

DAFTAR PUSTAKA

Buku

- Anggito, A., Setiawan, J. (2018) *Metodologi Penelitian Kualitatif*. Sukabumi: Jejak Publisher.
- Anttiroiko, A. (2003). *Building strong e-democracy: the role of technology in developing democracy for the information age*. Shahjalal University of Science and Technology: Communication of the Association for Computing Machinery.
- Arikunto, S. (2010). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: PT. Rineka Cipta.
- Bernardo, M. (2019). *Smart City Governance: From e-Government to Smart Governance*. Portugal: IGI Global.
- BPS Kota Bogor. (2021). *Kota Bogor Dalam Angka 2021*. Bogor: BPS Kota Bogor.
- Budiardjo, M. (2008). *Dasar-Dasar Ilmu Politik*. Jakarta: PT Gramedia Pustaka Utama.
- Cresswell, J. W. (2009). *Research Design: Pendekatan Kualitatif, Kuantitatif, dan Mixed*. Yogyakarta: PUSTAKA PELAJAR.
- Cropf, R. (2016). *e-Government for Public Managers: Administering the Virtual Public Sphere*. Maryland: Rowman & Littlefield.
- Cropf, R. (2018). *The Challenges in Implementing E-Democracy in the United States*. 10.1007/978-3-319-59442-2_1.
- Chadwik, A. (2018). *E-democracy*. UK: Encyclopædia Britannica.
- Goldfield, D. (2007). *Encyclopedia of American History*. California: SAGE Publications Inc.
- Indrajit, R. (2005). *Electronic Government in Action: Ragam Kasus Implementasi Sukses di Berbagai Dunia*. Yogyakarta: ANDI.
- Lindner, R., Beckert, B., Aichholzer, G., Strauß, S., & Hennen, L. (2010). *E-democracy in Europe – prospects of internet-based political participation*. Interim Report – Phase I (European Parliament, Science and Technology Options Assessment STOA), Brussels/Strasbourg.

- Lindner R., Aichholzer G. (2020). *E-Democracy: Conceptual Foundations and Recent Trends*, Hennen L., van Keulen I., Korthagen I., Aichholzer G., Lindner R., Nielsen R. (eds) *European E-Democracy in Practice. Studies in Digital Politics and Governance*. Springer, Cham. https://doi.org.proxy.undip.ac.id/10.1007/978-3-030-27184-8_2
- Merriam, S. (2009). *Qualitative Research: A guide to design and implementation*. San Francisco: Jossey-Bas.
- Organisation for Economic Cooperation and Development. (2017). *Embracing Innovation in Government: Global Trends*. <https://www.oecd.org/gov/innovativE-Government/embracing-innovation-in-government.pdf>
- Semiawan, C. (2010). *Metode Penelitian Kualitatif : Jenis, Karakteristik, dan Keunggulannya*. Cikarang: PT.Gramedia Widiasarana Indonesia.
- Suradinata, E. (2013). *Analisis Kepemimpinan–Strategi Pengambilan Keputusan*. Alqaprint Jatinangor: Sumedang.
- Sugiyono. (2013). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Suwarno, Y. (2008). *Inovasi di Sektor Publik*. Jakarta: STIA-LAN.
- Wouters, M., Hardie-Boys, N., Wilson, C. (2008). *Evaluating public inputs in National Park Management Plan reviews*. New Zealand: Department of Conservation.
- Yusuf, A. (2014). *Metode Penelitian Kuantitatif, Kualitatif & Penelitian Gabungan*. Jakarta: Prenadamedia Group.

Jurnal

- Abdu, Shamsu & Mohamad, Bahtiar & Muda, Suhaini. (2017). *Youth Online Political Participation: The Role of Facebook Use, Interactivity, Quality Information and Political Interest*. SHS Web of Conferences. 33. 00080. [10.1051/shsconf/20173300080](https://doi.org/10.1051/shsconf/20173300080).
- Atnan, N. & Imran, A.I. (2018). "Tingkat Partisipasi Publik Melalui Pemanfaatan Media Lapor di Kota Bandung," *Jurnal Wacana Politik*. Vol. 3 (2): 150-162.

