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Bibliometric Analysis of The Mobile Government: Case Studies Covid-19 Pandemic in Indonesia

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Abstract

Finding a map of the "Mapping Effect of Mobile Government on the COVID-19 Pandemic in Indonesia" is the goal of this project. This publication was found in the Scopus database using the search term "Mobile Government Employing COVID-19". His work's bibliometric investigation evaluates the range and trends of theoretical mobile government work that have appeared in various worldwide publications. The method used the Scopus search engine on arbitrary journals to locate publications on policy. This research also uses a data visualization tool called VOSviewer to assess the outcomes, underlying network links, and information-creation patterns in mobile government analysis. The findings demonstrate how the "Mapping Effect of Mobile Government During the COVID-19 Pandemic in Indonesia" study evolved between 2020 and 2021. However, as of 2021, the total number of publications (129) and the number of studies (53) have remained the same. The Journal of Medical Internet Research, International Journal of Scientific Research, and Public Health are the journals that have published "Mobile Government During the COVID-19 Pandemic in Indonesia" the most.

Keywords: *Scopus, COVID-19, Bibliometric, and Mobile Government*

Introduction

182 papers from the Scopus database search were examined to evaluate "The Influence of Mobile Government on the COVID-19 Pandemic in Indonesia" during the previous two years. Get a progress map for your study; the data are exported in RIS format. The bibliometric map "The Influence of Cellular Governments on the COVID-19 Pandemic in Indonesia" is created by processing and analyzing the exported data using the VOSViewer application tool. Because of Covid-19, which has spread worldwide, including Indonesia, the world is dealing with a serious issue. The government and the public are angry about how challenging it has been for

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many nations to combat COVID-19 and how the setbacks have affected the economy and public health (Wulandari et al., 2019).

The government must implement the Large-Scale Social Restrictions regulations proposed in Public Policy 21 of 2020 to interrupt the cycle of Covid-19's growth. Numerous companies have taken measures to reduce COVID-19 losses because of this rule (Wirtz et al., 2018). E-Government in Making Public Services Effective in the Middle of the COVID-19 Outbreak Conditions is one of the efforts. To reduce system bureaucracy in the provision of public services, the government has made a few adjustments to the standard electronic government (E-Government) architecture employing modern information and communication technologies (ICT). The government's initiatives are intended to preserve efficient public service management across Large-Scale Social Restrictions (Suhardjito & Wulandari, 2019).

Unsurprisingly, contemporary information and communication technology promise efficiency in the era of globalization (Ahmad et al., 2021; Mangindaan et al., 2022). Additionally, in the modern era of regional autonomy, good power must be achieved via information and communication technology or e-government. Information, including governance, can be distributed rapidly, cheaply, and efficiently (Ishak et al., 2020). Law Number 25 of 2009, Regulating Public Services outlines the regulations for providing public services. The letter f's physicality, which stands for participative letter h; the letter I am a discussion of responsibility for the letters k's timeliness; and the letter l's exemplar, which stands for speed, simplicity, and cost, are all closely related to how e-government is administered (Rozikin et al., 2020; Wijaya & Sari, 2020). The Republic of Indonesia declared various policies relating to its application through Proclamation Instruction Number 3 of 2003 about government policies and programs for the growth of e after learning about its benefits (Mukhlis et al., 2018).

The Presidential Instruction states that to improve their ability to process, administer, distribute, and transmit information and public services, all government institutions must reap the benefits of information technology breakthroughs (Othman & Razali, 2018). To combat and prevent COVID-19, public service providers in the government sector must pay particular attention to medical facilities. COVID-19 is a hazard to human health. Government is only one area where COVID-19 has an impact. Public service providers in the government sector must pay particular attention to medical facilities to battle and avoid COVID-19 since it poses a hazard to human health. COVID-19 impacts the government sector and the spheres of education and health. The impact of mobile government on Indonesian society during the COVID-19 epidemic is investigated in the most current study, "Mapping Effect of Mobile Government During the COVID-19 Pandemic in Indonesia" (Antoni et al., 2018; Yunas & Nailufar, 2019; Pambayun, 2021). As a result, the writers identify the issue with this work, which is Bibliometric Analysis Of The Mobile Government: Case Studies Of The Covid-19 Pandemic In Indonesia

