

BAB VII DAFTAR PUSTAKA

- Ady W, R. S. (2021). *Responsivitas Penanganan Pengaduan Masyarakat di Wilayah Hukum Polsek Seruyan Tengah Provinsi Kalimantan Tengah*.
- Ali, M., & Miller, L. (2017). ERP system implementation in large enterprises – a systematic literature review. *Journal of Enterprise Information Management*, 30(4), 666–692.
- Aminah, S., & Saksono, H. (2021). Digital transformation of the government: A case study in Indonesia. *Jurnal Komunikasi: Malaysian Journal of Communication*, 37(2), 272–288.
- Chandra Ramdhani, E., Indah Permatasari, D., Eka Sapitri, J., Informasi, S., & Informasi, T. (2021). SIPEKA (SISTEM INFORMASI PELAYANAN SKCK) PADA POLSEK KOTABARU KAB. KARAWANG. *Journal of Information System, Applied, Management, Accounting and Research*, 5(1), 99–116.
- Defriani, M., & Resmi, M. G. (2019). E-Government Architectural Planning Using Federal Enterprise Architecture Framework in Purwakarta Districts Government. *Proceedings of 2019 4th International Conference on Informatics and Computing, ICIC 2019*.
- Gerber, A., le Roux, P., Kearney, C., & van der Merwe, A. (2020). The Zachman Framework for Enterprise Architecture: An Explanatory IS Theory. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 12066 LNCS, 383–396.
- ISACA. (2018). *COBIT 2019 Framework: Governance and...* - Google Scholar. (n.d.).
- Kohansal, M., Hjelle, T. L., & Rolland, K.-H. (2021). Navigating Enterprise Architecture (EA) Definition: A Story of EA Adoption in a Public Sector Organization. *12th Scandinavian Conference on Information Systems*.

- Lapalme, J., Gerber, A., Van Der Merwe, A., Zachman, J., Vries, M. De, & Hinkelmann, K. (2016). Exploring the future of enterprise architecture: A Zachman perspective. *Computers in Industry*, 79, 103–113.
- Peraturan Kepala Kepolisian Negara Nomor 18 Tahun 2014.* (n.d.).
- Peraturan Kepala Kepolisian Negara Nomor 23 Tahun 2010.* (n.d.).
- Perpol No. 9 Tahun 2018.* (n.d.).
- Perpol Nomor 2 Tahun 2024 Tentang Pengelolaan Pengaduan Masyarakat Di Lingkungan Kepolisian Negara Republik Indonesia – PPID KOMPOLNAS.* (n.d.).
- Salgues, B. (2018). *Society 5.0: industry of the future, technologies, methods and tools.*
- Spewak, S. H. ., & Hill, S. C. . (1993). *Enterprise architecture planning : developing a blueprint for data, applications, and technology.* 359.
- Tamm, T., Seddon, P. B., & Shanks, G. (2022). How enterprise architecture leads to organisational benefits. *International Journal of Information Management*, 67, 102554.
- UU No. 2 Tahun 2002.* (n.d.).
- Wang, Y., & Byrd, T. A. (2017). Business analytics-enabled decision-making effectiveness through knowledge absorptive capacity in health care. *Journal of Knowledge Management*, 21(3), 517–539.