

**Broadband Learning Center (BLC) Program By Communication
and Informatics Department of Surabaya City Government To
Realize Surabaya Cyber City
(Case Study of Broadband Learning Ceter (BLC) Program
Period 2014-2015)**

ABSTRACT

Kominfo Department of Surabaya City Government is a government agency in the field of IT trying to facilitate all the needs of its citizens in order to be literate for IT and all at once is expected to produce content for information, so that it can contribute in the development of the city of Surabaya. To date, Kominfo Department of Surabaya City Government is a government has been providing a free internet facilities at 42 points the City Park in Surabaya citizens which can be accessed for 24 hours. The society's purpose is to make the city of Surabaya is easier to obtain diverse information online. However, the internet access facilities of the still untapped community as a maximum. So that's still going on the digital divide (digital divide) in the city of Surabaya.

Therefore, the internet training program, namely Broadband Learning Center (BLC) were built. That is a form of learning internet literacy program of diverse material about information and communication technology for the citizens of Surabaya are given away for free and certified. The purpose is to make the overall Surabaya citizens become IT literacy, as well as the efforts of the Office of the kominfo department of Surabaya city government prepared the citizens of Surabaya to be ready to compete with ASEAN countries.

With the condition of the community literacy IT, then make it easier for the service of kominfo department of city government Surabaya to make Surabaya as the cyber city, with the condition of a society that is always connected and able to respond to any Government policy in Surabaya. In the end, the application of the concept of Surabaya Cyber City can improve the quality of Surabaya city government performance for e-Government based.

In this study, the method of analysis used is descriptive qualitative research methods, to describe a phenomenon that occurred with regard to the implementation of the program Broadband Learning Center (BLC) by the Kominfo department in period of 2014-2015. This research method using case studies with penjadohan patterns, i.e. Comparing the pattern based empirical data with the predicted pattern. Technique of data retrieval using Focus Group Discussion, interviews, direct observation and documentation. So that the data obtained are more accurate and objective.

Keyword: literasi internet, ICT Learning Center, cyber city, e-government.

**Pelaksanaan Program Broadband Learning Center (BLC)
Oleh Dinas Kominfo Pemkot Surabaya Untuk
Mewujudkan Surabaya Cyber City
(Studi Kasus Pelaksanaan Program *Broadband Learning
Center (BLC) Periode 2014-2015*)**

ABSTRAKSI

Dinas Kominfo Pemkot Surabaya merupakan instansi pemerintah di bidang IT yang mencoba memfasilitasi segala kebutuhan IT warganya agar dapat melek IT sekaligus diharapkan mampu memproduksi konten informasi, sehingga dapat berkontribusi dalam pembangunan kota Surabaya. Sampai saat ini, Dinas Kominfo Pemkot Surabaya telah menyediakan fasilitas internet gratis di 42 titik taman kota di Surabaya yang bisa diakses warga selama 24 jam. Tujuannya agar masyarakat kota Surabaya lebih mudah untuk memperoleh beragam informasi secara *online*. Akan tetapi, dari fasilitas akses internet tersebut masih belum dimanfaatkan masyarakat secara maksimal. Sehingga masih terjadi kesenjangan digital (*digital divide*) di kota Surabaya.

Oleh karena itu, dibentuklah program pelatihan internet yaitu *Broadband Learning Center (BLC)* yang merupakan program literasi internet berupa pembelajaran beragam materi tentang Teknologi Informasi dan Komunikasi bagi warga Surabaya yang diberikan secara gratis dan bersertifikat. Tujuannya agar warga Surabaya melek IT secara keseluruhan, sekaligus sebagai upaya dari Dinas Kominfo Pemkot Surabaya dalam menyiapkan warga Surabaya untuk siap berkompetisi dengan negara-negara ASEAN.

Dengan kondisi masyarakat melek IT, maka memudahkan Dinas Kominfo Pemkot Surabaya untuk menjadikan kota Surabaya sebagai *cyber city*, dengan kondisi masyarakat yang selalu terkoneksi dan mampu merespon segala kebijakan Pemkot Surabaya secara digital. Pada akhirnya, penerapan konsep *Surabaya Cyber City* dapat meningkatkan kualitas kinerja Pemkot Surabaya yang selama ini berbasis *e-Government*.

Dalam penelitian ini, metode analisis yang digunakan adalah metode penelitian deskriptif kualitatif, untuk menggambarkan fenomena yang terjadi berkaitan dengan pelaksanaan program *Broadband Learning Center (BLC)* oleh Dinas Kominfo Pemkot Surabaya periode tahun 2014-2015. Penelitian ini menggunakan metode studi kasus dengan teknik penjadohan pola, yakni membandingkan pola yang didasarkan data empiris dengan pola yang diprediksikan. Teknik pengambilan data menggunakan Focus Group Discussion, wawancara, observasi langsung dan dokumentasi. Sehingga data-data yang diperoleh lebih akurat dan obyektif.

Keyword: literasi internet, ICT Learning Center, cyber city, e-government.