

## DAFTAR PUSTAKA

- Al-Shammari, R. (2013). Quality management (QM) implementation in the Kuwaiti Oil Industry: An empirical study and a proposed generic framework. *Aston University*.
- Aletaiby, A. (2018). A framework to facilitate Total Quality Management implementation in the upstream oil industry: an Iraqi case study.
- Alfon, R. S. (2019). Optimalisasi Dinas Perdagangan Dalam Meningkatkan Pendapatan Asli Daerah Kota Bitung. *Jurnal Eksekutif*, 3(3), 1–8.
- Ardelia, S., & Kasmiruddin, &. (2015). Pengaruh Gaya Kepemimpinan Terhadap Kinerja Karyawan PT Pertamina (PERSERO) UP II Sungai Pakning. In *Jom FISIP* (Vol. 2, Issue 2).
- Bahiroh, Rihadatul Aisy, A. R. I. (2020). PERANCANGAN SISTEM MONITORING PEKERJAAN SURVEY DIGITALISASI SPBU PERTAMINA BERBASIS WEB.
- Barrenechea, M. J., & Jenkins, T. (2018). Digital Manufacturing. Open Text Corporation: Waterloo, ON, Canada
- Bican, P. M., & Brem, A. (2020). Digital Business Model, Digital Transformation, Digital Entrepreneurship: Is there a sustainable “digital”? *Sustainability (Switzerland)*, 12(13), 1–15. <https://doi.org/10.3390/su12135239>
- Bon, A. T., & Mustafa, E. M. A. (2013). Impact of total quality management on innovation in service organizations: Literature review and new conceptual framework. *Procedia Engineering*, 53, 516–529. <https://doi.org/10.1016/j.proeng.2013.02.067>
- Brown, O. (2013). Successful Implementation of a Quality Control Program, 78.
- Daniel Jansen, Christoffel Kojo, L. O. . D. (2019). Pengaruh Perubahan Organisasi , Budaya Organisasi , Dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada Pt . Telkom Area Manado The Effect Of Organizational Change , Organizational Culture , And Work Environment On Employee Performance At Pt . Telkom Area. *Emba*, 7(3).
- Fandiyanto, R. (2019). Tranformasi Sistem Pembayaran Elektornik Di Indonesia Dan Implikasinya Terhadap Kemajuan Bisnis Kreatif Berbasis Daring Di Wilayah Eks-Keresidenan Besuki. *The 5th SNCP-2019*, 5, 144–153.
- Fandiyanto, Randika & Karnadi. (2019). Tranformasi Pembayaran Elektornik Di Indonesia Dan Implikasinya Terhadap Kemajuan Bisnis Kreatif Berbasis Daring. *Jurnal Ekonomi Dan Bisnis GROWTH*, 17(01), 1–13.
- Fang, Z. (2002). E-Government in Digital Era: Concept , Practice , and Development, 10(2), 1–22.
- Faradinna, N. (2019). *ANALISIS PELAKSANAAN SOSIALISASI PROGRAM" DIGITALISASI PELAYANAN PEMBAYARAN PENSIUN*.
- Foster, J. B. (2000). Marx's ecology: Materialism and nature. NYU Press
- Ghonyah, N., & Masurip. (2011). PENINGKATAN KINERJA KARYAWAN MELALUI KEPEMIMPINAN, LINGKUNGAN KERJA DAN KOMITMEN. *JDM*, 2(2), 118–129. <http://journal.unnes.ac.id/nju/index.php/jdm>
- Gochhayat, J., Giri, V. N., & Suar, D. (2017). Influence of organizational culture on organizational effectiveness: The mediating role of organizational

