

## DAFTAR PUSTAKA

- [1] J. Hochstetter, J. Diaz, M. Dieguez, R. Espinosa, J. Arango, and C. Cares, "Assessing Transparency in eGovernment Electronic Processes," *IEEE Access*, vol. 10, pp. 3074–3087, 2022, doi: 10.1109/ACCESS.2021.3137799.
- [2] A. Alkraihi and N. Ameen, "The Impact of Service Quality, Trust and Satisfaction on Young Citizen Loyalty Towards Government E-Services," *Inf. Technol. People*, vol. 35, no. 4, pp. 1239–1270, 2022, doi: 10.1108/ITP-04-2020-0229.
- [3] M. Nuraini, T. Husni, and F. Adrianto, "Pengaruh Inovasi Layanan Electronic Banking, Fee Based Income dan Efektivitas Pengendalian Internal terhadap Nilai Perusahaan Perbankan yang Terdaftar di Bursa Efek Indonesia," *J-MAS (Jurnal Manaj. dan Sains)*, vol. 7, no. 2, p. 787, 2022, doi: 10.33087/jmas.v7i2.650.
- [4] R. 'Arsy Elkesaki, R. D. Oktaviani, and M. P. Setyaherlambang, "Inovasi Pelayanan Publik Dinas Kependudukan Dan Catatan Sipil Di Kota Bandung," *J. Caraka Prabhu*, vol. 5, no. 1, pp. 69–90, 2021, doi: 10.36859/jcp.v5i1.456.
- [5] D. A. Damayanti, N. Y. Yuningsih, and I. Akbar, "Efektivitas Pelayanan Administrasi Kependudukan di Masa Peralihan Layanan Tahun 2021 di Kota Bandung," *J. Adm. Pemerintah.*, vol. 2, no. 2, pp. 323–337, 2022, doi: 10.24198/janitra.v2i2.45169.
- [6] Disdukcapil, "Disdukcapil Kota Bandung Kembali Mengaktifkan Aplikasi Salaman," *Disdukcapil Kota Bandung*, 2022.  
<https://disdukcapil.bandung.go.id/berita-detail/disdukcapil-kota-bandung-kembali-mengaktifkan-aplikasi-salaman>
- [7] A. Purwanto and T. D. Susanto, "Pengaruh Dimensi Kepercayaan Terhadap Adopsi Layanan E-Government," *Inf. J. Ilm. Bid. Teknol. Inf. dan Komun.*, vol. 3, no. 1, pp. 12–18, 2018, doi: 10.25139/ojsinf.v3i1.520
- [8] Napitupulu, D. (2017). "Analysis of factors affecting the website quality," *International Journal on Advanced Science, Engineering and Information*

*Technology*

- [9] H. Haryono, F. M. Amin, and N. Ulinnuha, "The E-Government Factors of Smart Mobility Success using DeLone McLean and E-Government Adoption Model," *Informatics Secur.*, vol. 8, no. 2, pp. 87–99, 2023, doi: 10.33506/insect.v8i2.2210.
- [10] E. Setiawan, W. W. Winarno, and D. H. Fudholi, "Analisis Faktor Penerimaan Layanan e-Government dengan Menggunakan Model UTAUT2 dan GAM di Kabupaten Gunungkidul," *J. Media Inform. Budidarma*, vol. 5, no. 1, pp. 34–41, 2021, doi: 10.30865/mib.v5i1.2565.
- [11] E. Sorongan, D. R. Sari, H. S. Kusno, and M. Zulfariansyah, "Can Satisfaction Interventions Rise Interest in E-Government Service Adoption in Indonesia? The Extended Perspective of The TAM Model," *JATISI (Jurnal Tek. Inform. dan Sist. Informasi)*, vol. 10, no. 1, pp. 620–634, 2023, doi: 10.35957/jatisi.v10i1.3388.
- [12] A. K. Darmawan, D. O. Siahaan, T. D. Susanto, M. Walid, B. A. Umam, and A. N. Hidayanto, "Identifying the Differing Service Maturity Levels of Mobile-Based Smart Regency with e-Government Adoption Model (GAM) Framework," in *2020 International Conference on ICT for Smart Society (ICISS)*, 2020, pp. 1–6. doi: 10.1109/ICISS50791.2020.9307540.
- [13] D. Napitupulu, "Analysis of factors affecting the website quality based on WebQual approach (study case: XYZ University)," *Int. J. Adv. Sci. Eng. Inf. Technol.*, vol. 7, no. 3, pp. 792–798, 2017, doi: 10.18517/ijaseit.7.3.1748.
- [14] A. Parasuraman, "Technology Readiness Index (Tri): A Multiple-Item Scale to Measure Readiness to Embrace New Technologies," *J. Serv. Res.*, vol. 2, no. 4, pp. 307–320, 2000, doi: 10.1177/109467050024001.
- [15] P. Legris, J. Ingham, and P. Collette, "Why do people use information technology? A critical review of the technology acceptance model," *Inf. Manag.*, vol. 40, no. 3, pp. 191–204, 2003, doi: 10.1016/S0378-7206(01)00143-4.
- [16] Davis, F. D., Bagozzi, R.P., & Warshaw, P.R. (1989). User acceptance of computer technology: a comparison of two theoretical models.

