

## **E-Government in Indonesia: Policy Review and Implementation of Jokowi's Government**

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**Abstract:** The rate of adoption of information and communication technology in government administration, known as E-Government, has become an important issue in the Indonesian context, especially under the leadership of President Joko Widodo (Jokowi). This research aims to provide an in-depth overview of E-Government policies and implementation in Indonesia during Jokowi's administration. Researchers analyzed the policy steps taken by the Jokowi government in advancing E-Government and analyzed the success rate of its implementation. In addition, this study also identifies challenges and obstacles faced in efforts to improve public services through information technology. The results of this study provide a better understanding of the progress of E-Government in Indonesia, its contribution to government efficiency, and its impact on public services. By understanding the extent to which E-Government policies and implementation have been successful, the government and other stakeholders can take further steps to improve this system to achieve a more transparent, inclusive, and effective governance in Indonesia.

**Keywords:** e-government; Government Policy; Indonesia Implementation

**Abstrak:** Tingkat adopsi teknologi informasi dan komunikasi dalam administrasi pemerintahan, yang dikenal sebagai E-Government, telah menjadi isu penting dalam konteks Indonesia, terutama di bawah kepemimpinan Presiden Joko Widodo (Jokowi). Penelitian ini bertujuan untuk memberikan gambaran mendalam tentang kebijakan dan implementasi E-Government di Indonesia selama pemerintahan Jokowi. Peneliti menganalisis langkah-langkah kebijakan yang diambil oleh pemerintahan Jokowi dalam memajukan E-Government dan menganalisis tingkat keberhasilan implementasinya. Selain itu, penelitian ini juga mengidentifikasi tantangan dan hambatan yang dihadapi dalam upaya peningkatan pelayanan publik melalui teknologi informasi. Hasil penelitian ini memberikan pemahaman yang lebih baik tentang kemajuan E-Government di Indonesia, kontribusinya terhadap efisiensi pemerintah, dan dampaknya terhadap pelayanan publik. Dengan memahami sejauh mana kebijakan dan implementasi E-Government telah berhasil, pemerintah dan pemangku kepentingan lainnya dapat mengambil langkah lebih lanjut untuk memperbaiki sistem ini untuk mencapai tata kelola yang lebih transparan, inklusif, dan efektif di Indonesia.

**Kata kunci:** e-government; Kebijakan Pemerintah; Implementasi Indonesia

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## **INTRODUCTION**

Rapid advances in Information and Communication Technology (ICT) have resulted in significant changes in network system patterns, improving overall efficiency. At first, Internet technology was used only to connect networks between computers based on the Internet Protocol (IP) as a data packet exchange protocol. Over time, to meet the needs of billions of users around the world,



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the largest Internet network in the world was built, which became known as the Internet. (Aptika, 2015) The internet in Indonesia continues to experience significant growth from year to year. Currently, Indonesian people have been able to access the internet through various types of electronic devices. (K, 2022)

In 2014, according to the paper (Pratomo, 2014) that the electronic-based government system or known as *E-government* In the Indonesian Broadband Plan (RPT) stated that it is still considered far behind when compared to foreign countries, even countries in the Southeast Asian region. In today's era of technology and information, good governance is very important to support government performance and efficiency. In this case, the Joko Widodo or Jokowi administration has paid great attention to the development of e-government in Indonesia. E-government is a government system that uses information technology to facilitate access to information and public services for the public. With the implementation of e-government, it is expected to accelerate the government process and facilitate public access to public services. The Jokowi administration has made various efforts to strengthen the government in terms of e-government development, such as by improving information technology infrastructure, increasing public access to public services, and increasing government transparency and accountability.

The development of information and communication technology that affects various aspects of life, including in terms of government. In this digital era, the government needs to adapt to technology and use it to facilitate public services and speed up government processes. (Nugraha & Mahardika, 2016) The Jokowi administration, which began leading Indonesia in 2014, has shown its commitment to implementing e-government in Indonesia by issuing various policies and programs aimed at facilitating access to information and public services through electronic media. Therefore, it is important to review the policies and implementation of the Jokowi administration related to e-government, to assess the effectiveness and efficiency of the programs implemented and find solutions to overcome existing obstacles. It can be seen from several aspects, including:

1. Development of information and communication technology (ICT): The digital era brings major changes in human life, including in terms of government. The government needs to adapt to ICT developments and utilize technology to facilitate public services and speed up government processes.
2. The need for government transparency and accountability: Today's society has high expectations of government transparency and accountability, and e-government can help meet this need.
3. E-government policies and programs by the government: The Jokowi government has issued various policies and programs to implement e-government in Indonesia, such as public services through e-government portals and electronic payment systems. Therefore, it is important to assess the policy and implementation of e-government in Jokowi's administration.

