The Improvement Of Information Technology (Website) In Supporting Governance Communication In Kota Depok, Province Of West Java

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ABSTRACT

The focus of this research is the development of information technology in supporting government communication in the city of Depok, West Java Province, more specifically regarding the website of the Government of Depok City, West Java Province.There have been several researches on the website of regional governments, including; 1. Evaluation of Government Implementation on Local Government Websites in Indonesia: Content and Management Perspective by Edwin Arief Sosiawan FISIP UPN Yogyakarta in 2008, 2. Quality Evaluation of Local Government Websites Using the Webqual Method (Case Study in Ogan Ilir District) by Candra Irawan UGM Faculty of Engineering Thesis in 2011, 3. Website Representation of Lampung Provincial Government as a Communication and Public Service Media in the Framework of E-Government by Arlyandi Satya Djauhari FISIP UNILA in 2016, and 4. Website usability level on the Banten Province Public Relation Bureau Website by M. Ervin Kurniawan Fisip Untirta Banten 2016, which distinguishes this research when compared to the above research are: 1. This research focuses on the development of information technology in Alvaro Rocha study (2014) published in the Emerlad Journal which is Scopus Indexed, the Rocha (2014) study entitled "Framework for a global quality evaluation of a website". The method in this research is qualitative, in qualitative research with an inductive approach in easier for researchers to take pictures and describe the facts in the field, then the findings in the field are dissected with various theories that have been prepared. The results of this research are; The Depok City Government has used the website to communicate and provide of information on the website needs to be improved, 2. Community complaints need to be answered immediately, 3. Depok City Communication and Information Agency needs to be given more authority to gather information spread across several agency, 4. Website maintenance need to be considered because there are several pages that cannot be opened.

Keywords: *Communication, Information Technology, Public Service, Website*

INTRODUCTION

Nowadays, social media is necessary for human in the whole world, because it influences the way how to communicate. Currently, digital era is everyone's needs. It means that all activities use digital devices, such as public service, shopping, learning, connecting to friends, including connecting to the government.

Social media such as website, facebook, twitter, you tube, and so on, encounter a very significant increase to simplify us communicate in the present. In 2004, Facebook was built, within 10 years, in 2014, it has had 287 million active members and 500 billion chatters posted on twitter. Moreover, youtube has 1 million people who use and access it.

The rise of social media usage cannot be separated from the emergence of internet, which at that time it was the main core of communication and change in all aspects (economy, social, culture and politic). By history, internet was introduced in 1970, at first, it was a network of American defense computer systems if nuclear war happened between West and East. In the beginning, internet only connected 3 universities, Stanford Research Institute, University of California Santa Barbara, University of Utah, where they made an integrative network to support researches in the military field. 10 years later, there was an increase in members connected to this internet connection, namely 213 hosts and including outside the United States of America, the initial Internet network provided email services and several other services to scientists incorporated in research funded by the American military.

In 1988, there was an extraordinary development when the internet was accessible to the general public not only academics, in 1988, there were 100.000 connected computers forming a network. Then, 1990, it was followed by Tim Berners Lee who found program browser which can search between one computer to another computer, it is called as World Wide Web (www).

In 1992, the interconnected computer form a network had beyond a million computer, furthermore; in the same year, came up a term called as surfing the internet. In 1994, web site had grown to 3000 web pages, and for the first time visited

virtual shopping or e-retail appeared on the internet. The world immediately changed.

The change then become a magic spell in a world connected to the internet (Friedman, 2006). He said that internet makes borderless world, there is no government regime that can withstand this phenomena, so that every regime is required to change according to its era, a period which is currently communication and information becoming easy to get and share with the citizen in a certain state.

Life and human life always communicate, because it is a daily habit, so that people rarely see the important of communication, it is important when communication crisis happened and it's usually incidentally. At the micro level, the communication crisis can be seen when there is disagreement between husband and wife, between friends, colleagues and so on.

Whereas at the macro level, it is state, communication crisis will cause loss of public trust to the leader. The loss of public trust will surely threaten the continuity of the existing regime. Government's error in communication to its people, which is acute, can cause distrust to the government, that will probably cause civil disobedience.

