

DAFTAR PUSTAKA

- UU Nomor 5 Tahun 2014 Tentang Aparatur Sipil Negara*. (2014). Jakarta.
- PERLAN No. 8 tahun 2018*. (2018). Jakarta: LAN RI.
- Abdilah, W. S., Miharja, S., & Lestari, Y. D. (2015). Kualitas Pelayanan Publik di Balai Pelayanan, Penempatan, dan Perlindungan Tenaga Kerja Indonesia Wilayah Bandung. *Publica: Jurnal Pemikiran Administrasi Negara*, 6(1), 20–27
- A, K. (2018). *UNNES*. Retrieved 03 05, 2019, from <https://unnes.ac.id/gagasan/guru-menyambut-era-disruption/>: <https://unnes.ac.id/gagasan/guru-menyambut-era-disruption/>
- Albi. A dan Johan. S. 2018. Metodologi Penelitian Kualitatif. Sukabumi: CV. Jejak.
- Ali, I. (2010). Measuring Student E Readiness for E Learning at Egyptian Faculties of Tourism and Hotels. *International Scientific Conference e Learning and Software for Education*. Egypt.
- Anggraeny, c. (2013). *Inovasi Pelayanan kesehatan dalam meningkatkan kualitas pelayanan puskesmas jogir*. Surabaya.
- Aydin, C. T. (2005). Measuring Readiness for e-Learning: Reflections from an Emerging Country. *Educational Technology & Society*, 8, 224-257.
- B.S.P, S. (2015). *Bahan Ajar Diklat Kepemimpinan Tingkat III*. Jakarta: LAN RI.
- Bastian, Indra. 2006. Sistem Akuntansi Sektor Publik. Edisi 2. Jakarta: Salemba Empat.
- Barnes, James G. 2001, *Rahasia Manajemen Hubungan Pelanggan*, Andi, Jogjakarta.
- Batalli, Mirlinda 2011. *Impact of Public Administration Innovations on Enchancing the Citizens' Expectation*, International Journal of e-Education, e-Bussines, eManajemen and e-Learning, Vol 1 No 2.

- Bersin, j. (2004). *Bersin, Josh. 2004. The Blended Bearning Book:Best Bractices, Proven Methodologies, and Lessons Learned. San Francisco: Pfeiffer. San Fransisco: Pfeiffer.*
- Buttle, Francis. 2007, *Customer Relationship Management : Concepts And Tools*, Bayumedia, Malang.
- Chi-Kuang, C., Chang-His, Y., Shiow-Jiuan, Y. and Hsiu-Chen, C. (2004). A Customer-Oriented Service-Enhancement System For The Public Sector. *Managing Service Quality*, 14(5), 414–425.
- Chuttimaskul, W., Funilkul, S., & Chongsuphajaisiddhi, V. (2008). The Quality Framework of e-Government Development. *Proceedings of the 2nd International Conference on Theory and Practice of Electronic Governance*, 105–109.
- Cidral, W.A., Oliveira, T., Di Felice, M., & Aparicio, M. (2018). E-Learning Success Determinants: Brazilian Empirical Study. *Computers & Education*, 122, 273–290.
- Dayang E.D. 2015. Inovasi Pelayanan Publik di Kecamatan Sungai Kunjang Kota Samarinda. *Jurnal Ilmu Pemerintahan*.3
- Diah N.F. 2014. Inovasi Pelayanan Publik BUMN (Studi Deskriptif tentang Inovasi Boarding Pass System dalam Meningkatkan Kualitas Pelayanan Kereta Api PT KAI di Stasiun Gubeng Surabaya).*Jurnal Kebijakan dan Manajemen Publik*.2.(1).1-10.
- Dwiyanto, A. (2014). *Mewujudkan Good Governance Melalui Pelayanan Publik* (A. Dwiyanto (ed.)). Gajah Mada University Press
- Effendi, H., & Hendriyani, Y. (2016). Pengembangan Model Blended Learning Interaktif Dengan Prosedur Borg and Gall. *International Seminar On Education (ISE)* (pp. 62-70). Padang: Universitas Negeri Padang.
- Elanor D Glor, 2003. *Applying Innovatice Proceesses to Improve Governance and Public Administration and Reduce Poverty*, *Innovation Journal : The Pubic Sector Innovation Journal*, Volume 12(2), article 6
- Estevez, E., Janowski, T. (2013). Electronic Governance for Sustainable Development-Conceptual Framework and State of Research. *Government Information Quaterly*, 23(2), 217–235.

