

ABSTRACT

Along with the incessant development of infrastructure in Indonesia, at a present number of regional governments competed in applying the smart city concept in their area. The smart city concept is an extension of the e-government program which utilizes Information and Communication Technology (ICT) in public services. The circumstances of infrastructure and information systems given by the Bandung City's government could be said to have advanced. The concern of the people of Bandung City itself in the realization of the smart city concept is very high, supported by the cooperation of the communities in Bandung.

This study aims to see how the implementation of e-government and its role in building smart city in Bandung.

This research was conducted through a qualitative approach with descriptive presentation. Data collection methods on this research were used in-depth interview using purposive samptic technique as a source of data samples. The interviewees in this study include parties of Bandung City Government (Diskominfo), service developers, and the Ministry of PAN-RB. The analysis technique uses Miles and Huberman models with triangulation validity techniques using MAXQDA 2018's software.

According to the results, the implementation of e-government in Bandung was fulfilled in terms of various systems and services that had been implemented. Bandung also has a variety of supporting infrastructure, one of them is the development of telecommunication networks and wifi access throughout the region, but still it requires further research on other supporting aspects of smart city therefore Bandung could be a capital with smart city concept.

Conclusively, Bandung has implemented e-government in its governance system, but as a smart city is not considered yet achieved. It is expected that Bandung could optimize the systems and services that are available to solve the major problems and to disseminate information to the public so that all aspect of smart city could be achieved in accordance with the principles.

Keywords: Bandung, E-government, Smart City, Miles and Huberman analysis