Therefore, it is not surprising that in every authoritarian government, communication is an item that must be monitored everyday; even the level of supervision is handed over to the ministerial level which has full power "to revoke" every mass media which consider contrary to the authorities, this department even has the authority to conduct indoc-trination to the people through media (film, television, radio, social media, etc), so that people submit to the state obediently.

In this century, the regime of authoritarian rule was increasingly unsold, the proof is that many countries were formerly led by autho-ritarian regimes, revolution, an interesting example is the revolution in the Middle East where many authoritarian regimes collapsed and turned into democratic government re-gimes.

Indonesia is also experiencing a transition as above from the sovereign my master changed to the sovereign of my people, now Indonesia is included in a democratic govern-ment regime where the opinions and desires of citizens must be carried out by the govern-ment, the people's desire to get the best service from their government must be answered immediately, realized the desire of the people is that it is very likely that national and regional leaders will be re-elected in the democratic party for presidential and regional elections.

If in the past distance and time were challenges in reallocating prime public services, at this time with the progress of information technology, distance and time should no longer be a big problem. There is no other recipe, the central and regional governments must change and adopt community services using information technology.

Although social media was initially developed for scientists and the military, social media also attracted various parties including politicians and government circles. At present, social media use in government has a sig-nificant increasing trend, in contrast to social media based on 1.0 which is only to provide information, at the moment social media provides public services with many channels, with services getting faster and more trans-parent, even according to Bertot (2010) social media technology can quickly transform government from closed to transparent, and can be reached by the community through direct interaction between government services to the people.

Electronic government or e-government is one way for the government to adopt the advantages of communication technology in the public service sector, by adopting infor-mation technology, the government will ideally be easier to provide information and services for its citizens, business affairs, and other matters relating to government. The main delivery methods are Government-to-Citizen (G2C), Government-to-Business (G2B) and Government-to-Government (G2G). The most expected benefits of e-government are improved efficiency, comfort, and better accessibility of public services.

At this time all local governments in Indonesia have adopted information tech-nology in the form of e-government, at least this can be seen on a web site created by local governments, including cities, districts, and provinces with 549 websites which are cer-tainly very good and need to be appreciated. but the problem according to

Newspaper of Jawa Post published on April 19, 2017 states that many websites have problems, ranging from being hacked (hijacking), maintenance, under construction, to those that are not updated. This condition is of course very unfortunate because the initial idea of e-govern-ment was to serve the community cheaper and easily not achieved.

Based on the explanation above, the researcher question on "How is the development of Information Technology (Website) suppor-ting Governance Communication in Kota Depok, Province of Jawa Barat.

The purposes of this research are: (a) giving a comprehensive description on how the application of information technology (website) and commu-nication in supporting governance communication in Kota Depok, Province of Jawa Barat, (b) giving input to Local Government about function, Providing input to the Regional Government regarding functions, duties and effectiveness, the Communication and Information Agency that provides information tech-nology and e-government services in Kota Depok, Propinsi of Jawa Barat. (c) finding a good format for information technology and e-government services so that there is a public communication strategy in accordance with the needs of the local government. Finally, this research will be a data base to determine local government policies in the era of regional autonomy, moreover, able to encourage of good and effective government, communication to form democratic, strong regional governments and obtain popular support through information technology.

METHOD

This study aims to analyze the application of e-government, especially the website of local governments at the city level with the location of research in the city of Depok, an approach that is deemed appropriate to answer these objectives is a qualitative approach. Farouk and Djaali (2003) state that qualitative research can provide an in-depth picture of a problem, which is also specifically raised to the surface without any intention to generalize. Qualitative research is deemed appropriate for this study because this study uses in-depth interviews with informants who aim to provide a picture of the problem of the research above.

Scope of Research

This research used qualitative descriptive method because it has big potency to describe deeply and analyse the public relation of local government at regency level. The researcher tends to ask informants as if they are doing story telling, so that they can freely answer the questions according to their interpretation.

The operationalization of this research is:

Table 1. Concept Operationalization

Concept	Dimension	Indicator
1	2	3
Website Quality	Content Quality	1. Accuracy, 2. Completeness, 3. Relevance, 4. Consistent, 5. Relevance, 6. Update the content of the website,
	Service Quality	1. Security attributes, 2. Reliability, 3. Privacy, 4. Performance, 5. Efficiency, 6. Accuracy, 7. Opportunity, 8. Availability, 9. Response time, 10. Time saving, 11. Reputation.
	Technical Quality	1. Navigation map, 2. Information path, 3. Search engine, 4. Page download, time, 5. Browser compatibility, 6. Broken links, 7. Accessibility.

