

ANALYSIS OF S-GOVERNMENT IN INDONESIA

(Case Study: The Depok City Government)

Proposed to the International Program of Government Affairs and Administration
Universitas Muhammadiyah Yogyakarta as a requirement to achieve the Bachelor Degree

BACHELOR THESIS



Written By:

MUHAMMAD AMIR FIRDAUSI

20120520001

**INTERNATIONAL PROGRAM OF
GOVERNMENT AFFAIRS AND ADMINISTRATION
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

2017

ANALYSIS OF S-GOVERNMENT IN INDONESIA
(Case Study: The Depok City Government of West Java)

A Bachelor Thesis proposed as a requirement to achieve a Bachelor Degree on
the International Program of Government Affairs and Administration

Universitas Muhammadiyah Yogyakarta



Written By:

MUHAMMAD AMIR FIRDAUSI

20120520001

**INTERNATIONAL PROGRAM OF
GOVERNMENT AFFAIRS AND ADMINISTRATION
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

2017

ENDORSEMENT PAGE

This undergraduate thesis entitled:

**ANALYSIS OF S-GOVERNMENT IN INDONESIA
(CASE STUDY: THE DEPOK CITY GOVERNMENT)**

By:

Muhammad Amir Firdausi
20120520001

This Undergraduate Thesis has been Examined and Endorsed by The Board of Examiners from Department of Government Affairs and Administration, Faculty of Social and Political Sciences, Universitas Muhammadiyah Yogyakarta on:
Day/date: Saturday, August 12th 2017
Place: Ruang Sidang Dekanat
Time: 08.00 – 09.00 am.

BOARD OF EXAMINER

Advisor/Chief of Examiner


Prof. Dr. Achmad Nurmandi, M.Sc.

Examiner I




Isnaini Maullidin, S.IP., M.P.A.

Examiner II


Dr. Ulung Pribadi, M.Si.

Acknowledge by:

Head of Government Affairs and Administration Department



Dr. Muchamad Zaenuri, M.Si

STATEMENT OF ORIGINALITY

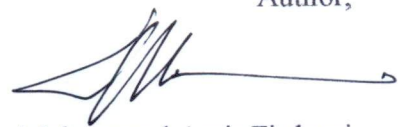
This is to certify that my scientific / thesis work is the original of my own work and this scientific work has never been proposed as the fulfillment of a Bachelor's degree (S1) or a Master (S2) degree from Universitas Muhammadiyah Yogyakarta and other universities.

All information contained in this scientific work is originated from other authors, whether published or otherwise, has been awarded by citing the name and source of the author correctly and all the content of this Scientific Work / Thesis is entirely the responsibility of the Author.

I verily make this statement, and if there is unrighteousness in this statement in the future, then I as the author is willing to accept academic sanctions according to the rules that apply at the Universitas Muhammadiyah Yogyakarta.

Yogyakarta, August 21, 2017

Author,



Muhammad Amir Firdausi

PERNYTAAN KEASLIAN ILMIAH

Dengan ini saya menyatakan bahwa karya Ilmiah/Skripsi ini adalah asli hasil karya sendiri dan Karya Ilmiah ini belum pernah diajukan sebagai pemenuhan gelar sarjana S1 maupun Magister (S2) dari Universitas Muhammadiyah Yogyakarta maupun Perguruan Tinggi lainnya.

Semua informasi yang dimuat dalam karya ilmiah ini berasal dari penulis lain baik dipublikasi atau tidak, telah diberikan penghargaan dengan mengutip nama dan sumber penulis secara benar dan semua isi Karya Ilmiah/Skripsi ini sepenuhnya menjadi tanggung jawab Penulis.

Pernyataan ini saya buat dengan sungguh-sungguh dan apabila di kemudian hari terdapat ketidakbenaran dalam pernyataan ini, maka saya selaku penulis bersedia menerima sanksi akademik sesuai aturan yang berlaku di Universitas Muhammadiyah Yogyakarta.

Yogyakarta, 21 Agustus 2017

Penulis,



Muhammad Amir Firdausi

MOTTO AND INSPIRATION

“Make it Simple”

- Dad

“Make it Practical”

- Mom

“Then when you have taken a decision, put your trust in Allah, certainly, Allah loves those who put their trust (in Him)” (Quran 3:159)

“Allah, His angels, the dwellers of the heaven and the earth, and even the ant in its hole and the fish (in water) supplicate in favour of those who teach people knowledge.”

Muhammad (PBUH) [Narrated by At-Tirmidhi].