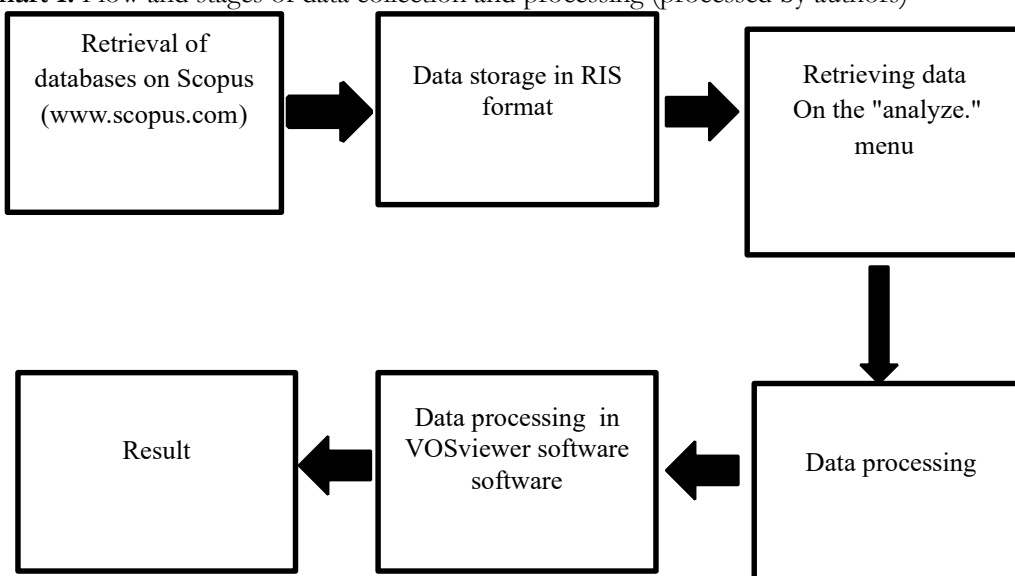
Research Methodology

This study makes use of a review of the literature and qualitative research. In qualitative research, the data's explicit and intricate meaning or symbols are given precedence for extraction, locating, interpreting, explaining, and communicating. On the other hand, a literature study is a rigorous, systematic Bibliografi research that involves acquiring bibliographic resources relevant to the study's objectives, gathering information using the literature methodology, and arranging and analyzing results (Utami et al., 2019).

Therefore, it can be asserted that qualitative research techniques that use literature study approaches are data-collecting methods focused on discovering written material, such as notes, books, papers or articles, journals, and so on (Sundari et al., 2022). This report examines the effects of mobile government during the COVID-19 epidemic in Indonesia, a subject of research for the previous two years. Therefore, the best method for achieving the goals of this study is to combine qualitative research with a literature review. 182 journal articles from the Scopus database were used as the study's data sources, and the data were saved in the RIS format for analysis using the VOSviewer program. Chart 1 shows the stages of data gathering and processing.

It is recommended because universities and research institutes worldwide know Scopus's high standards and credibility (Bila & Saputra, 2019). Finding combinations of linguistic expressions that are useful for mapping may be done using the Vosviewer program, which includes integrated clustering and visualization capabilities (Mukhlis et al., 2018).

Chart 1. Flow and stages of data collection and processing (processed by authors)

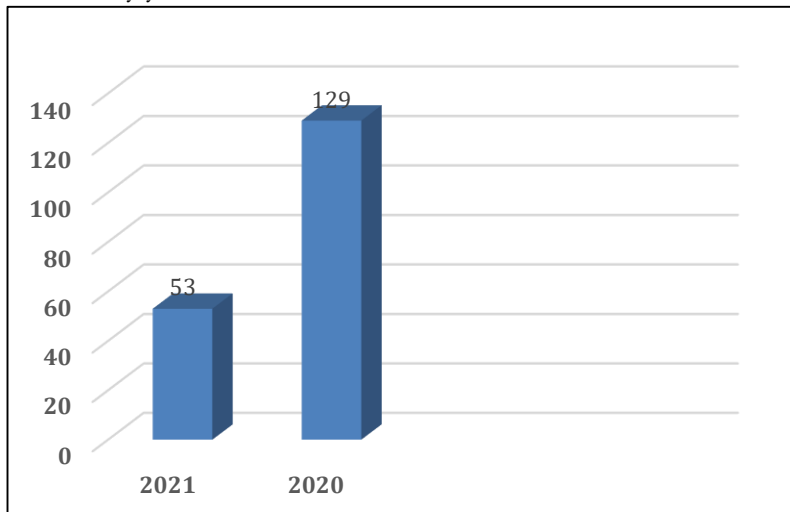


Data Analysis and Results

Documents by year

When you research "mobile government's participation during the COVID-19 epidemic in Indonesia, from 2020 to 2021," the Scopus database provides 182 scholarly papers. 129 copies and 53 sheets were produced in 2020, and this tendency was maintained in 2021, according to a study on mobile governments completed during the COVID-19 epidemic in Indonesia.

