FOREWORD

Bismillahirrohmanirrohim

Assalamualaikum Warahmatullahi Wabarakatuh

First, all praises be to Allah the Most Gracious and the Most Merciful. The Creator of the Universe and the One who bestow the light of knowledge to mankind. Who has given me strength, and opportunity to do this research and accomplish my bachelor degree. Peace and salutations be upon the Greatest Prophet, Muhammad, the one who brought mankind from the darkness to the age of science and peace.

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For the final words, as a thesis proposed to obtain a bachelor degree, this research is considered as a new field due to the trans-disciplines of sciences, such as the Government Affairs, Communication, and Information Technology. I truly wish that this research could be beneficial to all students as this is a new field for them to explore. This research is also proof that the demand on Government Affairs Scholars knowledge has been expanded. As the environment changes, the government should also try to adapt towards innovations. Therefore, the future leaders should also try to improve, innovate, and think out of the box, moving from an old-fashioned-inefficient public administration, towards open and innovative public management.

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ABSTRACT

The growing social media use in government as a bridge of interaction between citizen and government encourages the change of internal government bureaucracy. Citizen involvement in governance is a focal point to ensure better government accountability through broad space of social media for public participation. Simon Oyewole Oginni (2015) said that the development of social media tools over the last decade has altered modes of communications between governments and citizens. Social media has opened ways for greater political participation, thereby creating a new social dynamic. An Internet-based tool unifies geographically dispersed individuals on virtual platforms through user-generated content.

The author used a topic guide that serves as a checklist to ensure that all respondents provide information on the same topics. The author as an interviewer could probe areas based on the respondent's answers or ask supplementary questions for clarification. This study had surveyed the agencies within the Vicinity of Depok City Government, along with Call Center Department as a main role in bridging the communication between public and government agencies. Additionally, the author had surveyed using a Microsoft Excel Template called NodeXL. It is an open-source template for Microsoft Excel which enabled the author to explore the Twitter API Network used by all of the Government's Agencies to connect with public.

This study found that the initiation of S-Government as a part of Smart City Program overall capacity of Depok City in providing the information through social media is quite promising. Therefore, the Documentation and Information Officers (DIO) of Government Agencies need to improve their capacity in supporting the cyber city program since the demand of information dissemination is rising.

Keywords: Social Media, Smart City, Government, Communication