By paying attention to this background, researchers can understand the context and reasons for the importance of analyzing and evaluating the implementation of *e-government* in the Jokowi administration. Through this paper, we will discuss Jokowi's administration towards e-government in Indonesia, including the efforts that have been made and the challenges that must be faced in the development of e-government. This study is important to understand how governance in terms of e-government can affect government performance and efficiency, and provides important information for governments and the public in assessing and improving governance.



## RESEARCH METHODS

The document analysis research method is one of the research methods that can be used to write about the Jokowi's administration towards e-government in Indonesia. This method emphasizes the analysis of document sources related to the research topic, such as laws and regulations, government reports, academic publications, mass media, and others. Once the documents are selected, data and information relevant to the research topic must be collected and analyzed. Further involves parsing and understanding the data and information collected. This can be done through literature study, discussion with experts, or theory development. After data analysis, the next stage is interpretation and generalization. It involves understanding and interpreting data and information, as well as the development of generalizations that can be applied to the research topic. The final step is verification and validation. It involves validating the results of analysis and interpretation through discussion with experts, hypothesis testing, etc.

## RESULTS AND DISCUSSION

The existence of *e-government in the Jokowi era has been better than the previous period related to e-government*, with clear and better laws and regulations in terms of *e-government* implementation.

### ***Government policy***

It was found that the government has several policies and regulations related to *e-government*, such as laws and regulations, budgets, and others. Government policies related to e-government cover various aspects, including laws and regulations, budgets, and strategic initiatives. Some policies and regulations that are often associated with *e-government* include:

- a) E-Government Law, the government can issue laws that specifically regulate the development and implementation of e-government in the country. These laws can cover various aspects, such as data protection, cybersecurity, information access rights, and others.(Lumbanraja, 2020)
- b) Budget for E-Government, the Government needs to allocate sufficient budget to support e-government projects.(Supraja, 2019) This includes information technology infrastructure development, employee training, and system maintenance.
- c) Cybersecurity policies, policies and regulations related to cybersecurity are very important in the context of e-government. Governments need to have a strong framework in place to protect data and government systems from cyber threats.(Siagian et al., 2018)
- d) Privacy and Data Protection Policy, Regulations on privacy and personal data protection are important to ensure that citizens' information stored and processed by e-government is properly protected.(Rosadi, 2016)
- e) Right to Access Information, policies on the right of access to information or freedom of information are an important part of transparent e-government.(Arum & Marfianti, 2021) This ensures that citizens have the right of access to government-managed information.
- f) Under Standards and Interoperability Policy, governments need to develop technical standards and protocols that enable e-government systems to interact and communicate seamlessly.(Nugroho & Purbokusumo, 2020)
- g) E-Government Application and Service Development Policy, the government needs to have policies that support the development of various e-government applications and services to serve the needs of citizens.
- h) Training and development of human resources in the field of information technology and e-government is an important part of government policy to ensure that government employees have the necessary skills.



- i) Performance Measurement Policy, the government needs to have policies to measure the performance of e-government projects and identify areas of improvement.

### ***Successes and Constraints***

The implementation of *e-government* still experiences several obstacles such as accessibility issues and technical problems. However, the government has been working to address the problem and improve the success of *e-government* implementation. Some public services are already available online in the Jokowi Era, making it easier for people to access these services.

- a. *Development of E-Government Applications and Services*, the Jokowi government has developed various e-government applications and services to facilitate public access to public services. Examples include the development of applications such as e-Tax, Mobile Driver's License, and online services for various fields.(Sunarya, 2018)
- b. *ICT Infrastructure Development Program*, The Jokowi government has launched Information and Communication Technology (ICT) infrastructure development programs, including the Palapa Ring program which aims to improve internet connectivity throughout Indonesia.(John et al., 2019) This is a positive step towards expanding digital access across the country.
- c. *Use of Social Media*: The Jokowi government has been actively using social media to communicate with the public. President Jokowi himself is active on social media and uses it to convey information and listen to input from the public. (Rahmawati et al., 2021)

### **The Advantages of 'Governance' to the Jokowi Era E-Government**

Clear laws and regulations, the existence of clear laws and regulations help in terms of good and accountable *implementation of e-government*. The existence of clear laws and regulations has several advantages in the implementation of e-government, including: Clear laws and regulations help provide clear boundaries and directions for the government and society in terms of e-government implementation.: Clear laws and regulations help increase transparency and accountability in terms of e-government implementation. The existence of clear laws and regulations helps provide legal certainty for the government and the public in terms of e-government implementation. Clear laws and regulations help prevent harmful practices for the government and society in terms of e-government implementation. Creating a conducive climate: Clear laws and regulations help create a conducive climate for the implementation of good and accountable e-government.