Source: Rocha, 2014.

The Improvement Of Information Technology (Website) In Supporting Governance Communication In Kota Depok, Province Of West Java
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The data were collected by interview with informants, who are selected by purposive sampling. While, technique of data collection used literature study, news study in mass media.

RESULT AND DISCUSSION

Internet, or e-government for policy makers can be seen as a tool to improve the government's response to society and tools to strengthen the country (Fountain, 2001). US General Accounting Office (Belanger & Hiller, 2006, p. 49) categorizes e-government into 4 typologies, namely: 1. government-to-citizen (G2C), 2. Government-to-employee (G2E), 3. government-to-government (G2G), and, 4. Government-to-business (G2B). In the process, e-government as a government virtual tool, experienced a variety of developments. To measure e-government performance, Gartner divides development-government into 4 phases, namely: 1. Presence, 2. Interaction, 3. Transactions, and 4. Transformation. While the United Nation breaks it down into five levels, namely: 1. Emergence of e-government, 2. Strengthening, 3. Interaction, 4. Transactions, 5. Unregulated e-government (integrated, without borders) (Hashim and Darem, 2008).

In connection with this phase, looking at the official website portal, the Gartner and UN approach shows that currently the implementation of Kota Depok's e-government is still at the level of government presence for the community in providing information through the virtual system and the interaction phase with the community with communication and complaints society.

The phases in the development of e-government, of course, cannot be separated from the presentation of information through government websites. A good website of course must have several indicators that become reference benchmarks in measuring quality. Rocha (2012) divides the quality dimensions of a website from three aspects, namely the quality of website content, services offered and quality standards for technical issues such as software.

In terms of content, the Government of Kota Depok acting as an organization has prepared information to stakeholders as well as the community in the form of information about the state of the city, types of services, method and procedures as well as data about the Government of Kota Depok in general through an online system. Although in some parts there are still some content that cannot be accessed by the community, for example, such as access to educational facilities (you shall open the official Website of Pemerintah Kota Depok, 2018. It is: https://www.depok.go.id/)

The Government of Kota Depok begins to enter the second phase in applying e-government, however, there is a setback in progress. This can be seen from the length of time the government replies to messages or comments from its citizens.

With a "rapel" system pattern (*rapel* is the portion of salaries or rewards that are received at the same time in the future because of the excess that has not been given), it takes at least one month, the time used to reply to the message of its citizens, and some even require at least a month to get a reply message from the admin by replying at the same time. In fact, there were also comments from the people who did not get a response for two months.

Determination of the assessment of the content is certainly inseparable from the users of website services, as well as for the assessment of service quality and technical problems. However, in this case, it seems that the website of the Government of Kota Depok is still within the limits of attendance and interaction with its users. The transaction is still not fully implemented by the Government of Kota Depok. Technical problems related to the extended time access to the website have not yet encountered obstacles. To access the website does not require a long loading time.

Population

The population in this research taken from the community as the website's users of Kota Depok, that consist of 8 respondents, among others are 2 respondents who graduated from SMK (Vocational School), 1 respondent graduated from D-IV (undergraduate degree), 3 persons are S-1 (scholars), and 2 students.

As for the reference questions include, quality of content, service quality, and technical quality.

Dimension of Content Quality

In general, most of the respondents agreed that the quality of Kota Depok's website services had gone well, with the following percentage results as followed:

- Website Accuracy: As many as 36% of respondents stated strongly agree and agree that the Kota Depok's website is good. While the remaining 28% stated neutral.
- Website Completeness: each 36% is very agree and neutral, the remaining 26% agree the completeness of the Kota Depok's website is good.
- The relevance of the website: 80% of respondents agree that the relevance of Kota Depok's website is good while as much as 20% is neutral.

Dimension of Service Quality

Broadly speaking, in the dimensions of service quality, more than 50% of respondents on all service indicators agree that the Kota Depok's website service has gone well, **except for security attributes** as much as **50% of respondents** and on the reliability of Kota Depok's website more than **50% of respondents stated neutral**.

