-8_49
- Moon, M. J. (2002). The evolution of E-government among municipalities: Rhetoric or reality? *Public Administration Review*, 62(4), 424–433. <https://doi.org/10.1111/0033-3352.00196>
- Mui, L., Mohtashemi, M., & Halberstadt, A. (2002). A computational model of trust and reputation. *Proceedings of the Annual Hawaii International Conference on System Sciences*, 2002-Janua(November), 2431–2439. <https://doi.org/10.1109/HICSS.2002.994181>
- Naseri, M. B., & Elliott, G. (2011). Role of demographics, social connectedness and prior internet experience in adoption of online shopping: Applications for direct marketing. *Journal of Targeting, Measurement and Analysis for Marketing*, 19(2), 69–84. <https://doi.org/10.1057/jt.2011.9>
- 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>
- 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*, 11(3), 393–418. <https://doi.org/10.1108/TG-01-2017-0004>
- Othman, M. H., Razali, R., & Nasrudin, M. F. (2020). Key Factors for E-Government towards Sustainable Development Goals Scaling and Selecting Agile methods View project Key Factors for E-Government towards Sustainable Development Goals. *International Journal of Advanced Science and Technology*, 29(6s), 2864–2876.
<https://www.researchgate.net/publication/341509023>
- Phang, C. W., Sutanto, J., Li, Y., & Kankanhalli, A. (2005). Senior citizens' adoption of e-government: In quest of the antecedents of perceived usefulness. *Proceedings of the Annual Hawaii International Conference on System Sciences*, 00(C), 130. <https://doi.org/10.1109/hicss.2005.538>
- Pikkarainen, T., Pikkarainen, K., Karjaluoto, H., & Pahnila, S. (2004). Consumer acceptance of online banking: An extension of the technology acceptance model. *Internet Research*, 14(3), 224–235.
<https://doi.org/10.1108/10662240410542652>
- Prahono, A., & Elidjen. (2015). Evaluating the Role e-Government on Public Administration Reform: Case of Official City Government Websites in Indonesia. *Procedia Computer Science*, 59(Iccsci), 27–33.
<https://doi.org/10.1016/j.procs.2015.07.334>
- Presiden Republik Indonesia. (2018). *Peraturan Presiden Republik Indonesia Nomor 95 Tahun 2018 Tentang Sistem Pemerintahan Berbasis Elektronik (SPBE)*
- Presiden Republik Indonesia. (2022). *Peraturan Presiden Republik Indonesia Nomor 132 Tahun 2022 Tentang Arsitektur Sistem Pemerintahan Berbasis*

Elektronik Nasional

- Puspitasari, L., & Ishii, K. (2016). Digital divides and mobile Internet in Indonesia: Impact of smartphones. *Telematics and Informatics*, 33(2), 472–483. <https://doi.org/10.1016/j.tele.2015.11.001>
- Rachmawati, Aswar, K., Sumardjo, M., Wiguna, M., & Hariyani, E. (2022). Personal and reliability factors affecting adoption and utilization of e-government: An effect of intention to use. *Problems and Perspectives in Management*, 20(2), 281–290. [https://doi.org/10.21511/ppm.20\(2\).2022.23](https://doi.org/10.21511/ppm.20(2).2022.23)
- Rahayu, R. (2022). Factors That Influence the Behavioural Intention to Use E-Payments in Indonesia. *Ekonomis: Journal of Economics and Business*, 6(1), 116. <https://doi.org/10.33087/ekonomis.v6i1.504>
- Razak, F. Z. B. A., Bakar, A. A., & Abdullah, W. S. W. (2017). How perceived effort expectancy and social influence affects the continuance of intention to use e-government. A study of a Malaysian government service. *Electronic Government*, 13(1), 69–80. <https://doi.org/10.1504/EG.2017.083943>
- Rogers, M. (1983). Diffusion of innovations. In *New York: The Free Press* (3rd ed.). <https://doi.org/10.4324/9781315263434-16>
- Rotter, J. (1971). Generalized expectancies for interpersonal trust. *American Psychologist*, 26(5), 443–452. <https://doi.org/http://dx.doi.org/10.1037/h0031464>
- Sabani, A. (2020). Investigating the influence of transparency on the adoption of e-Government in Indonesia. *Journal of Science and Technology Policy Management*, 12(2), 236–255. <https://doi.org/10.1108/JSTPM-03-2020-0046>
- Sang, S., & Lee, J. D. (2009). A conceptual model of e-Government acceptance in public sector. *Proceedings of the 3rd International Conference on Digital Society, ICDS 2009*, 71–76. <https://doi.org/10.1109/ICDS.2009.30>
- Saskia, C. (2023). Pengguna Satu Sehat Mobile Keluhkan Gagal Download Sertifikat Vaksin dan Hilangnya Tiket Booster. *Kompas*. <https://tekno.kompas.com/read/2023/03/02/13150007/pengguna-satu-sehat>