Chart 2. Documents by year Mobile Government



Source: www.scopus.com

They are more journal-oriented for published papers that address "Understanding Impact of Mobile During in the COVID-19 Pandemic in Indonesia" during 2020 and 2021. For instance, the Publications of Health Online Research released the most research reports, comprising 15 documents, out of the 182 publications that posted journal articles on the effects of mobile governments during the COVID-19 outbreak in Indonesia. Six research papers, Plos One, and the International Publication of Environment. For instance, Public Health all contend for second place. With five papers each, Jmir Mhealth and Uhealth are followed in importance by the International Journal of Pervasive Mobile Computing, JAMA Journal of The American Medical Association, Research Article Of Australia, American Journal Of Health Promotion, BMJ, European Heart Publication, and International Internal Of Medical Informatics.

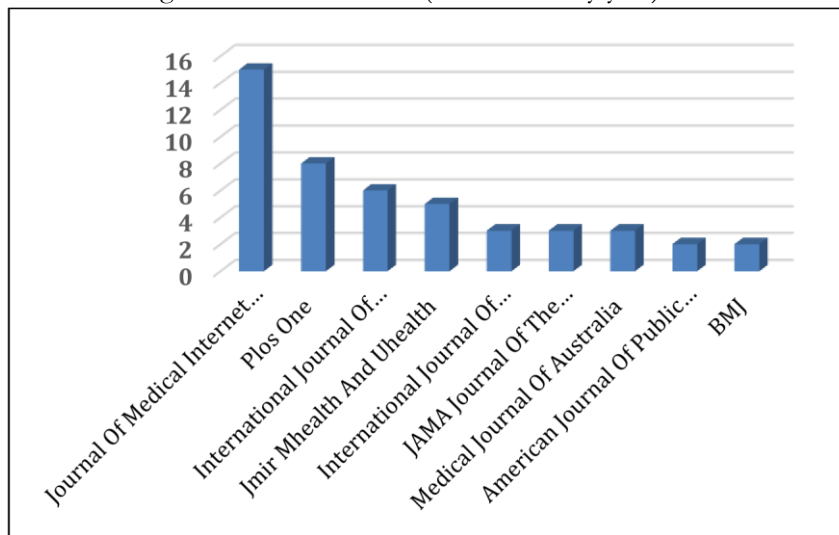
Journal Trending

The countries that published the most articles on the Influence of Mobile Government during the COVID-19 Pandemic in Indonesia included "42 documents from the United States, 29 British documents, followed by India 23, China 17, Australia 15, South Korea 13, Canadian 9, Italian and

Swiss 8, German and Singapore 7, and Indonesian documents 2." For more details on the rankings of countries, please see "Map-based Effect of Mobile Government As during COVID-19 Pandemic in Indonesia" (Mukhlis et al., 2018).

In journals from different fields, policy research output varies geographically, with some countries generating more than others. Most of the authors of this policy—roughly 30%—are Americans (US). India, a non-western country, has a rate of exceedingly high research council (one-fifth) greater than Australia and Canada (Megawati et al., 2020). In India, where policy, think tanks, research universities, public culture, and research-driven administration are frequently stressed, this exemplifies the department's strength in that country. To stimulate research that can lead to immediate improvements, provide a variety of concepts and models of relationships that are policy driven. Only one-eighth of policy research from Australia, Canada, and Australia during the last five years, as seen in the table above, has addressed theory. Switzerland, Germany, and Singapore (Wijaya et al., 2019).

Chart 3. Jurnal Trending Mobile Government (Documents by year)



Source: www.scopus.com

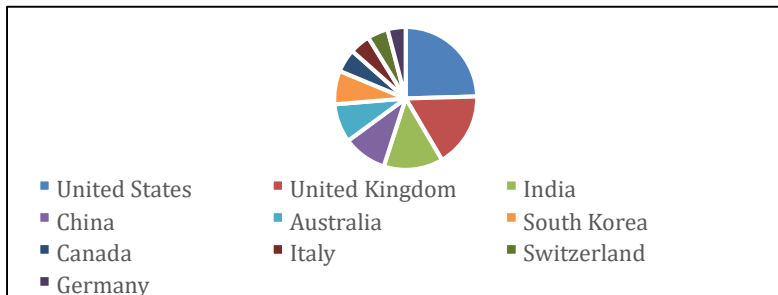
Documents by country

Between 2020 and 2021, 182 items were found in the Scopus database, with 116 articles. The following most frequent sorts of documents were review papers (24 of them), conference papers (15 of them), notes (11 of them), letters (eight of them), editorials (5 of them), brief surveys (2 of them), and book chapters (1 of them). Only multidisciplinary social policy, technology, and science studies have been published.

Other publications that have been released recently include Plos Author, the International Journal of Pervasive Computing and Communications, the International Journal of Energy Research and Public Health, and the Journal of Medical Internet Research.

According to the graph above, government study on mobile devices needs a more comprehensive grasp of how they affected the Covid-19 epidemic. However, the article takes center stage more.