Management Science, 35, 982-1003

- [17] Lin C.H, Shih H. Y, and Sher P. J. 2007. "Integrating technology readiness into technology acceptance: The TRAM model," *Psychology & Marketing*.
- [18] Basgoze, P. (2015) "Integration of Technology Readiness (TR) Into The Technology Acceptance Model (TAM) For M-Shopping". *International Journal of Scientific Research and Innovative Technology*.
- [19] Venkatesh, et. al,. 2003. "User Acceptance of Information Technology: Toward a Unified View". *MIS Quarterly*, 27(3).
- [20] DeLone W. H., and McLean, E. R. (2003). "The DeLone and McLean model of information systems success: a 10-year update," *Journal of Management Information Systems*.
- [21] Esmaeilzadeh P, Sambasivan M, and Nezakati, H. (2012). "The limitations of using the existing tam in adoption of clinical decision support system in hospitals: an empirical study in Malaysia". *Int. J. Res. Bus. Soc. Sci.*, 3(2).
- [22] Shareef, M. A., Kumar, V., Kumar, U., & Dwivedi, Y. K. (2011). e-Government Adoption Model (GAM): Differing service maturity levels. *Government information quarterly*, 28(1), 17-35.
- [23] A. M. Shareef, V. Kumar, U. Kumar and Y. Dwivendi, "e-Government Adoption Model (GAM) : Differing service Maturity," *Science Direct*, pp. 17-35, 2011.
- [24] Ginting, D. B. (2009). *Structural Equation Model (SEM)*. *Media Informatika*, 8(3),121-134.
- [25] Sarwono, J. (2010). *Pengertian dasar structural equation modeling (SEM)*. *Jurnal Ilmiah Manajemen Bisnis Ukrida*, 10(3), 98528
- [26] Sugiyono. (2018). *Metode Penelitian Kuantitatif*. Bandung : Alfabeta, C.V
- [27] A. K. Darmawan, D. O. Siahaan, T. D. Susanto, M. Walid, B. A. Umam, and A. N. Hidayanto, "Identifying the Differing Service Maturity Levels of Mobile-Based Smart Regency with e-Government Adoption Model (GAM) Framework," in *2020 International Conference on ICT for Smart Society (ICISS)*, 2020, pp. 1–6. doi: 10.1109/ICISS50791.2020.9307540.
- [28] Sukendra, I. K., & Atmaja, I. (2020). *Instrumen Penelitian*. Lumajang: Mahameru Press

- [29] H. A. Imron, "Peran Sampling dan Distribusi Data Dalam Penelitian Komunikasi Pendekatan Kuantitatif," *J. Stud. Komun. dan Media*, vol. 21, no. 1, pp. 111–126, 2017, doi: 10.31445/jskm.2017.210109.
- [30] W. Budiaji, "Skala Pengukuran dan Jumlah Respon Skala Likert (The Measurement Scale and The Number of Responses in Likert Scale)," *J. Ilmu Pertan. dan Perikan*. Desember, vol. 2, no. 2, pp. 127–133, 2013, doi: 10.31227/osf.io/k7bgy.
- [31] Sugiyono. (2016), *Metode Penelitian kuantitatif, kualitatif, dan R&D*. Penerbit Alfabeta : Bandung.
- [32] Sugiyono. (2018). *Metode Penelitian Kuantitatif*. Bandung : Alfabeta, C.V.
- [33] C. M. Ringle, S. Wende, and J.-M. Becker, "SmartPLS 4: Model Fit," Oststeinbek: SmartPLS, 2022.  
<https://www.smartpls.com/documentation/algorithms-and-techniques/model-fit>
- [34] W. Abdillah and J. Hartono, *Partial Least Square (PLS) Alternatif Structural Equation Model (SEM) dalam Penelitian Bisnis*. Yogyakarta: Andi, 2019.
- [35] Marliana, R. R., & Nurhayati, L. (2020). Covariance based-SEM on relationship between digital literacy, use of e-resources, and reading culture of students. *Indonesian Journal of Statistics and Its Applications*, 4(1).
- [36] Sugiyono, 2014. "Statistika untuk Penelitian" Buku. Penerbit ALFABETA. Bandung.
- [37] Abdillah W., Hartono J. 2015. *Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. CV. Andi Offset, Yogyakarta.
- [38] Hair, J.F., Risher, J.J., Sarstedt, M. and Ringle, C.M. (2019), "When to use and how to report the results of PLS-SEM", *European Business Review*, Vol. 31 No. 1, pp. 2-24. <https://doi.org/10.1108/EBR-11-2018-0203>
- [39] Ghozali, Imam, and Hengky Latan. "Konsep, teknik, aplikasi menggunakan Smart PLS 3.0 untuk penelitian empiris." BP Undip. Semarang 290 (2015).
- [40] Yani JA, Mangkunegara AA, Aditama R. Sugiyono. 2017, *Metode penelitian kuantitatif, kualitatif, dan R&D*. bandung: Alfabeta.

