

## DAFTAR PUSTAKA

- Abdillah, W., & Jogiyanto. (2015). *Partial Least Square (PLS) - Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. Yogyakarta: ANDI.
- Adnan, A. S. (2016, Februari 29). *Smart City di Pelbagai Belahan Dunia*. Dipetik Januari 30, 2017, dari METROTVNEWS.com: <http://telusur.metrotvnews.com/news-telusur/9K5BMnnN-smart-city-di-pelbagai-belahan-dunia>
- Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Processes*, 179-211.
- Albino, V., Berardi, U., & Dangelico, R. M. (2015). Smart Cities: Definitions, Dimensions, Performance, and Initiatives. *Journal of Urban Technology*, Vol. 22, No. 1, 3-21.
- Al-Gahtani, S. S., Hubona, G. S., & Wang, J. (2007). Information Technology (IT) in Saudi Arabia: Culture and the Acceptance and Use of IT. *Information & Management* 44, 681–691.
- Alshehri, M., Drew, S., & AlGhamdi, R. (2012). Analysis of Citizens's Acceptance for E-Government Services: Applying the UTAUT Model. *IADIS International Conferences Theory and Practices in Modern Computing and Internet Applications and Research*.
- Alwahaishi, S., & Snášel, V. (2013). Consumers' Acceptance and Use of Information and Communications Technology: A UTAUT and Flow Based Theoretical Model. *Journal of Technology Management & Innovation - ISSN: 0718-2724*, 61-73.
- Anthopoulos, L., & Reddick, C. G. (2016). Smart City and Smart Government: Synonymous or Complementary? *Proceedings of the 25th International Conference Companion on World Wide Web* (hal. 351-355). International World Wide Web Conferences Steering Committee.
- Antika, A. (2016, November 7). *Tahukah Kamu, Kota Terdepan dalam Penerapan Smart City di Indonesia*. Dipetik Januari 31, 2017, dari WANTIKNAS (Dewan Teknologi Informasi dan Komunikasi Nasional):

<http://www.detiknas.go.id/2016/11/07/tahukah-kamu-kota-terdepan-dalam-penerapan-smart-city-di-indonesia/>

- Ardhi, D. W. (2015, Agustus 27). *Smart Government Tingkatkan Kualitas Pelayanan Publik*. Dipetik Februari 3, 2017, dari Gamatechno Blog: <https://blog.gamatechno.com/smart-government-tingkatkan-kualitas-pelayanan-publik/>
- Ardisasmita, A. (2015, Agustus 3). *Langkah Bandung dalam Mengimplementasikan Smart City*. Dipetik Januari 24, 2017, dari TECHINASIA: <https://id.techinasia.com/bandung-smart-city>
- Asosiasi Penyelenggara Jasa Internet Indonesia. (2016). *Gudang Data: Hasil Survei*. Dipetik Januari 20, 2017, dari APJII: <https://www.apjii.or.id/survei2016>
- Cain, G. (2015). *Independent Reporting Mechanism (IRM): South Korea Progress Report 2014-2015*. Open Government Partnership.
- Chourabi, H., Nam, T., Walker, S., Gil-Garcia, J. R., Mellouli, S., Nahon, K., et al. (2012). Understanding Smart Cities: An Integrative Framework. *45th Hawaii International Conference on System Sciences* (hal. 2289-2297). IEEE.
- Cocchia, A. (2014). Smart and Digital City: A Systematic Literature Review. *Springer International Publishing Switzerland*, 13-43.
- Dachlan, U. (2014). *Panduan Lengkap Structural Equation Modeling Tingkat Dasar*. Semarang: Lentera Ilmu.
- Dinas Komunikasi dan Informatika (Diskominfo). (t.thn.). *Informasi Berkala*. Dipetik January 12, 2017, dari PPID Kota Bandung: <https://ppid.bandung.go.id/info/ppid-pembantu/dinas/dinas-komunikasi-dan-informatika/informasi-berkala-dinas-komunikasi-dan-informatika/>
- Diskominfo Kota Bandung. (2013, Oktober 18). *Launching Laporan*. Dipetik Februari 3, 2017, dari [bandung.go.id](http://bandung.go.id) - Portal Resmi Kota Bandung: <https://portal.bandung.go.id/posts/2013/10/18/r21Z/launching-lapor>
- Foon, Y. S., & Fah, B. C. (2011). Internet Banking Adoption in Kuala Lumpur: An Application of UTAUT Model. *International Journal of Business and Management, Vol. 6 No. 4*, 161-167.