- communication. *Global Business Review*, 18(3), 691-702
- Goryunova, V. V., Goryunova, T. I., & Lukinova, O. V. (2019). Integrated platform solutions and quality management in the planning and organization of production processes. *Journal of Physics: Conference Series*, 1353(1). <https://doi.org/10.1088/1742-6596/1353/1/012121>
- Hakim, A., & Hadipapo, A. (2015). *ORGANISASI TERHADAP KINERJA SUMBER DAYA MANUSIA DI WAWOTOBI*.
- Harriss-white, B. (n.d.). (2015) *Exploring Urban Change in South Asia Middle India and Urban-Rural Development*.  
<https://www.bphmigas.go.id/>. (2020). DIGITALISASI SPBU. Retrieved from <https://www.bphmigas.go.id/digitalisasi-spbu/>
- Huberman, M., & Miles, M. B. (2002). *The qualitative researcher's companion*. Sage.
- Huang, H., Gartner, G., Krisp, J. M., Raubal, M., & Van de Weghe, N. (2018). Location based services: ongoing evolution and research agenda. *Journal of Location Based Services*, 12(2), 63-93
- industri.kontan. (2020). Pemerintah targetkan digitalisasi nozzle di SPBU tuntas Juni 2020. Retrieved from <https://industri.kontan.co.id/news/pemerintah-targetkan-digitalisasi-nozzle-di-spbu-tuntas-juni-2020>
- Kareem, M. A. (2019). The impact of human resource development on organizational effectiveness: An empirical study. *Management Dynamics in the Knowledge Economy*, 7(1), 29-50.
- Korableva, O. N., & Kalimullina, O. V. (2016). Strategic approach to the optimization of organization based on BSC-SWOT matrix. *2016 IEEE International Conference on Knowledge Engineering and Applications, ICKEA 2016*, 212–215. <https://doi.org/10.1109/ICKEA.2016.7803021>
- Koskela, L., Tezel, A., & Patel, V. (2019). Theory of quality management: ITS origins and history. *27th Annual Conference of the International Group for Lean Construction, IGLC 2019*, (July), 1381–1390. <https://doi.org/10.24928/2019/0259>
- Krausert, A. (Ed.). (2009). *Performance management for different employee groups: A contribution to employment systems theory*. Heidelberg: Physica-Verlag HD
- KRISTI UTAMI. (2021). Penyelewengan BBM Bersubsidi di Pantura Jateng Rugikan Negara Rp 50 Miliar. Kompas.Id.
- Kryger, K. S. (2017). *A Resource Curse for Renewables? A Case Study of the Indonesian Solar Energy Sector*.
- Locke, E. A. (1991). The motivation sequence, the motivation hub, and the motivation core. *Organizational behavior and human decision processes*
- Luria, G. (2008). Climate strength—How leaders form consensus. *The Leadership Quarterly*, 19(1), 42-53
- Mas'ud. (2020). Digitalisasi SPBU Terus Berlanjut, Pertamina Kembangkan Sistem Baru. Retrieved from <https://www.Pertamina.com/id/news-room/news-release/digitalisasi-spbu-terus-berlanjut-Pertamina-kembangkan-sistem-baru>
- Matt, C., Hess, T., & Benlian, A. (2015). *Digital Transformation Strategies*.

- Business and Information Systems Engineering*, 57(5), 339–343.  
<https://doi.org/10.1007/s12599-015-0401-5>
- Mayakova, A. (2019). Digital transformation of modern quality management. *Економічний часопис-XXI*, 180(11-12), 138-145
- Mavil, M. A. F. (2013). The internal quality assurance as an instrument for the integration and improving of higher education: Analysis of best practices in the European Union and Latin America, (September), 1–122.
- Mauil, R., Brown, P., & Cliffe, R. (2001). Organisational culture and quality improvement. *International Journal of Operations & Production Management*
- Mazzoni, S., Ooi, S., Nastasi, B., & Romagnoli, A. (2019). Energy storage technologies as techno-economic parameters for master-planning and optimal dispatch in smart multi energy systems. *Applied Energy*, 254, 113682
- Mensah, I. K., Zeng, G., & Luo, C. (2020). E-Government Services Adoption : An Extension of the Unified Model of Electronic Government Adoption. <https://doi.org/10.1177/2158244020933593>
- Mwai, G. (2018). *Influence of Strategy Implementation on Organizational Effectiveness of Non-Governmental Organizations in Kenya* (Doctoral dissertation, United States International University-Africa).
- Nance, D. A. (2008). *The Weights of Evidence. Episteme* (Vol. 5). <https://doi.org/10.3366/E1742360008000385>
- Nguyen My, L. (2017). The impact of employees motivation on organizational effectiveness.
- Novianita, R., & Pratiwi, C. Y. (2020). Peran Humas PT. Pertamina (Persero) Dalam Membangun Komunikasi Dua Arah Yang Efektif. *Communications*, 2(2), 25-39
- Pamoragung, A., Suryadi, K., & Ramdhani, M. A. (2002). Enhancing the Implementation of E-Government in Indonesia through the High-Quality of Virtual Community and Knowledge Portal Design, 341–348.
- Pertamina.com. (2020). Tingkatkan Transparansi, 5.518 SPBU Pertamina Terapkan Digitalisasi. Retrieved from <https://www.Pertamina.com/id/news-room/energia-news/Tingkatkan-Transparansi-5-518-SPBU-Pertamina-Terapkan-Digitalisasi>
- Ponsignon, F., Kleinhans, S., & Bressolles, G. (2019). The contribution of quality management to an organisation’s digital transformation: a qualitative study. *Total Quality Management and Business Excellence*, 30(sup1), S17–S34. <https://doi.org/10.1080/14783363.2019.1665770>
- Prakosa, D., & Pradhanawati, A. (2020). PENGARUH E-TRUST DAN E-SERVICE QUALITY TERHADAP E-LOYALTY DENGAN E-SATISFACTION SEBAGAI VARIABEL INTERVENING ( STUDI KASUS PADA PENGGUNA TOKOPEDIA DI KOTA SEMARANG ) Pendahuluan Kerangka Teori, IX(Iv), 457–464.
- Rachmat Fauzan. (2019). *Automatic Tank Gauge ( Atg ) PENGUKURAN LEVEL PRODUK PADA TANGKI TIMBUN*. JAKARTA.
- Ratminto, A. S. W. (2010). *Manajemen Pelayanan*. Yogyakarta: PUSTAKA PELAJAR.
- Robinson, O. C. (2014). Sampling in interview-based qualitative research: A