Chart 4. Documents by country Mobile Government



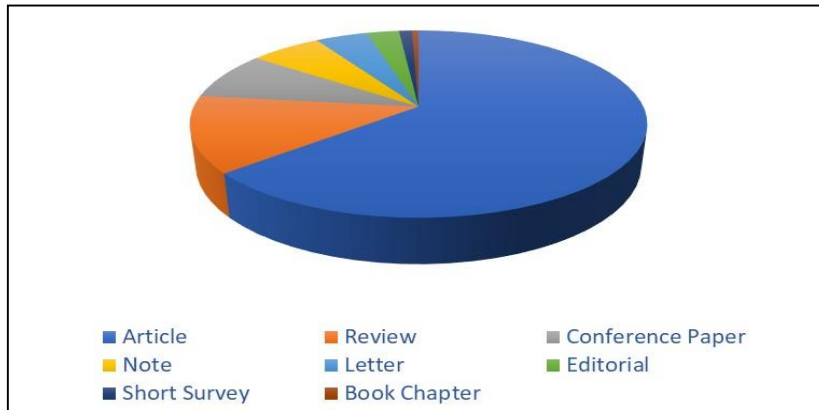
Source: www.scopus.com

Dokumen by type

The Scopus database's 182 papers were scanned to learn more about how mobile government has affected mapping. The recordings are exported in RIS format, then inputted, and bibliometric analysis is carried out by building network, overlay, and density visualizations using VOSviewer. This lets us see the bibliometric network linking articles from the downloaded metadata. Please tell me the name of the notion suggested by the cluster density view

Each cluster's color coding may also be used to create a list of concepts from each cluster that stand out. There should be as many themes as feasible that are commonly discussed in early studies and used in later ones (Haryono, 2012; Hardini, 2018). Figure 1 shows how the different hues identify each cluster's cluster density.

Chart 5. Dokumen by type Mobile Government



Source: www.scopus.com

Network Linkages in Policy Research Theories

Recognition in the form of mapping, as seen in Figure 1, may be helpful for researchers, especially those who are just beginning their research from scratch. People can read articles connected to a subject of research they find in a specific area of interest with the help of this current inquiry. For instance, topics in Bunch 1 that are connected include the impact of dynamic governance, mobile devices, the internet, and medical websites. While Cluster 2 gives the concepts of mobility, change, and action more weight. Through implementation, instruction, and data obtained from mobile phone networks, the idea in cluster 3 aims to change society's behavior. Acceptance and digital contact are also emphasized in Cluster 4.

Furthermore, Cluster 5 strongly emphasizes engagement, social channels, and physical exercise. For academics who seek to research the subject of mobile government, this grouping will facilitate the investigation of any pertinent topics. For instance, when researchers choose cluster 2, the mobile government idea is the starting point for the skeletal literature. To find published research in the reference manager, researchers must utilize the cluster 2 category's hashtags, change, mobility, movement, etc.

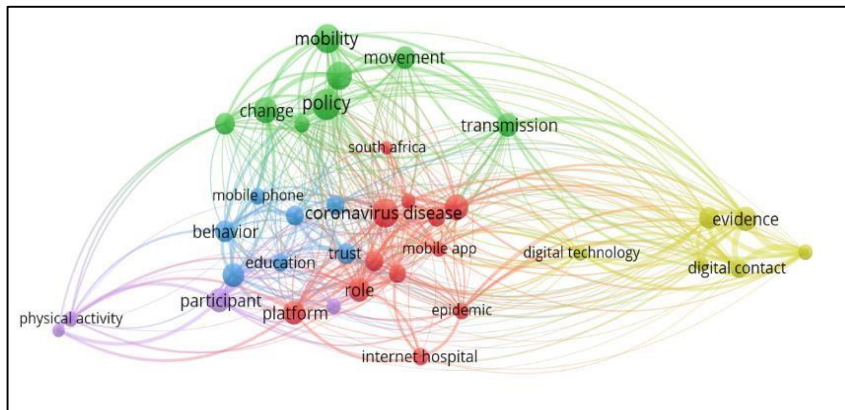


Figure 1. Relationship themes in Mobile Government studies

Source: Processed using Vosviewer Application

Table 1. Classification of themes in mobile government studies

Clusters 1 (12 Items)	<i>Internet, hospitals, mobile applications, platforms, and roles in developing and spreading the coronavirus.</i>
Clusters2 (8 Items)	<i>activity, modification, movement, location, regulation, social exclusion, and transmission.</i>
Clusters 3 (Items)	<i>conduct, adherence, instruction, application, cellphone, student, and trust.</i>
Clusters 4 (6 Items)	<i>acceptance, digital interaction, digital solution, digital technology, efficacy, and proof.</i>
Clusters 5 (4 Items)	<i>smartphone, participant, physical activity, and digital platform.</i>

Source: Processed using Vosviewer Application

For Group 1's discussion of the effects of portable government, a critical article is cited as an example. It explains how the application was designed as an Android-based Versatile Warning Login Backing Execution in Governmental Bodies. It aims to make it simple for professionals to obtain information but also can automatically alert employees who have been careless in their work. Activity, movement, COVID-19, and other government restrictions on movement influence human mobility in Figure 2a. Decreased personal flexibility, including cross-border development, results from lockdowns

However, the quick recovery to normal flexibility after locking and unwinding indicates that diligent monitoring of the illness should stop a repeat wave. According to research conducted in Korea, the COVID-19 pandemic has forced governments worldwide to embrace change management techniques.