Dimension of Technical Quality

In this dimension, respondents have almost the same view, both those who are neutral and those who agree that the quality of the Depok city website's technique is good, although the portion agrees slightly more than the neutral position. For respondents with the highest number of consents seen on the information website, search engine, accessibility and navigation maps. While for broken link indicators, the download time of respondents tends to be neutral.

Moreover, in order to extend and expand the perspective on Kota Depok's website, the researcher also shared a questionnaire to the students of Institut Pemerintahan Dalam Negeri, EBC Class who took the Subject of Public Service. Of 30 questionnaire which was distributed to them, there were 20 that was returned. The result is as followed:

- According to the students, who came from Kota Denpasar, when compared to Kota Denpasar, Propinsi Bali, the Kota Depok's website was less attractive and not too complete like the Kota Denpasar's website. The Kota Depok's website only provides basic information, whereas, the Kota Denpasar's website provides many features such as accident information, tourists' attractions, news flash and so on.
- According to the students, who came from Kota Bandung, when they compared the Kota Depok's website with the Kota Bandung, the response given was the Kota Depok's website which was very slow compared to when the students accessed the Kota Bandung's website, besides, updating and improvement is necessary to make it more simple like the Kota Bandung's Website, so that citizens are easy to get information.

How Local Government Manage Infor-mation and Inform the Information the Citizen?

To analyse the Agency of Communication and Information of Kota Depok, the researcher refers to Anggoro (2000) about theory and application on public relation in Indonesia. This theory is easier to analyse and review how local government manage the information and inform it to the citizen. There are three aspects, namely:

Aspect of Authority / Institutional

From the seven employees of the Communication and Information Agency, 86% of informants (**6 people**) stated that there were problems related to the aspects of authority and resulted in tasks and functions, while **1 person** stated that **there were no problems** related to the aspects of authority and had no impact on tasks and functions.

The problems related to the authority and the impact of the problems on the discussion and advice on the organizational structure of the Communication and Information Agency, according to some employees are as follows:

1) Public Relation Institution: The position of functional positions is still below the section, resulting in less being able to carry out activities more broadly. Only focus on the field/ section only. Sugges-tions for the Communication and Infor-mation Agency's

organizational structure, the functions of functional officials directly under the Head of the Agency, so that they can cooperate with each other.

2) Head Section of Management: The autho-rity of the Communication and Informa-tion Agency as the Government Chief Information Officer (GCIO) of Kota Depok is not listed, so the influence of the Communication and Information Agency in determining policy directions related to the implementation of Information and Communication Technology (ICT) from planning to supervision has not been strong enough. Suggestions for the Com-munication and Information Agency orga-nizational structure, there is a special structure of the Government Chief Infor-mation Officer (GCIO) of Kota Depok, there is an expansion for the Informatica Application field and the information security section should be included in the Informatics Application.

3) Head Section of Application: There is no special section on city level data management so that the data is still scattered in several Regional Apparatus Organizations, if there is a need for data to be carried out by asking directly to the Regional Apparatus Organization and the resulting data is sometimes different. Sug-gestions for the organizational structure of the Office of Communication and Infor-mation, Information and Technology Sector consist of the governance section, appli-cation section, *interopability* section and data management and information and technology infrastructure fields consisting of intra management sections and infra-structure service sections.

4) Head Section of Information Management: he stated that there were problems with the impact of duties and functions but did not describe the problems and their impacts. Advice for the Communication and Infor-mation Agency's organizational structure is not available.

5) Public Relation Institution: stated that there is no problem related to authority.

6) Head Section of Public Communication: he cannot be able to give a sentence to the media whose news report is not in accor-dance with the code of ethics of journalism, so that the credibility and stability of the news regarding the region and the leade-rship is disrupted. Suggestions for the Com-munication and Information Agency's organizational structure, there is one ad-dition to the partnership field that partners with the press council and the Indonesian Broadcasting Commission and there are separate enforcement officers.

7) Head Section of Informatics Application: Statistics that still overlap with Research and Development from the Regional Development Planning Agency, so, data collection activities where data is spread and some are still in the Regional Development Planning Agency. Suggestions of the orga-nization, for the field of informatics appli-cations are divided into two, namely; infra-structure and e-government, for the Infor-mation and Public Communication sector plus statistical affairs and coding affairs combined in the field of infrastructure / information security.

