

DAFTAR PUSTAKA

- Abidin, Z.S., 2010. *Kebijakan Publik*. Jakarta: Yayasan Pancur Siwah.
- Abu-Shanab, E., 2014. Antecedent Service: An Empirical Test in Jordan. *Transforming Government: People, Process, and Policy*, 8(4), pp.480-599.
- Abu-Shanab, E., Pearson, J.M. & Setterstrom, A., 2010. Internet Banking and Customers' Acceptance in Jordan: The Unified Model's Perspective. *Communication of the Association for Information System*, 26(1), pp.493-525.
- Ajzen, I., 1985. *From Intention to Action: A Theory of Planned Behavior*. New York: Springer.
- Ajzen, I., 1991. The Theory of Planned Behavior. *Journal Organizational Behavior and Human Decision Processes*, 50, pp.179-211.
- Al-Awadhi, S.D., 2008. The Use of The UTAUT Model In The Adoption of E-Government Services in Kuwait. *Paper presented at the The 41st Annual Hawaii International Conference on System Sciences*, pp.Waikoloa, Big Island, HI, USA.
- Al-Awadhi, S., 2009. Factors Influencing the Adoption of E-Government Services. *Journal of Software*, 4(6), pp.584-690.
- Alrashidi, A., 2012. User Acceptance and Motivation of E-Governance Services Based on Employees Levels of Experience in the UAE SME. *American Journal of Economics*, pp.132-135.
- Avdic, A., 2012. *Factors Influence Citizen Adoption forGovernment E-Tax Service*. Swedish: Örebro University.
- Badan Pusat Statistik Kota Surakarta, 2018. *Badan Pusat Statistik Kota Surakarta*. [Online] Available at: <https://surakartakota.bps.go.id/dynamictable/2018/03/14/43/pertumbuhan-penduduk-per-tahun-kota-surakarta.html> [Accessed 5 Mei 2019].
- Baron, R.M. & Kenny, D.A., 1986. The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, 51(6), pp.173-182.
- Belanger, F. & Carter, L., 2008. Trust and Risk in E-Goernment. *The Journal of Strategic Information System*, 17(2), pp.165-176.

- Bélanger, F., Hitler, J. & Smith, W., 2002. Truthwothiness in Electronic Commerce: The Role of Privacy, Security, and Site Atributes. *Journal of Strategic Information System*, 11, pp.245-270.
- Bungin, B., 2005. *Metodologi Penelitian Kuantitatif: Komunikasi, Ekonomi, dan Kebijakan Publik Serta Ilmu-Ilmu Sosial Lainnya*. Jakarta: Kencana Prenada.
- Cahyadi, A., 2003. E-Government: Suatu Tinjauan Konsep dan Permasalahan. *Journal The Winners*, 4(1), pp.1-12.
- Carrese, S., Nigro, M. & Pattela, S., 2015. Analysis of The Demand For An Electronic Advice of Traffic Code Violations. *Conference*, pp.3-5.
- Carter, L. & Bélanger, F., 2005. The Utilization of E-overnment Services: Citizen Trust, Innovation, and Acceptance Factors. *Information Systems Journal*, 15, pp.5-25.
- Cases, A.-S., 2002. Perceived Risk and Risk-Reduction Strategies in Internet Shopping, The International Review of Retail, *Distribution and Consumer Research*, 12(4), pp.375-394.
- Chen, Y.-C. & Perry, J., 2003. Outsourcing for E-Government: Managing for Success. *Public Performance and Management Review*, 26(4), pp.404-421.
- Chiu, Y.T.H., Lee, W.I., Liu, C.C. & Liu, L.Y., 2012. Internet lottery commerce: An Integrated View of Online Sport Lottery Adoption. *Journal of Internet Commerce*, 11(1), pp.68-80.
- Chusminah, Haryati, R.A. & Kristiani, D., 2018. Efektifitas Implementasi E-Tilang Kendaraan Bermotor DalamRangka Tertib Berlalu Lintas Pada Korps Lalu Lintas Polri. *Widya Cipta*, pp.217-224.
- Colesca, S.E., 2009. Increasing E-Trust: A Solution to Minimize Risk in E-Government Adoption. *Jurnal of Applied Quantitative Methods* 4(1), pp.31-44.
- Davis, F.D., 1989. Perceived Usefulness, Perceived Ease of Use and Acceptance of Information System Technoloy. MIS Quartery, Vol. 13, No. 3. pp.319-339.
- Dermawan, D., 2014. *Metode Penelitian Kuantitatif*. Bandung: Remaja Rosdakarya Offset.
- Dharmesta, 2008. *Manajemen Pemasaran Modern*. Yogyakarta: Liberty.
- Didi, 2017. *Ini Prosedur Penerapan Tilang Online*. Jakarta: ntmcpolri.info.