Government policies related to *e-government help in terms of* good e-government implementation and increase the success of *e-government* implementation. The existence of government policies related to e-government has several advantages, including: Provide clear direction and goals: Government policies related to e-government *help provide clear directions and objectives for the implementation of e-government*. Government policies related to e-government *help improve coordination and synergy between agencies in the implementation of e-government*. Encouraging innovation and quality improvement: Government policies related to *e-government help encourage innovation and quality improvement in e-government* implementation. Ensure fair sharing of resources: Government policies related to e-government *help ensure fair sharing of resources in the implementation of e-government*. Government policies related to e-government help create a conducive climate for the implementation of good and accountable e-government.

The existence of public services available online makes it easier for people to access public services and simplifies the administrative process. The existence of public services available online has several advantages, public services available online make it easier for people to access public services without having to come to a government office. Public services available online minimize waiting times



and costs incurred by the public. Public services available online speed up the administrative process because they can be done in real-time. Increase transparency and accountability: Public services available online help increase transparency and accountability in administrative processes. Public services available online help increase efficiency and productivity in public services.

The government strives to overcome problems that occur in the implementation of e-government *and increase the success of e-government implementation*. The government's efforts to overcome problems in the implementation of e-government *have several advantages, the government's efforts to overcome problems help improve the quality of public services provided through e-government*. Government efforts to address problems help improve the success of *e-government* implementation and reduce failures in its implementation. The government's efforts to address the problem help strengthen the integrity and professionalism of public services through e-government. Government efforts to address problems help increase public confidence in e-government and public services provided through e-government.: *Government efforts to address problems help drive innovation and improvement of public services through e-government*.

### **Government's Shortcomings of Jokowi's E-Government:**

Despite efforts to overcome the problem, there are still some problems that occur in the implementation of *e-government* such as security issues and accessibility issues. Problems in the implementation of *e-government* have several shortcomings, Problems in the implementation of e-government can reduce the success of e-government implementation and result in implementation that is not as expected. Security in the implementation of e-government can raise concerns about the security of information received by the public, which can affect the level of public trust in *e-government*. Accessibility issues in the implementation of e-government can limit the accessibility of public services received by the public, which can affect the level of public participation in the utilization of public services through e-government. Problems in the implementation of e-government can reduce the efficiency of public services received by the public, which can affect the level of public satisfaction with public services. Increase e-government implementation costs: Problems in e-government implementation can increase e-government implementation costs, which can affect the level of efficiency and effectiveness of e-government implementation.

The second drawback is the delay in the implementation of e-government. This can be problematic because it reduces the efficiency and effectiveness of public services. In some cases, the implementation of e-government can experience delays, either due to technical constraints or constraints in terms of procurement of funds. This can affect public confidence in using e-government services and can reduce the level of public participation in the use of these services. Therefore, the government must strive to overcome this problem and increase efficiency in the implementation of e-government in order to provide better services to the community.

Lack of public participation in the use of public services available online can affect the successful implementation of e-government. The third drawback is the lack of community participation. Public participation in the use of public services available online is an important factor in the successful implementation of e-government. Without active participation from the public, e-government services will not be able to provide maximum benefits to the community and existing public services. Therefore, the government must strive to increase public awareness and participation in the use of e-government services. This method can be done by introducing e-government services widely and increasing the accessibility of these services for the community.

There is a gap in technology access between people who have access to technology and people who do not have access to technology, this can affect the success of e-government implementation. The weakness of the technology access gap can reduce the effectiveness of e-government implementation,



because people who do not have access to technology will find it difficult to access public services available online. This can pose accessibility issues and technological discrimination for most societies. Therefore, there needs to be a continuous effort from the government to address the technology access gap and ensure that all people can access public services fairly and efficiently through technology.