- mobile-keluhan-gagal-download-sertifikat-vaksin-dan?page=all
- Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill-Building Approach. In *Leadership & Organization Development Journal* (7th ed.). New Jersey: Wiley. <https://doi.org/10.1108/lodj-06-2013-0079>
- Sholahuddin, M. (2023). Aplikasi M-Paspor Bisa Diakses Lagi. *Jawa Pos*. <https://www.jawapos.com/surabaya-raya/01435555/aplikasi-mpaspor-bisa-diakses-lagi>
- Srivastava, S. C., & Teo, T. S. H. (2005). Citizen trust development for e-Government adoption: Case of Singapore. *9th Pacific Asia Conference on Information Systems: I.T. and Value Creation, PACIS 2005*, 721–734.
- Stefanovic, D., Marjanovic, U., Delić, M., Culibrk, D., & Lalic, B. (2016). Assessing the success of e-government systems: An employee perspective. *Information and Management*, 53(6), 717–726. <https://doi.org/10.1016/j.im.2016.02.007>
- Sugiyono. (2010). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D*. Alfabeta.
- Taylor, S., & Todd, P. (1995). Assessing IT usage: The role of prior experience. *MIS Quarterly: Management Information Systems*, 19(4), 561–568. <https://doi.org/10.2307/249633>
- Themes, T. M. (2016). *E-democracy, e-governance and public sector reform revisited –*.
- Thompson, R. L., Higgins, C. A., & Howell, J. M. (1991). Personal Computing: Toward a Conceptual Model of Utilization Utilization of Personal Computers Personal Computing: Toward a Conceptual Model of Utilization1. *Source: MIS Quarterly*, 15(1), 125–143.
- Turner, M., Kim, J., & Kwon, S. H. (2022). The Political Economy of E-Government Innovation and Success in Korea. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3). <https://doi.org/10.3390/joitmc8030145>

- United Nations. (2022). *E-Government Survey 2022, The Future of Digital Government*. <https://publicadministration.un.org/en/>
- Venkatesh, V. (2003). Human Acceptance of Information Technology. *User Acceptance of Information Technology: Toward a Unified View*, 27(3), 425–478. <https://doi.org/10.1201/9780849375477.ch230>
- Venkatesh, V. (2006). Where to go from here? Thoughts on future directions for research on individual-level technology adoption with a focus on decision making. *Decision Sciences*, 37(4), 497–518. <https://doi.org/10.1111/j.1540-5414.2006.00136.x>
- Verkijika, S. F., & De Wet, L. (2018). E-government adoption in sub-Saharan Africa. *Electronic Commerce Research and Applications*, 30(May), 83–93. <https://doi.org/10.1016/j.elerap.2018.05.012>
- Wang, Y. S., & Liao, Y. W. (2008). Assessing eGovernment systems success: A validation of the DeLone and McLean model of information systems success. *Government Information Quarterly*, 25(4), 717–733. <https://doi.org/10.1016/j.giq.2007.06.002>
- Wangpipatwong, S., Chutimaskul, W., & Papasratorn, B. (2008). Understanding Citizen 's Continuance Intention to Use e- Government Website : a Composite View of Technology Acceptance Model and Computer Self-Efficacy. *The Electronic Journal of E- Government*, 6(1), 55–64.
- Warkentin, M., Gefen, D., Pavlou, P. A., & Rose, G. M. (2002). Encouraging Citizen Adoption of e-Government by Building Trust. *Electronic Markets*, 12(3), 157–162. <https://doi.org/10.1080/101967802320245929>
- Weerakkody, V., El-Haddadeh, R., Al-Sobhi, F., Shareef, M. A., & Dwivedi, Y. K. (2013). Examining the influence of intermediaries in facilitating e-government adoption: An empirical investigation. *International Journal of Information Management*, 33(5), 716–725. <https://doi.org/10.1016/j.ijinfomgt.2013.05.001>
- 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.
<https://doi.org/10.18517/ijaseit.7.1.1614>
- 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>
- Yoh, E., Damhorst, M. L., Sapp, S., & Laczniak, R. (2003). Consumer Adoption of the Internet: The Case of Apparel Shopping. *Psychology and Marketing*, 20(12), 1095–1118. <https://doi.org/10.1002/mar.10110>
- Zhu, J. J. H., & He, Z. (2002). Perceived characteristics, perceived needs, and perceived popularity: Adoption and use of the internet in China. *Communication Research*, 29(4), 466-495+496.
<https://doi.org/10.1177/0093650202029004005>