- Anthopoulos, L. & Reddick, C.G. (2016). "Smart City and Smart Government: Synonymous or Complementary?," International World Wide Web Conference Committee (IW3C2). DOI: <http://dx.doi.org/10.1145/2872518.2888615>
- Bason, C. (2013). Engaging Citizens in Policy Innovation: Benefiting public policy from the design inputs of citizens and stakeholders as 'experts'. In Lindquist E., Vincent S., & Wanna J. (Eds.), *Putting Citizens First: Engagement in Policy and Service Delivery for the 21st Century* (pp. 61-74). ANU Press. Retrieved November 26, 2020, from <http://www.jstor.org/stable/j.ctt4cg5sm.9>
- Correa, T., Hinsley, A., Gil de Zúñiga, H. (2010). "Who interacts on the Web?: The intersection of users' personality and social media use," *Computers in Human Behavior*. Vol. 26: 247-253.
- Deakin, M. and Allwinkle, S. (2007). "Urban regeneration and sustainable communities: The role networks, innovation and creativity in building successful partnerships," *Journal of Urban Technology*. Vol. 14 (1): 77-91.
- Halvorsen, T., Hauknes, J., Miles, I., Røste, R. (2005). "Innovation in the Public Sector On the differences between public and private sector innovation," *Publin Report No. D9*.
- Hsiao, Y.T., Lin, S.H., Tang, A. Narayanan, D., Sarahe, C., (2018). *vTaiwan: An Empirical Study of Open Consultation Process in Taiwan*, In Proceedings of OOO, OOO, OOO, 5 pages. DOI: 10.475/123 4
- Idrus, I., Zakiyah, U., Hadiyah, L. (2017). "Kajian Sukses Implementasi e-Government Studi Kasus: Pemerintah Kota Bogor," *Jurnal of Government-JOG*. Vol. 2 (2): (120-134).
- Istijono, B., Ophiyandri, T. (2015). "Community-Based Approach in A Small Scale Irrigation Project in Indonesia: Ways and Advantages," *Civil Engineering*. 17. 10.9744/CED.17.2.95-100.
- Jaeger, P.T. & Thompson, K.M. (2003). "e-Government around the world: Lessons, challenges, and future directions," *Government Information Quarterly*. Vol. 20: 389-394.

- Kelman, S. (2005). "Public Management Needs Help," *The Academy of Management Journal*. Vol. 48 (6): 967-969.
- Kozáková, V. (2013). "Innovation and Creativity in Public Sector," *Mednarodna revija za javno upravo*. Vol. 9 (3-4): 83–98.
- Macintosh, A. (2004). "Characterizing E-Participation in Policy-Making," *2004 International Conference on System Sciences*.
- Manoharan, A. & Ingrams, A. (2018). "Conceptualizing e-Government from Local Government Perspectives," *State and Local Government Review*. Vol. 50 (1): 56-66.
- Meijer, Albert & Burger, N. & Ebbers, Wolfgang. (2008). "Citizens4Citizens: Mapping participatory practices on the internet," *Electronic Journal of e-Government*. Vol. 7
- Nurhidayati, D. (2019). "Does Digital Public Service Complaint Promote Accountability? A Comparative Analysis of Upik Yogyakarta and Qlue Jakarta," *Policy and Governance Review*. Vol. 3 (2): 127-141.
- Przebylłowicz, E., Cunha, M., Meirelles, F. (2018). "The use of information and communication technology to characterize municipalities: who they are and what they need to develop e-Government and smart city initiatives," *Brazilian Journal of Public Administration*. Vol. 52 (43): 630-649.
- Quan-Haase, A., Young, A. (2010). "Uses and Gratifications of Social Media: A Comparison of Facebook and Instant Messaging," *Bulletin of Science, Technology & Society*. Vol. 30: 350-361.
- Ramaprasad, A., Sánchez-Ortiz, A., Syn, T. "A Unified Definition of a Smart City" *16th International Conference on Electronic Government (EGOV), Sep 2017, St. Petersburg, Russia*. Page 13-24, 10.1007/978-3-319-64677-0_2.
- Rose, J., Persson, J., Heeager, L., & Irani, Z. (2015). "Managing e-Government: value positions and relationships," *Information Systems Journal*. Vol. 25: 531–571.
- Royo, S., Pina, V., dan Garcia-Rayado, J. (2020). "Decide Madrid: A Critical Analysis of an Award-Winning e-Participation Initiative," *Sustainability*. Vol. 12 (674): 1-19.