- Dwivedi, Y.K. et al., 2017. An empirical validation of a unified model of electronic government adoption (UMEGA). *Government Information Quarterly*, 34(2), pp.211-230.
- Dyanrosi, A., 2015. Analisis Perilaku Wajib Pajak Orang Pribadi Terhadap Minat Perilaku Menggunakan E-Filing. *Jurnal Ilmu Sosial dan Ilmu Politik*, 4(2).
- Fishbein, M. & Ajzen, I., 1975. *Belief, Attitude, Intention, and Behavior: An Introduction To Theory And Research*. Adision - Wesley.
- Gefen, D., Rose, G.M., Warkentin, M. & Pavlou, P.A., 2005. Cultural Diversity and Trust in IT Adoption: A Comparison of USA and South Africa e-Voters. *Journal of Global Information Management*, 13(1), pp.54-78.
- Ghalandari, K., 2012. The Effect of Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Condition on Acceptance of E-Banking Services in Iran: the Moderating Role of Age and Gender. *Middle-East Journal of Scientific Research*, 12(6), pp.801-807.
- Ghozali, I., 2014. *Structural Equation Modeling: Metode Alternatif dengan Partial Least Square (PLS)*. Semarang: Badan Penerbit UNDIP.
- Hadikusuma, H., 2004. *Pengantar Antropologi Hukum*. Bandar Lampung: PT Citra Aditya Bakti.
- Hair, J.F., Hult, G.T.M., Ringle, C.M. & Sarstedt, M., 2014. *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Washington DC: SAGE.
- Hakim, M.M., 2016. Analisis Model Penerimaan Pengguna Sistem Pelaporan Pajak Online. *Jurnal SIMETRIS*, 7(1).
- Hardiyansyah, 2011. *Kualitas Pelayanan Publik: Konsep Dimensi, Indikator, dan Implementasinya*. Yogyakarta: Gava Media.
- Heeks, R., 2003. Most E-Government for Developing Projects Fail How Can Risks be Reduced? *E-Government Working Paper Series*.
- Heeks, R. & Bailur, S., 2007. Analyzing E-Government Research: Perspective, Philosophies, Theories, Methods, and Practice. *Government Information Quarterly*, 24(2), pp.234-265.
- Hung, S.-Y., Chang, C.M. & Kuo, S.-R., 2013. User Acceptance of Mobile E-Government Services: An Empirical Study. *Government Information Quarterly*, 30(1), pp.33-44.

- Hung, S.-Y., Chang, C.-M. & Yu, T.-J., 2006. Determinants of User Acceptance of The E-Government Service: The Case of Online Tax Filing and Payment System. *Government Information Quarterly*, 23(1), pp.97-122.
- Ibna, A., 2009. *Penggunaan Kerangka Technology Acceptance Model Di Dalam Melakukan Penilaian Faktor-Faktor Yang Mempengaruhi Adopsi E-Government Pemkot Medan*. Medan: Universitas Sumatera Utara.
- Ibrahim, A., 2008. *Teori dan Konsep Pelayanan Publik Serta Implementasinya*. Jakarta: Mandar Maju.
- Ida Lindgren, J.G., 2013. Electronic Service In The Public Sector: A Conceptual Framework. *Government Information Quarterly* (30), 2, pp.163-172.
- Indrajit, R.E., 2006. *Konsep Pelayanan Publik Berbasis Internet dan Teknologi Informasi*. [Online] Available at: www.academia.edu [Accessed 3 April 2018].
- Instruksi Presiden No. 3 tahun 2003 tentang Kebijakan dan Strategi Nasional Pengembangan e-Government.
- Irawan, B., 2013. Studi Analisis Konsep E-Government: Sebuah Paradigma Baru dalam Pelayanan Publik. *Jurnal Paradigma Administrasi Publik*, pp.174-201.
- Jati, N.J. & Laksito, H., 2012. Analisis Faktor-Faktor Yang Mempengaruhi Minat Pemanfaatan dan Penggunaan Sistem E-Ticket. *Diponegoro Journal of Accounting*, pp.1-15.
- Jogiyanto, 2007. *Sistem Informasi Keperilakuan*. Yogyakarta: Andi Offset.
- Joseph, F.H., J & E, 2014. *A Primer On Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Los Angeles: SAGE Publication, Inc.
- Kejaksaan Negeri Surakarta, 2018. *Penjelasan Proses Tilang dengan Menggunakan Aplikasi E-Tilang*. Surakarta: <http://www.kejari-surakarta.go.id>.
- Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63/KEP/M.PAN/7/2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik.
- Khalil, O.E.M. & Nasrallah, A.A., 2014. The Adoption of the Traffic Violation E-Payment System (TVEPS) of Kuwait. *Electronic Journal of E-Government*, 12(1), pp.1-125.
- Krismadinata, Arnovia, Y., Syahril & Yahfizham, 2018. Kontribusi Ekspektasi Kinerja, Usaha, Faktor Sosial, dan Fasilitas Terhadap Sikap Operator Sistem Informasi. *Jurnal Nasional Teknologi dan Sistem Informasi*, 4(1), pp.44-42.