"Inter- and intra-city comparisons of PM2.5 concentration variations under COVID-19 social distancing in seven major South Korean cities" is the article's title that describes the study. It usually involves some restrictions on social activities and transportation on an unprecedented magnitude. Recommend a series of laws known as social distancing that reduce human activity 30 days before and after it begins using measurement data from air quality monitoring stations in various areas around seven different nations (Mukhlis et al., 2018).

Bunch 3's proposal to exploit data from cellphone carriers to influence public behavior; This research shows the facts and results of behavior modification during a coronavirus "crisis," demonstrating how a significant decrease in mobility and travel between prefectures was accomplished without much influence from the government. The based on population index decreased by 20% due to people avoiding densely crowded areas (Maulana, 2020).

This research illustrates how people's behavior changes in response to risky situations. In cases where the expert decides to employ bunch 4, it should be remembered that papers dealing with Advanced and related subjects like Worthiness, computerized interaction, computerized arrangements, electronic innovation, and effectiveness are those linked with bunch 4 (Megawati et al., 2020).

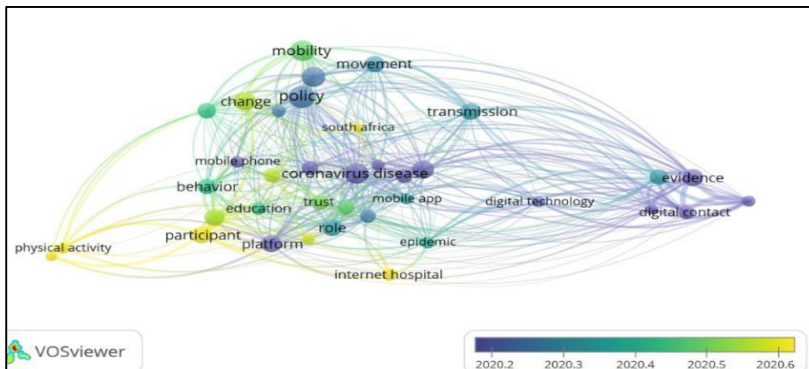


Figure 2. Overlay visualization of 182

Source: Processed using Vosviewer Application

VOSviewer bases all visualizations on the RGB (red, green, and blue) primary colors (Hossain, 2021; Langley et al., 2021). Figure 2's yellow border surrounding mobile phones, internet hospitals, changes, participants, and physical activity denotes the saturation level, demonstrated by the frequency with which specific phrases are used.

This area has received much research instead of a "green focus "on behavioral, mobility, infection, infections, trust, and education issues. These latter issues need to receive more research. This exemplifies the gap in existing onomastic research and highlights how much more may be discovered on the subject.

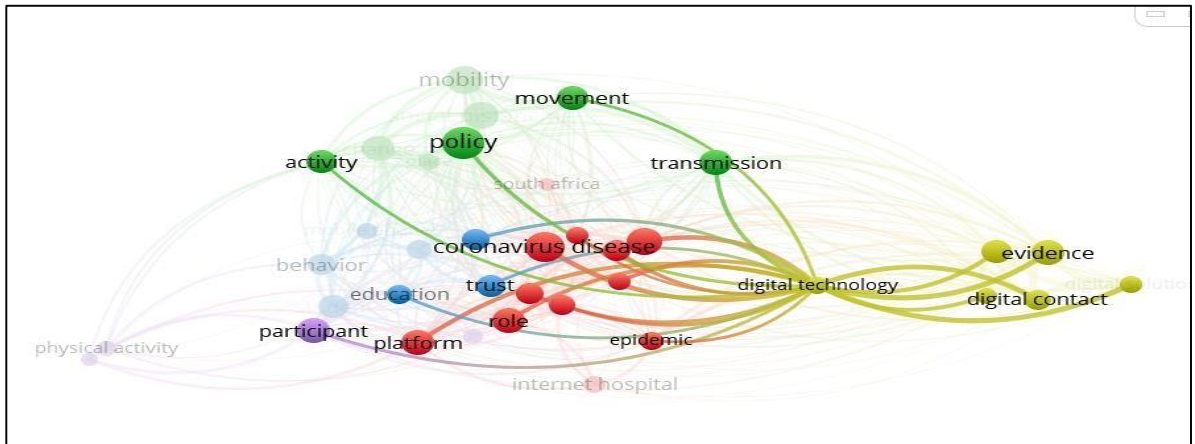


Figure 3. Visualization based on Keywords
Source: Processed using Vosviewer Application

In Figure 4, which depicts the cluster analysis results, the phrase "digital technology" appears as one of the nodes. This term influenced the growth of digital government during the Coronavirus crisis regarding strategies, activities, and outcomes. How tightly the government's use of technology and security are related is shown by the fact that the pandemic has resulted in so many changes, including many in-laws and procedures that are inexorably linked to the internet. Data protection is essential for the government while using it. Increased internet use.

