

ABSTRACT

Jambi City Operation Center (JCOC) is an integrated control room made by The Government of Jambi City in order to create a city that utilizes technology advancements inside the governance in Jambi City. Launched on September 17th 2018, JCOC has many functions such as management center of The Government's mobile apps, monitoring center of city's CCTV etc. After more than 2 years of operation with all the programs and apps that JCOC has, undoubtedly there will be questions about how much impact that JCOC has to The Governance of Jambi City, is JCOC capable to creating a better governance in Jambi City than before so that JCOC is able to creating a Smart Government in Jambi City ?. With a concept of Good Governance this research would try to analyze how JCOC is able to create a more transparent and accountable government in Jambi City and how JCOC is able to create a room for the citizens to participating in the governance of Jambi City. By using qualitative method, the data were collected through interview, documentation and observation meanwhile the results are presented descriptively in chapter III. The result shows that JCOC is able to creating a more transparent governance in Jambi City, and with all the transparency the citizens of Jambi City are able to judge how accountable the government is with the authority that had been given toward them. The results also shows that JCOC is able to creating a room for the citizens of Jambi City to participating in governance through SiKoja and SiKesal apps.

Keywords: JCOC, Jambi City Operation Center, Smart Government, Good Governance