### **Government Challenges to Jokowi's E-Government Era**

Data and information security issues are one of the main challenges in the implementation of e-government. There are accessibility issues that remain to be known in terms of e-government implementation, such as technology and infrastructure access issues. Furthermore, the lack of public participation in the use of public services available online can affect the success of e-government implementation. Meanwhile, there is a gap in technology access between people who have access to technology and people who do not have access to technology, this can affect the success of e-government implementation.

This is because data and information stored and received electronically require a high level of security to prevent unauthorized access and ensure the privacy of data and information. Some examples of security issues in the implementation of e-government are cyber attacks, hacking, and hacking. Therefore, the government must ensure that the security systems used in the implementation of e-government meet high security standards and can guarantee the privacy of data and information. Accessibility is an important factor in the implementation of e-government. People should be able to easily access public services available online, without being hindered by factors such as limited access to technology or high costs. Therefore, the government must ensure that public services available online are accessible to all levels of society, including people who do not have access to technology or have limitations in terms of access to technology.

Delays in the implementation of e-government can cause problems in terms of efficiency and effectiveness of public service delivery. This can happen due to a variety of factors, such as technical issues, limited resources, or organizational issues. Therefore, the government must ensure that the implementation of e-government is carried out in a timely and efficient manner, so that people can benefit from public services available online. Lack of public participation in the use of public services available online can affect the successful implementation of e-government. This can happen because people do not know or do not understand the benefits of public services available online, or because people feel uncomfortable using public services available online. Therefore, the government must ensure that the public can understand and use the public services available online, so as to increase the success of e-government implementation.

Some people still have difficulty accessing public services available online, this can be caused by lack of access to technology, infrastructure, and skills in using technology. Therefore, the government must ensure that public services available online are easily accessible and provide education and training programs for the public to facilitate access to public services online. Delays in the implementation of e-government can be caused by various factors such as technical constraints, bureaucratic problems, and human resource problems. Therefore, the government must ensure that the implementation of e-government can run efficiently and effectively without experiencing delays.

Lack of public participation in the use of public services available online can affect the successful implementation of e-government. Therefore, the government must ensure that the public understands and understands the benefits of using public services online, so as to increase public participation in the use of public services online. There is a gap in technology access between people who have access to technology and people who do not have access to technology, this can affect the success of e-government implementation. Therefore, the government must ensure that every citizen can access technology and public services equally, so as to reduce the gap in technology access.



## **Government Opportunities for Jokowi's E-Government Era**

The use of e-government can improve the efficiency of public services and simplify administrative processes. Increasing efficiency is one of the opportunities obtained from the government towards the Jokowi era e-government. With an integrated system available online, the government can overcome problems that have often occurred such as administrative process delays, data redundancy, and others. This can simplify business processes and speed up processing times, so that people can access public services more quickly and efficiently. It also helps the government to make better and faster decisions by utilizing the available data. Not only that, e-government also helps the government to minimize operational costs and facilitate monitoring and evaluation of government program implementation. All of this provides opportunities for the government to improve the quality of public services and strengthen transparency and accountability in terms of financial management and day sourcing

The use of e-government can increase transparency and accountability in terms of public service implementation. This is because with an integrated and coordinated system, processes related to public service delivery can be more easily tracked and accounted for. In addition, the public can also more easily monitor and obtain information about public services received, so as to increase transparency and accountability in terms of public service implementation.

The use of e-government can improve the accessibility of public services for the public. This can happen because public services available online can be accessed by the public through the internet, making it easier to access for the community, especially for those who live far from government offices or have busy lives. With better accessibility, it will be easier for people to access public services and process administration, so as to improve the quality of life of the community.

Increased community participation has several benefits. First, people have more opportunities to participate in governance processes, such as electing leaders, providing input and conveying aspirations. Second, e-government allows people to interact with the government more easily and quickly. This makes people better understand what is going on in their environment and makes them feel involved in the process of governance. Lastly, increased public participation in terms of public service implementation improves the quality and effectiveness of public services because people have more influence and can ensure that public services match their needs and expectations.

## **CONCLUSION**

Based on the results and discussion about the Jokowi' administration towards e-government in Indonesia, it can be concluded that e-government today is better than in the past, with clear and better laws and regulations in terms of e-government implementation. Government policies related to e-government help in terms of good e-government implementation. The implementation of e-government today is better than in the past, with several public services already available online. Although still experiencing some obstacles, the government has made efforts to overcome these problems and increase the success of e-government implementation. Overall, it can be said that 'Jokowi's administration towards e-government in Indonesia has shown positive developments, but still needs improvement and improvement so that the implementation of e-government can run better and successfully.

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