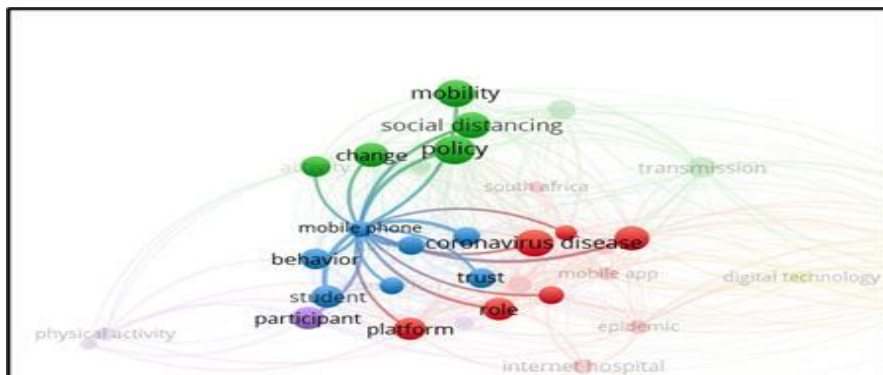


Figure 4. Visualization based on transmission keywords
Source: Processed using Vosviewer Application

Co-occurrences of keywords in theoretical papers published in several global publications. The graphic displays the relationship between the author-designated and writer of the article phrases based on how frequently they occur in the same publication (with at least ADD occurrences).

By displaying relationships and keywords, nodes show links in practical contexts. Larger nodes indicate more events per keyword. How typically it coincides is shown by the strength of the link. Frequently occurring keywords are grouped. Nodes are colored according to how frequently a group of keywords appears in a paper over several years.

Keywords from more recent articles were lighter in color than those from earlier ones.



Figure 5. Visualization based on transmission keywords

Source: Processed using Word Cloud

The Word Count Query looks at the terms used most frequently in the research data. As a result, this analytical tool may combine speeches with similar meanings. The results of data analysis on 182 publications showed that COVID-19, technology, the internet, social government, and mobile government are by far the most often studied themes by prior academics. As a result, it may be assumed that this is the primary research focus on the topic.

Implementing an accountable and interactive compared to emerging might lead to good governance in Indonesia. Implementation plan for a self-sustaining e-government system: 1 / Usage a balanced distribution to maturation, consolidation, and use to develop a service system that is dependable and economically priced for the wider community (Van et al., 2021).