TRIBUTE

This thesis is a tribute for:

1. Allah the Most Gracious and Merciful, who has given me everything for living, health, strength, family, love, and wealth.
2. Muhammad (Peace Be Upon Him), who has enlighten and encourage all of Muslims to learn and seek for knowledge to create better and peaceful civilization.
3. My Mom in the Heaven, Alm. Hj. Djauhar Marfiah, the first love of my life, the one who taught me everything for the first time in my life, the one who taught me English from the moment I could speak, and to struggle with life and be practical in problem solving.
4. My Dad, Ir. H. Priyono Raharjo, the greatest engineer in my life who taught me the balance of life and science, who open the world of scientific wonders, quench my thirst of curiosity on the secret of physics, and taught me to simplify many complexities in my life.
5. My only little brother, Muhammad Luqman Ammar, who prayed for me and my successfulness from Gontor 6 Darul Qiyam.
6. My Step-Mom, Mama Sri Rejeki; My Step-Brother and Sisters, Mas Budi, Mbak Rini, and Bonita; who fill the emptiness of my life so I still could feel the harmony of family.
7. My Sunshine, My Cupcake, My Chef, My Accountant, My Finance Manager, My Future Wife, Henny Juniati, S.IP, who had helped me to get through everything in my life, always listening to my grievances, and give me the same love as my late mother.
8. My Professor, Mr. Achmad Nurmandi, who had helped me to guide me on my thesis.
9. My Boss, Dr. Eko Priyo Purnomo, who give me the opportunity to study and work at IGOV, shaped me and hone my skills to be a better person and a good leader.
10. All of IGOV Students for my great university life.

TABLE OF CONTENTS

THESIS COVER.....	i
STATEMENT OF ORIGINALITY.....	ii
MOTTO AND INSPIRATION.....	iv
TRIBUTE.....	v
TABLE OF CONTENTS.....	vi
LIST OF TABLES.....	viii
LIST OF GRAPHS.....	ix
LIST OF FIGURES.....	x
ENDORSEMENT PAGE.....	xi
FOREWORD.....	xii
ABSTRACT.....	xiii
CHAPTER I	
INTRODUCTION.....	1
A. Background.....	1
B. Problem Statement.....	7
C. Research Questions.....	7
D. Objectives and Benefits of The Research.....	7
1. Objectives of The Research.....	7
2. Benefits of The Research.....	8
E. Literature Review.....	8
F. Theoretical Framework.....	14
1. S-Government and Organizational Transformation.....	14
2. Membership.....	18
3. Organizational Culture and Cognitive Routine.....	18
4. Communication and Organizational Structure.....	19
5. Personnel and Position.....	21
6. Public Policy Innovativeness.....	25
G. Hypotheses.....	30
H. Conceptual Definition.....	30
I. Operational Concept.....	30
J. Research Method.....	32
1. Types of Research.....	32
2. Location of Research.....	33

3. Research Unit	33
4. Data Collection Technique	33
5. Types of Data.....	35
6. Data Classification.....	35
7. Data Analysis Technique.....	36
K. Systematics of Writing.....	37
CHAPTER II	
RESEARCH LOCATION DESCRIPTION	38
A. Geographical Aspects and of Depok City	38
B. Demography.....	39
C. Facility and Regional Infrastructure.....	41
D. Human Capital.....	44
E. Public Services.....	44
F. Cyber City Initiation.....	46
G. Organizational Structure	46
CHAPTER III	
RESULTS AND DISCUSSION	48
Analysis of S-Government in The Depok City	48
A. Government Capablity in Handling the Social Media	48
1. Membership.....	48
2. Communication Pathway	56
3. Personnel.....	61
4. Decision Making and Planning	64
5. Position.....	69
6. Organizational Culture and Cognitive Routine	72
B. Government Capablity in Handling the Social Media	74
C. Correlative Analysis.....	81
CHAPTER IV	
CONCLUSION AND RECOMMENDATION	86
REFERENCE.....	88
JOURNAL.....	91
APPENDIX	98

TABLES

Table 1.1 Literature List.....	8
Table 1.2 Data Types and Sources.....	35
Table 2.1 Depok City Population.....	41
Table 2.2 Macro Indicators Achievement of Depok in Infrastructure.....	43
Table 3.1 Membership Questionnaire Result.....	53
Table 3.2 The Depok City Government Agencies Account.....	55
Table 3.3 Data on Personnel Capabilities.....	63
Table 3.4 Organizational Culture and Cognitive Routine.....	70
Table 3.5 Twitter feeds on Government Departments.....	74
Table 3.5 Policy Making.....	75
Table 3.6 Correlation Data.....	81

GRAPHS

Graph 2.1 Depok Road Condition.....	42
Graph 2.2 Depok City and West Java Province Human Development Index	44
Graph 3.1 Twitter Density Hourly in A week.....	57
Graph 3.2 Aggregate Daily Tweets and Hourly Tweets.....	58
Graph 3.3 Government Twitter Network on “Depok Macet”	59
Graph 3.4 Government Agency Steps in Promoting the Social Media.....	65
Graph 3.5 Primary Reasons of Depok City Agencies in using the social media..	66
Graph 3.6 Network Clusters of @pemkotdepok Connections.....	68
Graph 3.7 Connection Grid of Twitter Accounts in Depok City Government.....	71
Graph 3.8 Highest Tweets.....	76

FIGURES

Figure 1.1 Enhanced public policy process in an S-government	29
Figure 2.1 Depok City Administrative Map Since 2008.....	39
Figure 3.1 Police Officers reorganizing the traffic.....	60
Figure 3.2 Government officials solving the traffic	61
Figure 3.3 Cycle of Policy Making Based on Social Media Input.....	67
Figure 3.4 Government Twitter Account Passing on Public Complaints	76
Figure 3.5 Government Officials Following Up Complaints.....	77
Figure 3.6 Government Tweet on Road Flow Changes.....	83