- Fariani, R. I. (2015). Pengukuran Tingkat Kesiapan E-Learning (E-Learning Readness) Studi Kasus pada Perguruan Tinggi ABC di Jakarta. *Seminar Nasional Aplikasi Teknologi Informasi (SNATI) 2015*. Yogyakarta: ISSN : 1907-5022.
- Foley, P., & Alfonso, X. (2009). E-Government and the Transformation Agenda. *Public Administration*, 87(2), 371–396. <https://doi.org/10.1111/j.1467-9299.2008.01749.x>
- Garvin, D. A. (1983). Quality on the Line. *Harvard Business Review*, 61, 65–73.
- Hadiyati, E. (2014). Service Quality and Performance of Public Sector: Study on Immigration Office in Indonesia. *International Journal of Marketing Studies*, 6(6), 104–117. <https://doi.org/10.5539/ijms.v6n6p104>
- Handbook Inovasi Administrasi Negara, 2014, Pusat Inovasi Layanan Publik Kedeputan Inovasi Administrasi Negara LAN – RI
- Halim, Abdul. 2007. Pengelolaan Keuangan Daerah. Yogyakarta: UPP STIM YKPPN
- Hartley, J. (2005). Innovation in Governance and Public Services: Past and Present. *Public Money & Management*, 25(1), 27–34. <https://doi.org/10.1111/j.1467-9302.2005.00447.x>
- Hung, M. (2010). “Learner Readiness for Online Learning : Scale Development and Student Perception”. *Computers & Education*. 55, 1080-1090.
- K. Kaur dan Abas, Z. (2004). *An Assesment of E-Learning Readiness at Open University Malaysia*. Retrieved Januari 6, 2020, from http://eprints.oum.edu.my/115/1/an_assesment.pdf
- Kasih, F. (2019). *Bimbingan dan Konseling di Perguruan Tinggi dalam menjawab tantangan era revolusi industri 4.0*. Konvensi Nasional XXI Asosiasi Bimbingan dan Konseling Indonesia.
- Kapoor, R., & Kelkar, N. (2013). E-Governance: Higher Education in Rural Area. *National Conference on New Horizons in IT – NCNHIT*.
- Khoirunnisa, R.N., Dewi, D.K., & Nurwidayati, D. (2018). Pembelajaran E-Learning Perkembangan Anak di Jurusan Psikologi. *Jurnal Psikologi Teori Dan Terapan*, 9(1). <https://doi.org/http://dx.doi.org/10.26740/jptt.v9n1.p62-76>