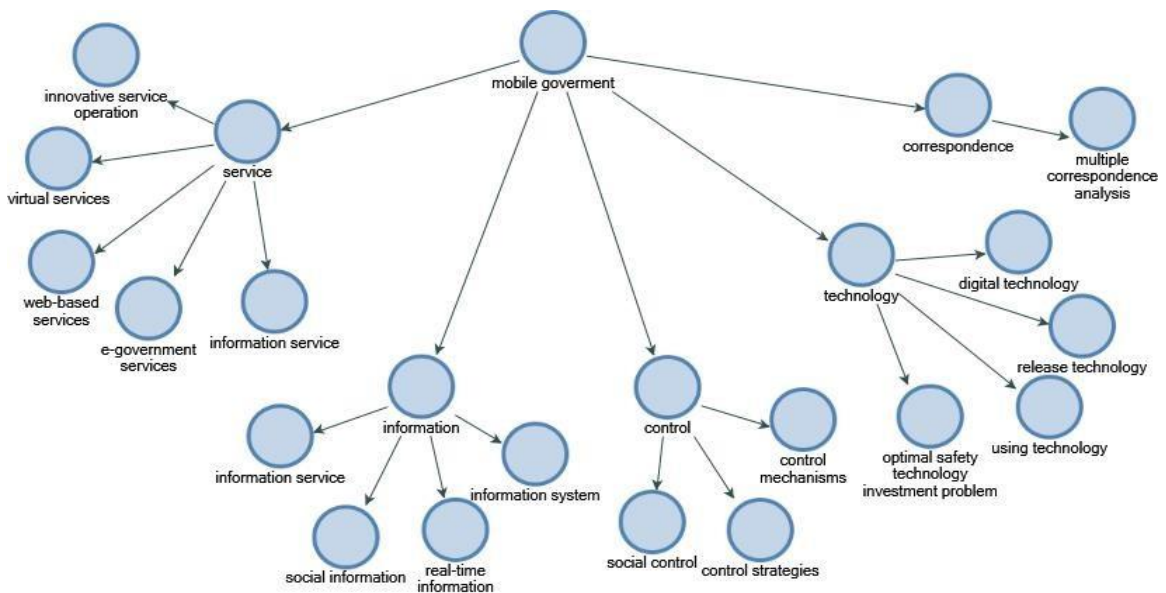


Figure 6. Categorization Formulation of a mobile government model

Source: Processed using NVivo 12 plus Software

Indonesia is covered with communication networks. 2/ Train tech-savvy human resources to holistically arrange the government and autonomous government's systems and operational processes. Utilizing information and communication technology to its fullest extent by providing comprehensive information. 4 / Increase corporate participation and help the information and communications technology industries. 5 / Put into practice methodical development through the quantitative and practical phases of maturation, consolidation, utilization, and maturity. Technology, service, control, correspondence, and information are the five keywords for mobile government, according to Clauster's analysis utilizing NVivo 12 plus and 182 Scopus-indexed papers.

Many of these five challenges are discussed in research in government, according to the categorization of study themes. The use of cutting-edge technologies was seen. Human labor is now easier to get, thanks to modern technology. It has also impacted government operations to increase internal efficiency in releasing information to the public. Utilizing technology, mainly digital technology and safety-focused technology demonstrates this. Third-generation (3G) wireless network, also known as cellular communication's third generation, is one of the mobile communications that is often employed, notably in Indonesia. The third generation of cellular technology, often known as 3G wireless technology, is a transmission technique that evolves and progresses in response to the demands of telecommunications that demand quick, thorough data exchange and mobility. Due to people's increasing need for speedy and flexible connection with others, second (3G) mobile services are gaining popularity.

Considering social, etiquette, and control, collaboration is essential for a flexible government. Because it includes shifting the emphasis free from government controls and toward private contracts that directly involve quasi-stakeholders in decision-making. One such approach is community engagement, which makes extensive use of technology to collect data during COVID-19. Data and information were collected. The question of mobile government research is brought up in examining COVID's effects on mobile government. The -19 pandemic may be characterized as the adaptation of mobile government apps to alter the operations of a digitally based government and the lives of young people and adults on new technology. Lifestyle. Two-way services, transactions, and communication are required for accepting e-government services. Identifying e-government services is essential for e-government strategy and growth, particularly in rising nations that will discover ways or techniques to better serve their citizens. E-government aims to improve communication with citizens and the finance industry by using information technology to offer services, information, and understanding more efficiently and economically (Hamzanwadi & Liu, 2022). It may also be shown in speaking, serving, and writing. According to several poll findings from foreign survey groups, Indonesia's public services have always been the worst in Asia. The same goes for the numerous studies done by observers in public services. They almost all conclude that face-to-face contact with both the community is (Roychowdhury et al., 2022).

Table 2. Relationship Mobile Government Code A Code B

Mobile Government	Technology
Mobile Government	Social
Mobile Government	Management
Mobile Government	Internet
Mobile Government	Mobility

Source: Processed using Vosviewer Application

The administration aims to control how the portable government operates by implementing government standards. Additionally, two performers, in particular, are government directors made up of heads (divisions of money, training, and welfare) who appear in public places.

There are several organizational stages at which the ou alors and economic sectors communicate; the finished is the second. Depending on the setting and type of democracy selected, the state will execute participation differently; generally speaking, the country employs a representative system. The goal of the administration is to work with government standards to oversee how the transportable government is controlled.

Furthermore, two artists in particular, those who perform in public settings, are government directors made up of heads (divisions of money, training, and welfare (Haque et al., 2022)). The interaction between the quel and commercial sectors occurs at five governance levels, and the end-user is the second factor in the governance mentioned above. How the state implements participation varies depending on the setting and kind of democracy selected; generally, the country employs a representative system (Khan et al., 2021).

E-government initiatives aim to enhance the efficacy and efficiency of governmental operations and advance the principles of good governance. In terms of how quickly administrative processes, licenses, or the publicizing of laws to citizens and other business players move. E-government enables more responsive, effective, efficient, transparent, and accountable interactions between the general public, corporations, private investors, and the government (Churiyaha et al., 2022). The government and public institutions well received the original concept of government. As a result, government websites have also been created to enhance core processes and public services. The use of e-government, however, has yet to be fully realized thus far. The poor rating of Indonesia on the EGDI (E-Government Development Index) demonstrates this. Through social media, e-government may overcome one of the reasons for infrastructural obstacles. The public authority has a significant opportunity to implement e-government due to Internet media's participatory and open nature and widespread use in Indonesia. The common elements of good governance must still be achieved with government social media management (Kretschmer & Khashabi, 2020).

