

REFERENCES

- Arif, S., Sa'id., Rohman, & Purnomo. 2010. Paradigma Pelayanan Publik. In A. A. Rohman, & M. M. sa'id, Reformasi Pelayanan Publik. Malang: Averroes Press.
- Agusta, I. (2003). Techniques Qualitative Data Collection and Analysis. Bogor: Center for Socio-Economic Research. Agricultural Research.
- (Badan Pusat Statistik Kota Magelang, 2019)
- Gamatechno. (2017, May 30). *Siap Terapkan Smart City, Pemkot Rilis Aplikasi "Magelang Cerdas"*. Retrieved from Gamatechno: <https://www.gamatechno.com/news/407-launching-magelang-cerdas>
- Ghony & Almanshur. 2016. *Metode Penelitian Kualitatif*. Jakarta : Ar – Ruzz Media
- Hasibuan, ZA and Santoso, HB. 2005. Standardization of e-government applications for government agencies. Proceedings of the National Conference on Information and Communication Technology Indonesia.
- Moleong, LJ (2005). Qualitative Research Methodology. Bandung: PT. Youth Rosdakarya.
- Mukarom dan Laksana. 2015. Manajemen Pelayanan Publik. Bandung: CV Pustaka Setia
- Nilamsari, N. (2014). Understanding Document Studies in Qualitative Research. 178.
- Nugroho, SA (2017). Factors Inhibiting Based E-Government Services On Motor Vehicle Tax Payment Transaction Platform Systems Engineering With the financial services sector in East Surabaya. Policy and Public Management, 96-103.
- Nugroho, TW (2017). Analysis of E-Government Against Public Service at the Ministry of Justice and Human Rights. Scientific Journal of Legal Policy, 279-296.
- Oktavia, A. Aditya. 2015. Application (Electronic Government) e-Government On Tax Office Primary In Service Delivery in Bontang. Ejurnal Government Science. Vol. 3 No. 3 Things. 1433-1447
- Peraturan mentri PAN dan RB nomor 15 tahun 2014 tentang pedoman standard pelayanan
- Ratminto, & winarsih. 2010. Manajemen Pelayanan. Yogyakarta: Pustaka Pelajar.
- Sosiawan, EA (2008). Challenges and Obstacles in Implementation of E-Government in Indonesia. National Seminar on Informatics. Taken back from <https://doi.org/1979-2328>
- Sugiarto, E. (2015). Qualitative Research: Thesis and Thesis. Yogyakarta: Asylum Media. Taken back from qualitative research s.google.co.id/books?hl=id&lr=&id=jWjvDQAAQBAJ&oi=fnd&pg=PA3&dq=pengetian+penelitian+kualitatif&ots=X5Rb_UuZh8&sig=RYX5mM5nMjC_hQ8R4Jj53Y-6B1s&redir_esc=y#v=onepage&q=pengertian & f = false
- Sutopo, A., & Kumoro, J. (2017). The Quality of Public Service in the Bureau of Population and Civil Registration of Temanggung Regency. Journal of Educational Administration, 708-718.
- Taylor, SJ, Bogdan, R., & Devault, M. (2015). Introduction to Qualitative Research Methods: A Guidebook and Resource.

Tjiptono, F. 2012. Service Management. Yogyakarta: Penerbit Andi.

UU No. 25 tahun 2009 tentang Standard Pelayanan Minimal