- Garson, G. D. (2016). *Partial Least Squares: Regression & Structural Equation Models*. Asheboro, NC: Statistical Associates Publishing.
- Gavelin, K., Burall, S., & Wilson, R. (2009). *Open Government: Beyond Static Measures*. Involve.
- Giffinger, R., & Gudrun, H. (2010). Smart Cities Ranking: An Effective Instrument for the Positioning of Cities? *Journal of the Centre of Land Policy and Valuations*, 7-25.
- Gil-Garcia, J. R., Helbig, N., & Ojo, A. (2014). Being Smart: Emerging Technologies and Innovation in the Public Sector. *Government Information Quarterly - Elsevier*, 11-18.
- Google. (t.thn.). *Google Play - Aplikasi*. Dipetik Februari 3, 2017, dari Google Play: <https://play.google.com/store/apps/details?id=com.lapor>
- Hair, J. F., Hult, G. T., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. California: SAGE Publications, Inc.
- Hair, Jr., J. F., Black, W. J., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis: A Global Perspective 7th Edition*. New Jersey: Pearson.
- Hamrul, H., Soedijono, B., & Amborowati, A. (2013). Analisis Perbandingan Metode TAM dan UTAUT dalam Mengukur Kesuksesan Penerapan Sistem Informasi Akademik (Studi Kasus Penerapan Sistem Informasi STMIK Dipanegara Makassar). *Seminar Nasional Informatika 2013 - UPN Veteran Yogyakarta*, 140-146.
- Harsh, A., & Ichalkaranje, N. (2015). Transforming e-Government to Smart Government: A South Australian Perspective. *Advances in Intelligent Systems and Computing*, 9-16.
- IBM. (2011). *Creating Smarter Cities 2011 Storylines: IBM and Smart Cities*. IBM Corporation.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis - Konvergensi Teknologi Komunikasi dan Informatika*. Bandung: PT Refika Aditama.
- Indrawati, & Haryoto, S. K. (2015). The Use of Modified Theory of Acceptance and Use of Technology 2 to Predict Prospective Users' Intention in Adopting TV Streaming. *Proceedings of the 5th International Conference on Computing and Informatics* (hal. 206-215). Istanbul, Turkey: ICOCI.

- Kamil, R. (2015, Januari 16). *Smart City BDG*. Dipetik Februari 1, 2017, dari <https://sustainabledevelopment.un.org/content/documents/12659kamil.pdf>
- Kumar, S. (2013). The Moderating Factors of 3G User Acceptance Technology in Shimla (India) Using UTAUT Model. *International Journal of Computer Science & Engineering Technology (IJCSET)*, 670-674.
- Latan, H. (2012). *Structural Equation Modeling: Konsep dan Aplikasi Menggunakan Program LISREL 8.80*. Bandung: Alfabeta.
- Lind, D. A., Marchal, W. G., & Wathen, S. A. (2007). *Teknik-teknik Statistika dalam Bisnis dan Ekonomi Menggunakan Kelompok Data Global, Edisi 13 Buku 1*. Jakarta: Salemba Empat.
- Marhaeni, G. A., & Indrawati. (2015). Measurement for Analyzing Instant Messenger Application Adoption Using a Unified Theory of Acceptance and Use of Technology 2. *International Business Management: Medwell Journals*, 391-396.
- Meijer, A. J., Deirdre , C., & Hillebrandt, M. (2012). *Open Government: Connecting Vision and Voice*. Netherlands: International Review of Administrative Sciences - SAGE.
- Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia. (2015). *Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 3 Tahun 2015 Tentang Road Map Pengembangan Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional*. Jakarta.
- Nam, T., & Pardo, T. A. (2011). Conceptualizing Smart City with Dimensions of Technology, People, and Institutions. *The Proceedings of the 12th Annual International Conference on Digital Government Research*, 282-291.
- Open Government Indonesia. (2014). *Rencana Aksi OGP Indonesia 2014-2015*. OGP Indonesia.
- Open Government Partnership. (2015). *From Commitment to Action*. Open Government Partnership - 2015 Annual Report.
- Pahnila, S., Siponen, M., & Zheng, X. (2011). Integrating Habit into UTAUT: The Chinese eBay Case. *Pacific Asia Journal of the Association for Information Systems, Vol. 3 No. 2*, 1-30.