- Kusmana, A. (2011). E-Learning dalam pembelajaran. *Jurnal Lentera Pendidikan*, 35-51.
- Lim, T. W. (2019). *Industrial Revolution 4.0, Tech Giants, and Digitized Societies*. Plagrave Mcmillan.
- Lovelock, C., & Wirtz, J. (2011). Services Marketing: People, Technology, Strategy, 7th edition. In *Journal of Services Marketing* (Seventh, Vol. 18, Issue 5). Prentice Hall.
- Majni, E. (2017). *Media Indonesia*. Retrieved 03 05, 2019, from Media Indonesia Web site: <https://mediaindonesia.com>
- Margareth, R. (2020). Pengertian Physical Distancing Cegah Corona. Tagar. Id. <https://www.tagar.id/pengertian-physical-distancing-cegah-corona>
- Monahan, T., McArdle, G., Bertolotto, M. (2008). Virtual Reality for Collaborative E-Learning. *Computers & Education*, 50(4), 1339–1353.
- Mardiasmo, 2009. Akuntansi Sektor Publik. Yogyakarta: Andi.
- Masdar, Sjahrazad, Sulikah Asmorowati & Jusuf Irianto. 2009, Manajemen Sumber Daya Manusia Berbasis Kompetensi Untuk Pelayanan Publik, Airlangga University Press, Surabaya.
- Nijkamp, P., Cohen-Blankshtain, G. (2009). The Importance of ICT for Cities: E-Government and Cyber Perceptions. Amsterdam. https://doi.org/10.1007/978-3-642-32141-2_13.
- Novarina, P., & Nur, M. . (2020). Kinerja Sistem Informasi Manajemen Pelayanan Publik Pemerintah Kota Pekalongan. *Ministrate: Jurnal Birokrasi & Pemerintahan Daerah*, 2(1), 16–21.
- Nurhajati, W. A. (2018). Peningkatan Kompetensi Penyuluh Keluarga Berencana Propinsi Jawa Timur melalui Diklat Berbasis E-LEarning. *Seminar Nasional FKIP UMSIDA* (pp. 183-195). Sidoarjo: ICERS.
- Panuwatwanich, K. d. (2012). Linking Online Learning Readiness to the Use of Online Learning Tools: The Case of Postgraduate Engineering Students. *Proceedings of the 2012 AAEE Conference*. . Melbourne, Victoria: Australasian Association for Engineering Education.
- Papadomichelaki, X., & Mentzas, G. (2012). E-GovQual: A multiple-item scale for assessing e-government service quality. *Government Information Quarterly*, 29(1), 98–109. <https://doi.org/10.1016/j.giq.2011.08.011>

- Parasuraman, A.P., Zeithaml, V.A., & Berry, L. . (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12–40.
- Poluan, F., Lumenta, A., & Sinsuw, A. (2015). Evaluasi Implementasi Sistem E-Learning Menggunakan Model Evaluasi Hot Fit Studi Kasus Universitas Sam Ratulangi. *Jurnal Teknik Informatika*, 4(2), 1–6. <https://doi.org/10.35793/jti.4.2.2014.6985>
- Piskurich, G. M. (2003). *Preparing Learners for E-Learning*. San Farnsisco: John Wiley & Son Inc.
- Pribadi, B. (2010). *Model Sistem Pembelajaran*. Jakarta: Dian Rakyat.
- Proffitt, L. N. (2008). *A study of the influence of Learner Readiness on Academic Succes and Student Perceptions of Online Learning*. USA: Capella University.
- Quinn, A., Lemay, G., Larse, P., & Johnsom, D. (2009). Service Quality in Higher Education. *Total Quality Management and Business Excellence*, 20, 139–152.
- Rahmat, A., Seminar, K. B., & Suroso, A. I. (2019). Evaluasi Keberhasilan E-Learning Dalam Perspektif Sistem Informasi (Studi Kasus Universitas Terbuka). *Jurnal Aplikasi Bisnis Dan Manajemen*, 5(3), 373–384. <https://doi.org/10.17358/jabm.5.3.373>
- Ramadan, R., Pradnyana, I. M., & Suyasa, P. W. (2019). Pengukuran Tingkat Kesiapan Implementasi e-learning (e-learning readiness) di SMA N 2 Singaraja menggunakan model Chapnick. *Jurnal Pendidikan Teknologi dan Kejuruan*, 258-266.
- Robi C.K. 2016. Inovasi Kualitas Pelayanan Publik Pemerintah Daerah. FIAT- JUSTISIA.10.
- Ronny Faslah, H. B. (2017). Analisis Kesiapan Implementasi E-Learning menggunakan e-Learning Readness Model. *Jurnall Positif*, 113-120.
- Rosenberg. (2006). "What Lies Beyond E-Learning ?" Based On Beyond E-Learning : Approaches and Technologies to Enhance Organizational Knowledge, Learning and Performance. Pfeiffer.
- Rush, R.T., & Oliver, R. L. (1994). Service Quality: Insights and Managerial Implications from The Frontier. In Roland T. Rust & Richard L. Oliver