Procrastination And Task Avoidance: Theory, Research and Treatment.  
New York: Plenum Press, Yudistira P, Chandra, Diktat Ku. 1995.

- [41] V. S. S. Sitio, “Analisis Faktor-Faktor yang Mempengaruhi Produktivitas Kerja Karyawan PT Bank Panin Dubai Syariah, Tbk Jabodetabek Selama Masa Pandemi Covid-19,” *J. Ilm. M-PROGRESS*, vol. 11, no. 2, pp. 125–135, 2021, doi: 10.35968/m-pu.v11i2.694.
- [42] M. Nashar and Taru, “Pengaruh Lingkungan Kerja Dan Budaya Organisasi Terhadap Reputasi Perusahaan Dengan Komitmen Organisasi Sebagai Variabel Intervening (Studi Kasus Oada PT Petra Garda Paramita),” *J. Appl. Bus. Adm. JABA*, vol. 4, no. 2, pp. 156–162, 2020, doi: 10.30871/jaba.v4i2.2064.
- [43] R. Bisma, “Faktor Adopsi Layanan E-government Jenis Layanan Transaksi,” *J. Inf. Eng. Educ. Technol.*, vol. 1, no. 2, pp. 83–88, 2017, doi: <https://doi.org/10.26740/jieet.v1n2.p83-88>.
- [44] R. Widiyasari and B. N. Achadiyah, “Computer Anxiety, Computer Self-Efficacy dan Perceived Usefulness oleh Pelaku UMKM,” *J. Akunt. Aktual*, vol. 6, no. 1, pp. 203–214, 2019, doi: 10.17977/um004v5i32019p203.
- [45] L. Oktavia, “Penilaian Penerimaan E-Government Di Indonesia,” *J. CoreIT*, vol. 6, no. 1, pp. 15–21, 2020, doi: <http://dx.doi.org/10.24014/coreit.v6i1.9143>.
- [46] Y. Mangoting, “Perceived Risk, Perceived Functional Benefit, dan Kepuasan sebagai Penentu Intensi Berkelanjutan Wajib Pajak Menggunakan e-filing,” *J. ASET (Akuntansi Riset)*, vol. 12, no. 1, 2020, doi: <https://doi.org/10.17509/jaset.v12i1.22920>.
- [47] T. P. U. Siwi and Z. Nawawi, “Building Citizen Satisfaction Towards E-Government Services: A Conceptual Framework,” *J. Manaj. Pelayanan Publik*, vol. 6, no. 2, pp. 253–265, 2023, doi: 10.24198/jmpp.v6i2.46471.
- [48] Y. Muflihah and T. D. Susanto, “Faktor yang Mempengaruhi Warga dan Pemerintah dalam Adopsi E-Government: Sebuah Ulasan Sistematis,” *J. Teknol. Inf. dan Ilmu Komput.*, vol. 4, no. 4, pp. 304–310, 2017, doi: 10.25126/jtiik.201744366.
- [49] Y. Suprpto and Farida, “Analisis Pengaruh Brand Image, Trust, Security,

Perceived Usefulness, Perceived Ease Of Use Terhadap Adoption Intention Fintech Di Kota Batam,” *ournal Appl. Bus. Adm.*, vol. 6, no. 1, pp. 17–26, 2022, doi: 10.30871/jaba.v6i1.3396.