

ABSTRACT

This study discusses the transparency of governance in Surabaya City Government website. The goal is to understand and analyze the perception of Surabaya City Government website managers to the concept of transparency of governance on the website as well as what is being done to meet the elements of transparency of the regional administration during this time. It is also to identify the contents of the message on the website of the government of Surabaya associated transparency of governance.

This study uses qualitative content analysis. The data used in this study are primary data in the form of texts about transparency in information on the website of the government of Surabaya and secondary data interviews with the management of the website. Analysis was performed by combining data from interviews with the texts of data information available on the website.

Results of this study was the manager of Surabaya City Government website has a good perception of the transparency of governance. The perception of diverse and complementary with each other. Transparency is perceived as a form of government accountable to the public. Transparency is done by providing access to information about budgets, services and accountability for performance. This transparency will lead to public confidence, which in turn encourages public participation in government programs.

Efforts made by the manager of Surabaya City Government website in order to bring transparency in governance is to involve a government agency controls the information to determine what information should be disclosed and what information should not be published. Surabaya City Government website manager also take advantage of existing social media and make the application “sapawarga” and “musrenbang” to accommodate public participation.

Information about the transparency of governance in Surabaya City Government's website can be divided into six categories: category profiles, categories of service categories work plans, performance reports category, the category of regulatory and hazard warnings. Information which have often become the public spotlight is provided with a complete start to information about budgets, hiring, procurement and licensing service procedures.

Key words : transparency, goverment, Surabaya, website