- (Ed.), *Service Quality: New Directions in Theory and Practice* (pp. 1–19). <https://doi.org/http://dx.doi.org/10.4135/9781452229102.n1>
- Robinson, L. (2003). Committed to quality: the use of quality schemes in UK public leisure services. *Managing Service Quality*, 13(3), 247–255.
- Rowley, J. (1998). Quality Measurement in the Public Sector: Some Perspective from the Service Quality Literature. *Total Quality Management*, 9(2–3), 321–325.
- Rudiantara, Y., Muluk, K., Suryadi, S. (2016). E-Learning Sebagai Penerapan E-Government di Dunia Pendidikan (Studi Pada Universitas Brawijaya). *Wacana*, 19(3).
- Rush, R.T., & Oliver, R. L. (1994). Service Quality: Insights and Managerial Implications from The Frontier. In Roland T. Rust & Richard L. Oliver (Ed.), *Service Quality: New Directions in Theory and Practice* (pp. 1–19). <https://doi.org/http://dx.doi.org/10.4135/9781452229102.n1>
- Scott, J. . (2006). “E” the people: DO US Municipal Government Web Sites Support Public Involvement? *Public Administration Review*, 66(3), 341–353.
- Serenko, A., Bontis, N., Booker, L., Sadeddin, K., & Hardie, T. (2010). A Scientometric Analysis of Knowledge Management and Intellectual Capital Academic Literature (1994-2008). *Journal of Knowledge Management.*, 14(1), 3–23.
- Succi. S. 2012. Penanganan Pengaduan (*Complaint Handling*) Dalam Pelayanan Publik (Studi Tentang Transparansi, Responsivitas, Dan Akuntabilitas Dalam Penanganan Pengaduan di Kantor Pertanahan Kota Surabaya II). *Kebijakan dan Manajemen Publik*.4.
- Suhartanto, H. (2012). “Survei 2009: Mutu Situs ELearning Sekolah Indonesia Masih Sangat Minim”. *Jurnal Sistem Informasi MTI-UI*. 6, 74-76.
- Suparman, N. (2017). Kualitas Pelayanan Izin Mendirikan Bangunan (IMB) Pada Badan Pelayanan Perizinan Terpadu dan Penanaman Modal (BPPTPM) Kabupaten Cianjur Provinsi Jawa Barat. *Jurnal Borneo Administrator*, 13(1), 41–56.
- Suwarno, Y. (2008). *Inovasi di Sektor Publik*. Jakarta: STIA LAN.
- Suwarsono, L. W. (2015). Pengukuran E-Learning Readiness pada Mahasiswa Teknik Universitas Telkom. *Jurnal Ilmiah Psikologi Psympatic*, 141-152.

- Swatman, P. d. (2013, oktober 15). Readiness in the Classroom: a Study of Hong Kong Primary and Secondary Teachers. [online]. . Hongkong. Retrieved from <http://blog.uny.ac.id/nurhadi/files/2010/08/swatmanhongkong.pdf>.
- Tyana, E., Trisakti, F., Hidayat, A., Suparman, N., & Ludianingsih, U. (2019). Kualitas Pelayanan Perpustakaan Berbasis Radio Frequency Identification (RFId). *Kebijakan : Jurnal Ilmu Administrasi*, 10(1), 28. <https://doi.org/10.23969/kebijakan.v10i1.1420>
- Viscusi, G., Batini, C., & Mecella, M. (2019). Information Systems for E-Government. In *Journal of Chemical Information and Modeling* (Vol. 53, Issue 9). <https://doi.org/10.1017/CBO9781107415324.004>
- Watkins, R. L. (2014). "Assessing Readiness for E-Learning". *Performance Improvement Quarterly*.17, 66-79.
- Wollard, J. (2011). *Psychology for the Classroom: E-Learning*. New York: Routledge.
- Yusuf M, T. (2011). Mengenal Blended Learning. *Lentera Pendidikan No. 2. Volume 14*, 232-242.