- Pikiran Rakyat. (2016, Agustus 17). *Pemkot Bandung Raih Penghargaan Smart City Nusantara*. Dipetik Februari 1, 2017, dari Pikiran Rakyat: <http://www.pikiran-rakyat.com/foto/2016/08/17/pemkot-bandung-raih-penghargaan-smart-city-nusantara-377568>
- Putra, G., & Ariyanti, M. (2013). Pengaruh Faktor-Faktor dalam Modified Unified Theory of Acceptance and Use of Technology 2 (UTAUT 2) terhadap Niat Prospective Users untuk Mengadopsi Home Digital Service PT Telkom di Surabaya. *Jurnal Manajemen Indonesia Vol. 12 - No. 4*, 59-76.
- Rogers, P., & Lindsey, T. D. (2012). *Principles of Open Government: Transparency, Participation & Collaboration*. California: California Research Bureau.
- Rosadi, D. (2015, November 23). *Kota Bandung terpilih sebagai Finalis 6 Besar Smart City di Barcelona*. Dipetik Februari 1, 2017, dari merdeka.com: <https://www.merdeka.com/peristiwa/kota-bandung-terpilih-sebagai-finalis-6-besar-smartcity-di-barcelona.html>
- Salim, B. (2012). An Application of UTAUT Model for Acceptance of Social Media in Egypt: A Statistical Study. *International Journal of Information Science*, 92-105.
- Scholl, H. J., & Scholl, M. C. (2014). Smart Governance: A Roadmap for Research and Practice. *iConference 2014 Proceedings* (hal. 163-176). iSchools.
- Sedana, I. N., & Wijaya, S. W. (2009). Penerapan Model UTAUT untuk Memahami Penerimaan dan Penggunaan Learning Management System (Studi Kasus: Experientall E-Learning of Sanata Dharma University). *Journal of Information Systems, Volume 5, Issues 2*, 114-120.
- Sekaran, U. (2006). *Research Methods for Business - Book 1, 4th Edition*. Jakarta: Salemba Empat.
- Sekaran, U., & Bougie, R. (2010). *Research Methods for Business: A Skill Building Approach 5th Edition*. West Sussex, United Kingdom: John Wiley & Sons Ltd.
- Sugiyono. (2016). *Metode Penelitian: Kuantitatif, Kualitatif, dan R&D*. Bandung: Penerbit Alfabeta.
- Sujarweni, V. W. (2015). *Metodologi Penelitian: Bisnis & Ekonomi*. Yogyakarta: Pustaka Baru Press.

- Taiwo, A. A., & Downe, A. G. (2013). The Theory of User Acceptance and Use of Technology (UTAUT): A Meta-Analytic Review of Empirical Findings. *Journal of Theoretical and Applied Information Technology Vol. 49 No.1*, 48-58.
- Unit Kerja Presiden Bidang Pengawasan dan Pengendalian Pembangunan (UKP4). (t.thn.). *LAPOR*. Dipetik Februari 3, 2017, dari LAPOR! Layanan Aspirasi dan Pengaduan Online Rakyat: <https://www.lapor.go.id/>
- UPT Pelayanan Pengaduan Masyarakat. (2017). *Data Status Laporan Warga Bandung*. Bandung: Diskominfo Kota Bandung.
- UPT Pelayanan Pengaduan Masyarakat. (2017). *Pengelolaan Aspirasi dan Pengaduan Masyarakat melalui LAPOR!* Bandung: Pemerintah Kota Bandung.
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly, Vol. 27, No. 3*, 425-478.
- Venkatesh, V., Thong, J. Y., & Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending The Unified Theory of Acceptance and Use of Technology. *MIS Quarterly Vol. 36 No. 1*, 157-178.
- Widiartanto, Y. H. (2016, Oktober 24). *2016, Pengguna Internet di Indonesia Capai 132 Juta*. Dipetik Januari 20, 2017, dari KOMPAS.com: <http://tekno.kompas.com/read/2016/10/24/15064727/2016.pengguna.internet.di.indonesia.capai.132.juta>.
- Williams, M. D., Rana, N. P., & Dwivedi, Y. K. (2015). The Unified Theory of Acceptance and Use of Technology (UTAUT): A Literature Review. *Journal of Enterprise Information Management Vol. 28 Iss 3*, 443-488.
- Wiyono, G. (2011). *Merancang Penelitian Bisnis dengan Alat Analisis SPSS 17.0 & SmartPLS 2.0*. Yogyakarta: UPP STIM YKPN.
- Wu, M.-Y., Yu, P.-Y., & Weng, Y.-C. (2012). A Study on User Behavior for I Pass by UTAUT: Using Taiwan's MRT as an Example. *Asia Pacific Management Review 17(1)*, 91-111.
- Yu, C.-S. (2012). Factors Affecting Individuals to Adopt Mobile Banking: Empirical Evidence from the UTAUT Model. *Journal of Electronic Commerce Research, Vol 13 No 2*, 104-121.

Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2010). *Business Research Methods 8th Edition*. Canada: South-Western CENGAGE Learning.