- theoretical and practical guide. *Qualitative research in psychology*, 11(1), 25-41
- Rokhman, A. (2011). E-Government Adoption in Developing Countries ; the Case of Indonesia, 2(5).
- Roy, S. F., Dwi, ratmawati, & Tri, S. A. (2015). *Analisis Kesiapan Manajemen Terhadap Implementasi Perubahan Organisasi Pengelolaan SDM Single Grade di PT Pertamina (Persero) Marketing Operation Region V*. 55–69.
- Sari, M. (2020). *E-Government dalam Smart city Menuju Effective Accountability dan Well-Being (Studi pada Kota Makassar)* (Doctoral dissertation, Universitas Islam Negeri Alauddin Makassar).
- Sadq, Z. M., Ahmad, B. S., & Jwmaa, S. J. (2019). The Role of Empowerment Strategies in Achieving Organizational Effectiveness (An Analytical Study of Managers' Views in a Sample of Private Banks in Erbil/Iraq). *International Journal of Social Sciences & Educational Studies*, 5(3), 110.
- Sharma, S. K., Gupta, S. V., & Singh, R. (2014). Implementation of TQM for improving organizational effectiveness. *International Journal of Application or Innovation in Engineering & Management*, 9, 105-110.
- Sorlei, I. S., Bizon, N., Thounthong, P., Varlam, M., Carcadea, E., Culcer, M., ... & Raceanu, M. (2021). Fuel cell electric vehicles—A brief review of current topologies and energy management strategies. *Energies*, 14(1), 252
- Steiber, A., Alänge, S., Ghosh, S., & Goncalves, D. (2020). Digital transformation of industrial firms: an innovation diffusion perspective. *European Journal of Innovation Management*. <https://doi.org/10.1108/EJIM-01-2020-0018>
- Sugiyono. (2012). *Metode Penelitian Kualitatif dan Kuantitatif*. Bandung: Alfabeta.
- Supardianto, Ferdiana, R., & Sulistyono, S. (2019). The role of information technology usage on startup financial management and taxation. *Procedia Computer Science*, 161, 1308–1315. <https://doi.org/10.1016/j.procs.2019.11.246>
- Tratkowska, K. (2020). Digital transformation: theoretical backgrounds of digital change. *Management Sciences*, 24((4)), 32–37. <https://doi.org/https://doi.org/10.15611/ms.2019.4.05>
- Triantoro, B. S. (2020). Implementasi Budaya Organisasi dan Peranan Quality Management di PT Pertamina (Persero).
- Wagner, U. (2018). Digital transformation and challenges. *Textile Network*, 2018-May(5–6), 40–41.
- Williams Jr, R. I., Pieper, T., Kellermanns, F., & Astrachan, J. (2019). Applying an organizational effectiveness approach to measure family business performance. *Journal of Family Business Management*.
- Winardi, J. (2010). *Manajemen Perubahan*. JAKARTA: Kencana Prenada Media Group.
- Yusof, S. M., & Aspinwall, E. (2000). Conceptual framework for TQM implementation for SMEs. *TQM Magazine*, 12(1), 31–36. <https://doi.org/10.1108/09544780010287131>  
<https://www.republika.co.id/berita/pwl2sq423/10-daerah-dengan-dugaan-penyelewengan-bbm-subsidi-tertinggi>