8) Regarding communication programs through social media in Depok, there are several platforms that are used, namely: portal depok.go.id, Kota Depok video via Youtube Channel, - information through various social media channels: fb, ig, twitter, website, - complaints passing social media, website in each Regional Device Organization, SIGAP or Integrated System for Complaints and Aspirations), and Depok Single Window.

From the information above, it can be seen that the relationship between the structure of the Agency of Communication and Information of the Government of Kota Depok must be addressed, the improvement looks quite serious and must be done immediately, and needs a special policy from the Chairperson, the Mayor of Depok, as the leading sector in developing Information Technology and Communication and dis-semination of information and communication to the public. The Agency of Communication and Information needs to strengthen its structure so that it can better determine the direction of policy of Depok City Information and Communication Technology from plan-ning to implementation, especially relating to

data that is still scattered in each Regional Apparatus Organization and the authority of the Communication and Information Service to access the data not strong enough, maybe this is what makes why the Kota Depok's website on a number of pages cannot be opened or there is no update.

Aspect of Information Management

In most cases, employees of the Communication and Information Agency **agreed** that in the aspect of information processing it had succeeded in providing information to the public with **more than 80%** of the total employees agreeing to the four indicators. In fact, all employees agree that this Communication and Information Agency has been able to prevent information that is biased between the government and the community, so that policies / regional regu-lations can be in line. If it is specified per indicator, the answers of the employees are as follows:

- The Agency of Communication and Information can prevent information that is biased between the government and the community, so that local policies / regulations can be known to the public.

  With sources of information: through the mass media, the State Civil Apparatus/ Local Civil Apparatus, the community and social media (only 1 employee who chooses one source of information, name-ly mass media, while the other selects the four sources of information) plus other media, namely Focus Group Discussion (FGD).

  Related to the existing issues:
  1) Head Section of Management: the involvement of local government in embracing the creative industry, especially in the field of Information and Communication Technology, and overcoming the problems that exist in society.
  2) Head Section of Application: the issue of violence against children related to Depok is a child-worthy city, the issue of waste management, the issue of negligence, the issue of satisfaction with public services.

  3) Head of Information Development: Information Request.
  4) Public Relation Institution: Issue on one way-system, sexual harassment in school, and issue on infrastructure.
  5) Head of Application and Informatics Division: violence to children and juvenile delinquency.

- The media facilities are considered effective in the dissemination of regional policies, namely: 1 person chooses inte-rnet and dialogue, 3 people choose print and electronic media and 1 person adds traditional media, 1 person chooses all platforms plus social media, 2 people choose the three media.

- T he sites that the local government uses to socialize policies include: websites: https://www.depok.go.id/, twitter: https://twitter.com/pemkotdepok, https://www.facebook.com/PemerintahKotaDepok/, https://www.instagram.com/pemkotdepok/?hl=id

  Regarding information updates, five employees stated that updates were made every day with the latest information. Regarding questions about piracy on the local government's website, five emplo-yees said the government site had been hijacked. The way to handle it is by localizing it, looking for entry and repair gaps (Head of Application and Infor-matics Division), Depok City Government immediately takes security measures with the addition of applications and renewal of security devices (Head Section of Public Communication), suspending temporarily and immediate problems (Head Section of Information) and increase the security of the website (Head Section of Mana-gement).

- There is a negative public reaction to regional government policies (80%).

  The causes of the most negative reactions mentioned are because of the biased communication, and secondly, due to lack of lack of policy socialization which resulted in the demonstration as the most frequent result

and the rejection of regio-nal government policies and lack of information.

- The Office of Communication and Infor-mation also plays a role in organizational communication in LGs (90%).

 A total of 6 employees stated that the Communication and Information Service also played a role in organizational com-munication in the Regional Government, namely by managing information, dis-seminating information, coordinating In-formation and Documentation Mana-gement Officials, SIGAP applications, namely complaints service applications and community aspirations and Depok Single Window (DSW).

In the aspect of information processing or strategy from the information above, it seems that it is quite good, though, it is still imperfect and there are some points that are still homework, including the problem of overcoming various issues in Kota Depok starting from the issue of local government involvement in embracing the creative industry until the issue of satisfaction with communication servants, ranging from issues of brawl between students to the issue of violence against children.

