

DIGITAL-BASED PUBLIC SERVICE INNOVATION: AN ANALYSIS OF E-GOVERNMENT IMPLEMENTATION IN INDONESIA

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ABSTRACT

This research aims to analyse the implementation of e-government as a form of digital-based public service innovation in Indonesia. Digital transformation in government has great potential to improve efficiency, transparency, and accountability in public services. Although the Indonesian government has made various efforts to accelerate digitalisation in the public sector, challenges in terms of technological infrastructure, human resource capabilities, and community participation are still the main obstacles. This research uses the Systematic Literature Review (SLR) method to review relevant literature on e-government implementation in Indonesia. The results show that despite the progress in e-government implementation, its success is highly dependent on improving technological infrastructure capacity, developing apparatus competencies, and synergy between central and local governments.

Keywords: e-government, Public Service, Digitalisation.

Introduction

Innovation in digital-based public services, or better known as e-government, has become an integral part of bureaucratic reform in various countries, including Indonesia. The implementation of e-government aims to improve the quality of public services by utilising information and communication technology (ICT) to accelerate, simplify, and improve interactions between government and society (Purnomo, 2019). The Indonesian government through several policies, such as Presidential Regulation No. 95/2018 on Electronic-Based Government System (SPBE), has shown a commitment to encourage digitalisation in public services. However, the implementation of this policy still encounters various challenges that have the potential to hinder the optimisation of e-government implementation, especially in less developed regions (Kurniawan, 2020).

One of the main reasons behind the strong push for e-government implementation is the need to create a more transparent, accountable, and responsive government to the needs of society. In the context of Indonesia, where there are many cases of corruption and the low quality of public services in some regions, e-government is believed to be a solution to improve good governance

(Suryanto, 2018). By utilising digital technology, the government is expected to provide services that are more efficient and free from complicated bureaucratic interventions. However, challenges in terms of infrastructure development, especially in remote areas, are still a significant obstacle in the implementation of a comprehensive e-government programme.

Furthermore, the implementation of e-government in Indonesia is expected to increase public participation in monitoring and assessing public services. Digital technology opens up greater space for the public to access public information and services directly, without having to deal with complicated bureaucratic procedures (Arief, 2019). It also provides opportunities for the public to be more involved in public decision-making processes through more transparent digital platforms. However, despite this great potential, research shows that the low level of digital literacy in some areas, especially in rural areas, is a major obstacle for people to optimally utilise e-government (Setiawan, 2020).

The readiness of technology infrastructure in Indonesia is also still an urgent issue to be resolved. Although internet penetration in Indonesia is increasing, access to stable and quality internet services is still very limited in some areas, especially in eastern Indonesia (Ramli & Nurhadi, 2018). This uneven technological infrastructure causes a gap in the implementation of e-government among regions, where more developed regions tend to have better capacity in implementing e-government than underdeveloped regions. Therefore, the provision of equitable infrastructure is an important prerequisite to ensure the success of e-government implementation throughout Indonesia.

Besides infrastructure challenges, the capability of human resources in government also affects the effectiveness of e-government implementation. Many local government officials do not have sufficient digital skills to run an electronic-based government system (Wibowo & Prasetyo, 2019). This deficiency causes many e-government programmes to not run optimally or even stop halfway. Training and development of information technology competencies among civil servants is an urgent need to ensure that digital transformation can be implemented effectively and efficiently.

Against this background, this research aims to evaluate the implementation of e-government as a form of innovation in digital-based public services in Indonesia. This research will explore the challenges and opportunities in implementing e-government at various levels of government, as well as identify factors that support its successful implementation.

Method

This research uses the Systematic Literature Review (SLR) method to identify and analyse various studies relevant to the topic of e-government implementation in Indonesia. SLR was chosen because this method allows researchers to filter and synthesise various existing literature, so as to provide a comprehensive understanding of the phenomenon being studied (Kitchenham & Charters, 2009). The SLR process began with a literature search through scientific databases such as Scopus, Google Scholar, and ProQuest using the keywords 'e-government,' 'digital public services,' and 'Indonesia.' Only articles published within the last 10 years were included in this analysis to ensure the relevance of the findings to the current context.

After the literature search and screening process, approximately 40 articles relevant to the topic of this research were identified. These articles were then sorted based on inclusion criteria, such as research focus on e-government implementation in the Indonesian public sector, research methods used, and relevance to public policy analysis. After further screening, 20 articles were selected for thematic analysis. The thematic analysis approach is used to identify patterns, themes, and key factors associated with the success or failure of e-government implementation in Indonesia. The results of this analysis are presented in a narrative form structured in results and discussion.

Result and Discussion

The results show that the implementation of e-government in Indonesia has experienced significant development in recent years, especially in big cities such as Jakarta, Surabaya, and Bandung. Several public services, such as online licensing, tax payments, and population administration, have been successfully integrated into digital-based systems (Purnomo, 2019). However, challenges in terms of infrastructure are still a major obstacle in many regions. Remote and less developed areas still face difficulties in accessing stable internet services, which hinders the implementation of e-government evenly across Indonesia (Ramli & Nurhadi, 2018). This shows that despite progress, there is still a digital divide that must be addressed.

In addition to infrastructure, the readiness of human resources is also one of the major challenges in e-government implementation. Many government officials, especially at the local level, do not have sufficient technological competence to run an electronic-based government system (Wibowo & Prasetyo, 2019). This causes various e-government programmes to often not run as expected. Research shows that intensive and continuous training for civil servants is needed to increase their capacity to utilise digital technology optimally (Suryanto, 2018).

Public participation in the utilisation of e-government is also an important issue. Digital technology opens up great opportunities for the public to be more actively involved in monitoring and evaluating public services. However, the low digital literacy of Indonesian society, especially in remote areas, is an obstacle in utilising e-government platforms to the fullest (Setiawan, 2020). Education and socialisation on the importance of digital literacy must be improved so that people can use digital public services more effectively and efficiently.

Another factor that plays a role in the successful implementation of e-government is coordination between the central and local governments. Good synergy between these two parties is essential to ensure that e-government policies set by the central government can be implemented properly at the local level (Arief, 2019). However, research shows that poor coordination often results in mismatches in policy implementation, where some regions have lower capacity than others in adopting digital technology (Kurniawan, 2020).

Finally, the sustainability of e-government programmes requires strong and sustainable regulatory support. Policies that encourage the use of technology in public services must be supported by regulations that ensure that all parties, both the government and the public, have clear guidelines in accessing and managing digital services. However, these regulations must be

adjusted to the rapid development of technology, so that the implementation of e-government can continue to be relevant and effective (Purnomo, 2019).

Conclusion

This research concludes that digital-based public service innovation through the implementation of e-government in Indonesia has made a lot of progress, especially in terms of increasing the efficiency and transparency of public services. However, challenges in terms of infrastructure readiness, human resource capability, and public digital literacy are still the main obstacles. To achieve greater success, the Indonesian government needs to focus on developing a more equitable technology infrastructure, improving the digital competence of government officials, and educating the public on digital literacy. In addition, better coordination between central and local governments and adaptive regulatory support are also key to the sustainability of e-government implementation in the future.

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