

ABSTRACT

Flower City is one of the designations for the City of Bandung. That said, because the area is known for being beautiful with many trees and flowers from the successful development of green city. The city of Bandung is one of the very old cities in Indonesia that stood around the 19th century. The capital of West Java Province is located as the third largest city after Jabodetabek (Jakarta, Bogor, Depok, Tangerang, Bekasi) and Gerbangkertosusila (Gresik, Bangkalan, Mojokerto, Surabaya, Sidoarjo, Lamongan) (Nugroho & Syaohid, 2015).

The development of communication and computer technology in the era of globalization has influenced the administration of government in Indonesia. Through the use of these technologies the government is able to create better governance. The application of good governance has implications for better public services to the community. For the sake of achieving these ideal ideals, the government needs to improve the existing bureaucratic system.

One part of the development of smart cities in the field of government is the use of internet technology known as electronic Government or e-Government. In simple terms, e-government or digital government is an activity carried out by the government by using information technology support in providing services to the community (Hasibuan and Santoso, 2005). The importance of e-Government includes (1) encouraging governance that is responsive to people's needs and aspirations; (2) encourage the utilization of information disclosure; and (3) encourage the level of public participation in the governance system.