- Sahin, I. (2006). "Detailed Review of Rogers' Diffusion of Innovations Theory and Educational Technology-Related Studies Based On Rogers' Theory," *The Turkish Online Journal of Educational Technology*. Vol. 5 (2): 14-23.
- Sandoval-Almazan, R., & Gil-Garcia, J. (2012). " Are government internet portals evolving towards more interaction, participation, and collaboration? Revisiting the rhetoric of *E-Government* among municipalities," *Government Information Quarterly*. Vol. 29 (1): 72-81.
- Scott, W. (2004). "Institutional theory", *Encyclopedia of Social Theory*, George Ritzer, ed. Thousand Oaks, CA: Sage.
- Smith, G. (2009). "Studying democratic innovations: An analytical framework," *Democratic Innovations: Designing Institutions for Citizen Participation* (Theories of Institutional Design, pp. 8-29). Cambridge: Cambridge University Press. doi:10.1017/CBO9780511609848.002
- Ziadi, A.R., Yossomsakdi, S., & Wijaya, A.F. (2016). "The Implementation Of *E-Government* (Smart City Program) to Achieve An Effective Public Service (Case Studies On Qlue And Crop In Management Unit Of Jakarta Smart City)," *Global Journal of Management and Business*. Vol. 16 (8): 43-47.

Dokumen Negara

- Dinas Komunikasi Informasi Kota Bogor. (2017). *Buku #2 Masterplan Smart City Kota Bogor 2017-2021*. Bogor: DISKOMINFO.
- Dinas Komunikasi Informasi Kota Bogor. (2021). "Implementasi & Evaluasi Smart City Kota Bogor," *INFO Smart City Kota Bogor*.
- Kementerian Komunikasi dan Informatika. (2017). *Buku Panduan Penyusunan Masterplan Smart City 2017: Gerakan Menuju 100 Smart City*. Jakarta: Kominfo.
- Pemerintah Kota Bogor. (2017). *Masterplan smart city 2017-2021; Buku 2 : Masterplan smart city Kota Bogor*. Bogor: Diskominfostandi Kota Bogor.
- Pemerintah Kota Bogor. (2019). *Rencana Pembangunan Jangka Menengah Daerah 2019-2024*. Bogor: Pemkot Bogor.
- Pemerintah Kota Bogor. (2020). *Peraturan Walikota No. 59 Tahun 2017 Tentang Pelayanan Penanganan Pengaduan Masyarakat*. Bogor: Pemkot Bogor.

Pemerintah Kota Bogor. (2019). *Peraturan Walikota No. 11 Tahun 2019 Tentang Pelayanan Penanganan Aduan Masyarakat*. Bogor: Pemkot Bogor.

Pemerintah Kota Bogor. (2020). *Peraturan Walikota No. 113 Tahun 2020 Tentang Smart City*. Bogor: Pemkot Bogor.

Skripsi

Meyfrylinda, D. (2020). *Strategi Komunikasi Pemerintah Kota Bogor dalam Mensosialisasikan Aplikasi Sistem Informasi Berbagi Aduan dan Saran (SiBadra)*. [SKRIPSI]. Jakarta: Universitas Islam Negeri Syarif Hidayatullah.

Pangestika, W. (2017). *Partisipasi Publik Digital: Aplikasi Qlue di Jakarta*. [SKRIPSI]. Yogyakarta: Universitas Gadjah Mada.

Referensi Online

<https://regional.kompas.com/read/2019/04/29/15051031/pemkot-bogor-kenalkan-sibadra-sistem-pengaduan-dengan-respons-cepat-bagi> diakses pada 25 November 2020 pukul 16.22.

<https://sibadra.kotabogor.go.id/report> diakses pada 25 November 2020 pukul 17.20.

<https://petatematikindo.wordpress.com/tag/kota-bogor/> diakses pada 8 September 2021 pukul 14.10.

<https://regional.kompas.com/read/2019/04/29/15051031/pemkot-bogor-kenalkan-sibadra-sistem-pengaduan-dengan-respons-cepat-bagi> diakses pada 5 Juli 2022.

<https://www.worldbank.org/en/topic/digitaldevelopment/brief/E-Government> diakses pada 20 Agustus 2022.