In addition, information was also found that there were negative reactions from citizens to the policies of the local government which led to demonstrations, of course, not all regional government policies would make the community happy or in a democracy that was not taboo for the community to express their wishes and opinions, but it was better The Office of Communication and Information as the frontline of the Regional Government in communicating with the community is able to reduce the above.

Some cases in Indonesia that can be used as a shared lesson are that the communication capabi-lities of the Regional Government are very important in this democracy, where two-way communication strategies by placing the com-munity on par with the government and the government are able to listen more than patronize in parts of Indonesia to reduce various cases of violence and community demonstrations, there are several examples of local government leaders being able to communicate well with their community by utilizing information technology in commu-nicating with the people and local government staff, including Ganjar Pranowo in Jawa Tengah, Tri Risma in Surabaya, and Ridwan Kamil in Jawa Barat, and the result is people's trust to the leader.

Aspect of Administration and Finance

There were 100 respondents who stated that the Communication and Information Service was always included in every local government activity, although, in terms of funding, around 75% of respondents who stated that the Communication and Information Agency had not been supported by funding aspects and the rest were unaware of funding issues.

In this administrative aspect it can be seen that the Communication and Information Agency is an important part of the Regional Government, so that it is always included in every local government activity, but on the financial side there are still complaints about funds that are lacking, so there is a policy to strengthen the Communication and Information Agency especially for updating and security of the website because the information obtained during the research, the website of Kota Depok was once hacked so that it cannot be accessed by the public with good financial support.

CONCLUSION

Finally, Depok KOTA website is quite good and is quite active in updating information to the public, but there are still a number of items that need to be improved, in line with the wishes of Kota Depok's residents who are voiced in Depok's website portal. There are several points that need to be completed, as follows:

1. In the Kota Depok's website, it has been written the position in the regional structure of the regional apparatus, but unfortunately, the name of the official in charge has not yet been written on the Kota Depok's website. Preferably, the name of the official who serves in the Regional Apparatus Organization must be written fully, because this is an aspect of transparency in public

services. With the name of the official listed on the page of Kota Depok's website, it will make it easier for the community and stakeholders in Kota Depok to obtain information, services and also assess the performance of the official.

2. For some services for the community that are displayed on the page of Kota Depok's website, some are quite good and useful for the community, but some need to be addressed and updated.

3. Services for the community that are already good include the services of population and civil registration, statistical services, public information services, and electronic procurement services, for example on the page of Population and Civil Registry clearly stated Standard Operational Procedure for making Identity Cards, Cards Families and communities can check the status of Electronic identity card or e-KTP by entering the Population Registration Number.

4. From the management side of the Communication and Information Office, an interesting finding is that data is still scattered in all regional apparatus organizations so that the Communication and Information Service sometimes has difficulty accessing data, and for this reason there needs to be a policy from the Regional Leaders on this matter.

5. From the community's point of view, it is expected that improvements in the management of the Government of Kota Depok's website will be more up-to-date and that all pages can be accessed (opened) by the residents, and do not lose to other local governments in providing services to the public via website.

Suggestion

Altogether, Kota Depok's website is quite good, but it does need to be improved, because Kota Depok is famous as a city of students and many well-known universities in Depok City, so that the profile of Depok City people will tend to be more critical in assessing Depok City Government public services that tend to be more critical in assessing the public services of the Depok City Government.

At this time, the Depok City website service is still in the first phase and will enter the second phase, which is only entered in the presence and interaction phase, not until the transaction and transformation phase. Therefore, improvement is badly needed, namely:

1) The Communication and Information Agency must be the leading sector in in communication between the residents and the government;

2) The Communication and Information Agency is better given the real authority to collect all information in every Regional Apparatus Organization;

3) Improvement is badly suggested in the Communication and Information Agency,

4) There needs to be a structural improvement in the Office of Communication and Information, which needs to be added to a special section on data management at the city level so that all data is entered and processed in the section, and strengthening the functions of the Communication and Information Office as a Government Chief Information Officer (GCIO) and needs to be strengthened with sufficient fund.

5) Grand design is necessary to manage the Government of Kota Depok Government website from only the presence and information phase to increase the transaction and information phase;

6) Perspective study is necessary to learn how to manage the website to several Local Governments whose websites are good enough for public services such as the Government of Kota Bandung and the Government of Kota Surabaya.

7)

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