Kurfali, M., Arifoglu, A., Tokdemir, G. & Paçin, Y., 2017. Adoption of E-Government Services in Turkey. *Journal Computers in Human Behavior*, 66, pp.168-178.

Lampiran Kepala Korps lalu Lintas Polri Nomor KEP/12/2016 tentang Standar Operasional Prosedur dan Prosedur penindakan Pelanggaran Lalu Lintas dan Angkutan Jalan dengan Sistem Tilang Manual dan Elektronik.

LAN RI Buku III, 2005. *Sistem Administrasi Negara Kesatuan Republik Indonesia (SANKRI)*. Jakarta: LAN RI.

Loo, W.H., Yeow, P.H.P. & Chong, S.C., 2009. User acceptance of Malaysian Government Multipurpose Smartcard Applications. *Government Information Quarterly*, pp.358-367.

Malhotra, N., 2004. *Marketing Research: An Applied Orientation. Edisi Keempat*. New Jersey: Pearson Education, Inc.

McKnight, D.H., Choudhury, V. & Kacmar, C., 2002. Developing and Validating Trust Measures for E-Commerce: An Integrative Approach. *Information Systems Research*, 13(3), pp.334-359.

Mertokusumo, S., 2007. *Mengenal Hukum Suatu Pengantar. Edisi ke-3*. Yogyakarta: Liberty.

Mikael, 2017. *Sat Lantas Polresta Surakarta Berlakukan E-Tilang Bagi Pelanggar Lalu Lintas*. Surakarta: <https://polrestasurakarta.com>.

Morris, M. & Dillon, A., 1997. How User Perception Influence Software Use. *IEEE Software*, 14(2), pp.58-65.

Muallidin, I., 2017. *Konsep, Kerangka Pikir, dan Nilai: E-Government dan E-Service*. [Online] Yogyakarta: [www.researchgate.net](http://www.researchgate.net/publication/320211883) Available at: <http://www.researchgate.net/publication/320211883> [Accessed 14 November 2018].

Namkung, Y. & Jang, S., 2007. Does Food Quality Really Matter In Restaurant?: It's Impact On Customer Satisfaction And Behavioral Intentions. *Journal Hospitality and Tourism Research*, 31(3), pp.387-410.

Nasir, M., 2013. Evaluasi Penerimaan Teknologi Informasi Mahasiswa di Palembang Menggunakan Model UTAUT. In *Seminar Nasional Aplikasi Teknologi Informasi (SNATI)*. Yogyakarta, 2013. jurnal.uui.ac.id.

Nazir, M., 2003. *Metode Penelitian*. Jakarta: Ghalia Indonesia.

