

CHAPTER IV

CONCLUSION

By reflecting to an analysis done by Nurmandi et. al. on 2015 conducted in Bandung city, the factors of social media to gain public engagement in public policy making process in local government very much depends on the local leadership (Nurmandi, et al, 2015). This trend was pretty much reflected in the Depok City. A Mayor, as the head of government and a policy maker has a very strong influence in initiating the smart city program. The E-Government has now shifting into a new era. Social Media as a new part of Public Sphere plays important role in connecting people in many purposes including public participation in the government decision making which previously occupied by Mainstream Media.

In initiation of S-Government as a part of Smart City Program, the overall capacity of Depok City in providing the information through social media is quite promising. As we could observe from the table 3.3 shown previously, the government was able to respond most of the inputs given by public, despite some complaints were still neglected. Therefore, the DIOs of Government Agencies need to improve their capacity in supporting the cyber city program since the demand of information dissemination is rising.

Further act in accelerating the cyber city program efficiently, social media has proved as the best tool for the government in communicating with the people. In another way, the government is not prioritizing citizens inputs come from the Social Media due to the accuracy of the information. As an act of precaution,

government has managed to appoint the DIO working together with Call Center to validate the information and putting the scale of priority on the input that shall be done immediately.