- Aria Fauzi Amrullah, N. K. (2013). OPTIMALISASI PELAYANAN PENGISIAN BAHAN BAKAR MENGGUNAKAN SIMULASI MONTE CARLO PADA SPBU di KOTA MATARAM. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.
- Bahiroh Rihadatul Aisy, A. R. I. (2020). PERANCANGAN SISTEM MONITORING PEKERJAAN SURVEY DIGITALISASI SPBU PERTAMINA BERBASIS WEB.
- Bican, P. M., & Brem, A. (2020). Digital Business Model, Digital Transformation, Digital Entrepreneurship: Is there a sustainable “digital”? *Sustainability (Switzerland)*, 12(13), 1–15. <https://doi.org/10.3390/su12135239>
- Dunleavy, P., Margetts, H., Bastow, S., & Tinkler, J. (2006). New public management is dead - Long live digital-era governance. *Journal of Public Administration Research and Theory*, 16(3), 467–494. <https://doi.org/10.1093/jopart/mui057>
- Ghonyah, N., & Masurip. (2011). PENINGKATAN KINERJA KARYAWAN MELALUI KEPEMIMPINAN, LINGKUNGAN KERJA DAN KOMITMEN. *JDM*, 2(2), 118–129. <http://journal.unnes.ac.id/nju/index.php/jdm>
- Hakim, A., & Hadipapo, A. (2015). ORGANISASI TERHADAP KINERJA SUMBER DAYA MANUSIA DI WAWOTOBI.
- Hakim, L., & Sugiyanto, E. (2018). MANAJEMEN PERUBAHAN ORGANISASI SEBAGAI UPAYA PENINGKATAN KINERJA PERUSAHAAN DI INDUSTRI BATIK LAWEYAN SURAKARTA. *BENEFIT Jurnal Manajemen Dan Bisnis*, 3, 49–63.
- KRISTI UTAMI. (2021). *enyelewengan BBM Bersubsidi di Pantura Jateng Rugikan Negara Rp 50 Miliar*. Kompas.Id.
- Kryger, K. S. (2017). *A Resource Curse for Renewables? A Case Study of the Indonesian Solar Energy Sector*.
- Kusumawati, A., Dawud, J., & ... (2019). Pemodelan Data Center untuk Efektivitas Pelayanan Publik Berbasis TIK di Pemerintah Kota Bandung-Data Center Modeling for the Effectiveness of ICT Based Public .... *Konferensi Nasional Ilmu* ..., 1–8. <http://180.250.247.102/conference/index.php/knia/article/view/139>
- Mensah, I. K., Zeng, G., & Luo, C. (2020). *E-Government Services Adoption : An Extension of the Unified Model of Electronic Government Adoption*. <https://doi.org/10.1177/2158244020933593>
- Novianita, R., & Pratiwi, C. Y. (2020). Peran Humas PT. Pertamina (Persero) Dalam Membangun Komunikasi Dua Arah Yang Efektif. *Communications*, 2(2), 25–39. <https://doi.org/10.21009/communications.2.2.2>
- Poluakan, F. A. (2016). THE EFFECT OF CHANGE AND ORGANIZATIONAL DEVELOPMENT TO EMPLOYEE PERFORMANCE PT. SINAR GALESONG PRIMA MANADO. *Jurnal EMBA*, 4(3), 1057–1067.
- Roy, J. P. (2019). Service, openness and engagement as digitally-based enablers of public value? A critical examination of digital government in Canada. *International Journal of Public Administration in the Digital Age*, 6(3), 23–40. <https://doi.org/10.4018/IJPADA.2019070102>

- Schallmo, D. R. A., & Williams, C. A. (2018a). Digital Transformation Now! Guiding the Successful Digitalization of Your Business Model. In *Springer Briefs in Business* (Vol. 35, Issue 4). [https://books.google.com.bd/books/about/Digital\\_Transformation\\_Now.html?id=gL5GDwAAQBAJ&redir\\_esc=y](https://books.google.com.bd/books/about/Digital_Transformation_Now.html?id=gL5GDwAAQBAJ&redir_esc=y)
- Schallmo, D. R. A., & Williams, C. A. (2018b). Digital Transformation Now! Guiding the Successful Digitalization of Your Business Model. In *Springer Briefs in Business* (Vol. 35, Issue 4).