Thanks to e-government, it is anticipated that the quality of services provided by the government to its constituents (society, business, including industry) will increase, notably in terms of efficiency, productivity, and efficiency across a variety of governmental responsibilities (Hamzanwadi & Liu, 2022). By implementing the concept of good corporate governance, government administration may have greater transparency, control, and personal responsibility while lowering the cost of organization, partnerships, and collaborations brought about by the government and its partners for everyday tasks. It is giving governments the freedom to develop new revenue streams through relationships with interested parties, developing a new surrounding ecology that can quickly and accurately respond to various issues looked at in light of additional global changes and existing motifs, including the surrounding community and various conferences as partners in the public

authority makes numerous general strategies dispassionately and democratically, and designing higher-quality group programs (Gatto et al., 2022). A pandemic might spur the government to provide community services. People are becoming more conscious of public services as technology advances. Today's populace constantly checks, straightens, and quickens government while putting larger and higher expectations on the services offered. The government has placed a strong emphasis on the Dilan "Virtual Serving" ideology in order to hopefully offer public services. This is important because there will be a rise in community demand for digital services. It is crucial to enhance the Dilan implementation since the purpose of digital evolution goes beyond just transferring rote functions online or developing apps (Gimpel et al., 2018).

In order to modify business processes and deliver "value" that pleases service users, digital transformation demands integrating all service areas in addition to just moving services online. The UN has shown the rate at which various nations have adopted the e-government system through its "E-Government Survey 2020." Indonesia is ranked 88th out of 193 nations in research utilizing the Electronic Based Government System. This emphasizes how important it is to continue to advance digitalization in the delivery of services. All countries are now having problems deploying the Electronic Based Government System (Borremans et al., 2018). The other ASEAN nations, including Indonesia, are likewise falling behind. The Electronic Based Government System index is calculated by considering several factors, including the level of evolution of the internet architecture, the accessibility and quality of digital public services, and the operational competence of human capital in e-government services.

Along with the Covid-19 epidemic, the problems that public services confront today are increasingly heavier and more complicated. To solve issues and maintain the best government programs in the community, novel, and creative ideas are required. Decisions and actions must significantly and precisely affect the creation of human welfare. This goes double for digitalization-related decisions and actions. By Law No. 25 of 2009 about Public Services, public services are a group of initiatives designed to meet each citizen's and resident's needs for products, services, or administrative services.

Conclusion

This survey study focuses on Versatile Government administration, which includes five categories and five main topics. Also included in the Scopus data set are 50 concepts chosen from 82 articles. The audit findings using VOSviewer indicate five crew ideas, mainly Group is collection 1, where related ideas include Impact Web, Applications, and Stages. Group 2, which emphasizes the impact of an initiative, change, and versatility, Bunch 3, is referred to as the impact of conduct, strength and conditioning, and execution. Fair number 4, centers around Agreeableness, computerized contact, advanced arrangements, and Bunch 5, which wants to focus on the inefficacy of t.The influence of innovation, social media, corporate leaders, the web, and mobility are among the five main categories of the most critical topics that prior experts have focused on. This report expands

on the portable planning the government is considering, highlighting the hottest issues. This point clarifies how the government's ability to adapt during the Indonesian Coronavirus outbreak took into account the intentions and actions of associated parties, including the public authority, society at large, the commercial sector, and others.

Flexible government as an element of communication and information technology has emerged as a crucial component of Indonesia's efforts to establish excellent administration to increase effective, transparent, and efficient public assistance measures. The committee would be a committed group working together to create an excellent, adaptable government. Additionally, to avoid disagreements and strategic emergencies, the government entity, which serves as the Versatile Government's primary power source, must collaborate with the commercial and public sectors. It needs a robust and flexible government insurance policy to increase its political viability. The middle and the regions must coordinate their strategies to avoid breaking the regulations. To ensure that the interests of public and social administrations are aligned while employing portable government to assist them, however, investment from neighborhood networks is also necessary. The publications included in this study needed similar data because they were derived from the Scopus data set. Future research should consult the Academies of Technologies and the Scopus databases source since it must use a largely reasoned approach.

Declarations

Author Contributions

Elyta and Ahmad Sahide wrote the article's ideas and conclusions, and Zulkarnaen and Restuardy Daud helped to manage the writing process. Dina Fadiyah and Cici Sundari assisted in gathering and examining journal entries. The work was revised with input from all the authors. The final language was authorized by all contributors, who also agreed to be accountable for its content.

Data Availability Statement

The corresponding author can be approached for the study's data.

Conflicts of Interest

The author certifies that publishing this information has no potential conflicts of interest. Plagiarism, mistakes, informed consent, data manipulation and falsification, duplicate publishing and submission, and redundancy are further ethical problems.



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