- Noviani, I.G.A.K. & Pudji, A., 2018. *Pelaksanaan Pengawasan Penindakan Pelanggaran Lalu Lintas Melalui Proses E-Tilang Di Polresta Sidoarjo*. Surabaya: Universitas Negeri Surabaya.
- Nugroho, R.A., 2015. *Electronic Government Adoption in Developing Countries: The Case of the Indonesian Electronic Procurement System*. Australia: The University of Queensland.
- Parasuraman, A., Zeithaml, V. & Berry, L., 1988. Servqual: Multi Item Scale for Measuring Consumer Perception of Service Quality. *Journal of Retailing*, 64, pp.12-36.
- Pavlou, P., Tan, Y.-H. & Gefen, D., 2003. Institutional Trust and Familiarity in Online Interorganizational Relationships. In *Paper Presented the Proceedings of The Eleventh European Conference on Information Systems*. Naples, 2003.
- Peraturan Mahkamah Agung Nomor 12 Tahun 2016 Tentang Tata Cara Penyelesaian Perkara Pelanggaran Lalu Lintas.
- Pikkarainen, T., Pikkarainen, K., Karjaluoto, and Pahnila. (2004). Consumer Acceptance Of Online Banking: An Extension Of The Technology Acceptance Model. *Internet Research*, Vol. 14 (3), p.224-235.
- Piro, G..C.I..G.L.A..B.G..C.P., 2014. Information Centric Service in Smart Cities. *The Journal of Systemand Software*, pp.169-188.
- Pradipha, F.C., 2018. *Hingga Agustus 2018 Ada 485 Kecelakaan Lalu Lintas di Kota Solo, Ini Titik-titik Rawannya*. Surakarta: tribunsolo.com.
- Pradipha, F.C., 2018. *Jumlah Pelanggaran Lalu Lintas dalam Operasi Keselamatan Candi 2018 di Solo Meningkat*. Surakarta: Tribunsolo.com.
- Purnamasari, N., 2015. *e-Government System dalam Pelayanan Publik*. www.kompasiana.com.
- Purnomo, D.A., 2018. *Jateng Nomor 2 Kecelakaan Tertinggi*. Semarang: Tribun Jateng.
- Purwianti, L. & Tio, K., 2017. Faktor-Faktor Yang Mempengaruhi Behavioral Intention. *Jurnal Manajemen Maranatha*, 17(1), pp.15-32.
- Ratminto & Winarsih, A.S., 2007. *Manajemen Pelayanan*. Yogyakarta: Pustaka Belajar.
- Rivai, M.B., 2014. *Penerapan Model The Unified Theory of Acceptance and Use of Technology (UTAUT) untuk Memahami Tingkat Penerimaan dan Penggunaan E-*

- Learning (Be Smart) di Fakultas Teknik Universitas Negeri Yogyakarta.* Yogyakarta: Universitas Negeri Yogyakarta.
- Rolita, L., Fauziati, P. & Yulistia, R., 2015. Faktor-Faktor yang Mempengaruhi Keinginan untuk Membayar Pajak Melalui Perilaku Sebagai Variabel Interventing. *Jurnal Akuntansi*, pp.1-15.
- Rowley, J., 2006. An Analysis of The E-Service Literature: Towards A Research Agenda. *Internet Research*, 16(3), pp.339-359.
- Rutherford, R.D., 1993. *Statistical Model For Causal Analysis*. New York: John Wiley and Sons Inc.
- Saha, G. & Theingi, H., 2009. Service Quality, Satisfaction, And Behavioral Intention: A Study Of Low-Cost Airline Carriers In Thailand. *Management Service Quality*, 19(3), pp.350-372.
- Santoso, B., 2012. Perceived Usefulness, Perceived Ease Of Use, dan Perceived Enjoyment Terhadap Penerimaan Teknologi Informasi (Studi Empiris Di Kabupaten Sragen). *Jurnal Studi Akuntansi Indonesia*, pp.1-15.
- Saputro, I., 2017. *Solo Sabet Empat Penghargaan Kategori Rating Kota Cerdas Indonesia*. Surakarta: tribunsolo.com.
- Sarwono, J., 2011. Mengenal Path Analysis: Sejarah, Pengertian, dan Aplikasi. *Jurnal Ilmiah Manajemen Bisnis*, 11(2), pp.285-296.
- Schiffman, L. & Kanuk, L.L., 2008. *Consumer Behavior 7 Edition (Perilaku Konsumen)*. Jakarta: PT. Indeks.
- Septiawan, D., 2018. *Proses Penyelesaian Perkara Lalu Lintas Berbasis Elektronik Terhadap Pelanggar Lalu Lintas Dengan E-tilang (Studi Kasus di Polres Sukoharjo)*. Surakarta: Universitas Muhammadiyah Surakarta.
- Setiyanto, G.d.S.E.W., 2017. Efektivitas Penerapan Sanksi Denda E-Tilang Bagi Pelanggar Lalu Lintas Berdasarkan Undang-Undang Nomor 22 Tahun 2009 Tentang Lalu Lintas Dan Angkutan Jalan (Studi Di Polres Rembang). *Jurnal Hukum Khaira Ummah Vol. 12. No. 4*, pp.742-766.
- 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), pp.17-35.
- Sholihin, M. & Ratmono, D., 2013. *Analisis SEM-PLS dengan WarpPLS 3.0 Untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis*. Yogyakarta: Penerbit ANDI.

- Siagian, S.P., 2001. *Kerangka Dasar Ilmu Administrasi*. Jakarta: Rineka Cipta.
- Simamora, A.V., 2018. *Implementasi Pelayanan Publik Dalam Pengurusan Electricnic Tilang (E-Tilang) Di Satuan Poisi Lalu Lintas (SATLANTAS) Kepolisian Resor Kota Besar Medan*. Medan: Universitas Sumatera Utara.
- Sinambela, L.P., 2006. *Reformasi Pelayanan Publik (Teori, Kebijakan dan Implementasinya)*. Jakarta: Bumi Aksara.
- Sinambela, L.P., 2014. *Metodologi Penelitian Kuantitatif*. Yogyakarta: Graha Ilmu.
- Singarimbun, Masri & Effendi, S., 1989. *Metode Penelitian Survey*. Jakarta: LP3ES.
- Solimun, A.A.R., Fernandes & Nurjannah, 2017. *Pemodelan Persamaan Struktural (SEM) Pendekatan WarpPLS*. Malang: UB Press.
- solotrust.com, 2018. *Kasus Kecelakaan Lalu Lintas di Solo Meningkat 24,9%*. Surakarta: <http://www.solotrust.com>.
- Sosiawan, E.A., 2008. Model Management Komunikasi dan Administrasi Back Office E-Government sebagai Media Pelayanan Publik. *Jurnal Ilmu Komunikasi*, 7(1).
- Sugiyono, 2001. *Metode Penelitian*. Bandung: CV Alfa Beta.
- Sugiyono, 2003. *Metode Penelitian Bisnis*. Bandung: Pusat Bahasa Depdiknas.
- Sugiyono, 2012. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Susanti, A..R.R.S.d.D.W., 2014. *Analisis Penerimaan Masyarakat Terhadap Layanan E-Government Kabupaten Klaten Menggunakan Model Unified Theory Of Acceptance And Use Of Technology (UTAUT) Dengan Model Structural Equation Modeling (SEM)*. Bandung: Telkom University.
- Thoha, M., 2000. *Peranan Ilmu Administrasi Publik dalam Mewujudkan Tata Kepemerintahan yang Baik*. Yogyakarta: PP UGM.
- tilang.pn-surakarta.go.id
- Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik.
- Undang-Undang Republik Indonesia Nomor 22 Tahun 2009 Tentang Lalu Lintas Dan Angkutan Jalan

- Venkatesh, V., Morris, M.G., B., D.G. & D., a.D.F., 2003. User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly* 27(3), pp.425-478.
- Warkentin, M., Gefen, D., Pavlou, P. & Rose, G., 2002. Encouraging Citizen Adoption Of E-Government by Building Trust. *Electronic Markets*, 12(3), pp.157-162.
- Wibisono, D., 2003. *Riset Bisnis*. Jakarta: PT. Gramedia Pustaka Utama.
- Widodo, N., 2016. Pengembangan e-Government di Pemerintahan Daerah Dalam Rangka Mewujudkan Smart City (Studi di Pemerintah Daerah Kota Malang). *Jurnal Ilmiah Administrasi Publik*, pp.227-235.
- World Bank. (2011). *A Definition of E-Government*. [Online] Available at: <http://web.worldbank.org/> [Accessed 7 February 2018]
- www.etilang.info
- Yamit, Z., 2004. *Manajemen Kualitas Produk dan Jasa*. Yogyakarta: Ekonesia.
- Yeow, P.H.P. & Hong, L.W., 2009. User acceptance of Malaysian Government Multipurpose Smartcard Applications. *Government Information Quarterly*, pp.358-367.
- Zeleti, F., 2011. "E-government in Islamic Republic of Iran: Identifying The Obstacles Of Implementing and Strategies For Improving e-Government. In *Proceedings of the 5th Symposium on Advances in Science & Technology*. Mashhad, 2011.