

EG

**e-Government Development in
Indonesia**

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Agenda item :

**e-Government
Workshop**

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e-Government Development in Indonesia

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**E-GOVERNMENT WORKSHOP APECTEL29:
DEVELOPING E-GOVERNMENT, THE
CASE OF INDONESIA**

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CHALLENGES AND OPPORTUNITIES

- Indonesia, consist of more than 17,000 islands, 1.9 sq km area of land, 220 million population with around USD 968 GDP(2003).
- Democratic reforms change of paradigm in Indonesia (1998), expect greater demand for transparency and openness.
- The era of Local Government Autonomy (2000), demand for delivering effective, efficient, clean and transparent services to the public is quite essential.
- Indonesia has some difference to another countries, especially in geography, cultures, dispersion of population and economic circumstances. It will take more than financial resources to succeed in a national ICT movement.
- Today infrastructure:
 - Telephone line : 7.8 mil (fix) and 18.2 mil (mobile)
 - Public Phone Access : 382,000
 - Internet Penetration : 865,706 subscriber and 8 mil user
 - Internet Kiosk : 261,000
 - ISPs : Over 140 licenses, 35 operational

NATIONAL ICTs VISION

- *National ICTs vision is “to bring into reality a modern information society, prosperous and high competitive, with strong supported by ICT”.*
- To realized National ICTs Vision, the Government of Indonesia (GoI) has established The Ministry of Communication and Information (2001) that has responsibility to coordinate, formulating, and dissemination of national policies and strategies for ICTs development, encourage and stimulating the development of ICTs, increase the use of ICTs in everyday peoples’ live activities, and supervise the implementation of the National ICTs policy and development in Indonesia.
- To ensure a strong leadership in national ICT development is well performed GoI also established a High Level ICT Coordinating Team, (National Telematics Coordinating Team) or TKT1 (Tim Koordinasi Telematika Indonesia), chaired by The Minister of Communication and Information.

Effort Taken By GOI In The Development Of ICTs

- Presidential Instruction No. 6/2001 (April 2001), a five-year National Information and Communications Technology Action Plan for Indonesia
- Presidential Decree No. 9/2003 concerning the ICT Coordinating Team (TKTI).
- Presidential Instruction No. 3/2003 concerning National Policy on E-Government Development.
- On Cybersecurity and Counter-Cybercrime measures, MCI established the ICT Security Task Force (ICT-TF).
- GOI has finalized the preparation of a new Cyberlaw Draft, which is called “Electronic Information and Transactions Law”.
- Technology Information Kiosks (*WARINTEK*), Information Kiosk (*WARSI*), Business Information Center (*BIC*), Community Teleservice Center (*BIM*), Indonesian Community Electronic Information Network (*JIMIE*), Women and Community Tele-Center (*WCTC*).

Effort By GOI

- Gol has formulated the National Information System Conceptual Framework (“Konsep Pengembangan Sistem Informasi Nasional - SISFONAS 2010”).
- Gol is preparing the “One School One computer’s Laboratory (OSOL)” Program for all schools in Indonesia.
- Universal Service Obligation (USO), Multimedia distance learning.
- Promoting Freedom of Expression, Independence and Pluralism of the Media.
- Endorsed Five Priorities Programs as key programs of national ICTs development :
 1. *e-Government*
 2. *e-infrastructure*
 3. *e-industry*
 4. *e-Learning*
 5. *e-Commerce*
- Etc.

NATIONAL ICT FLAGSHIP STRATEGY ON E-GOVERNMENT

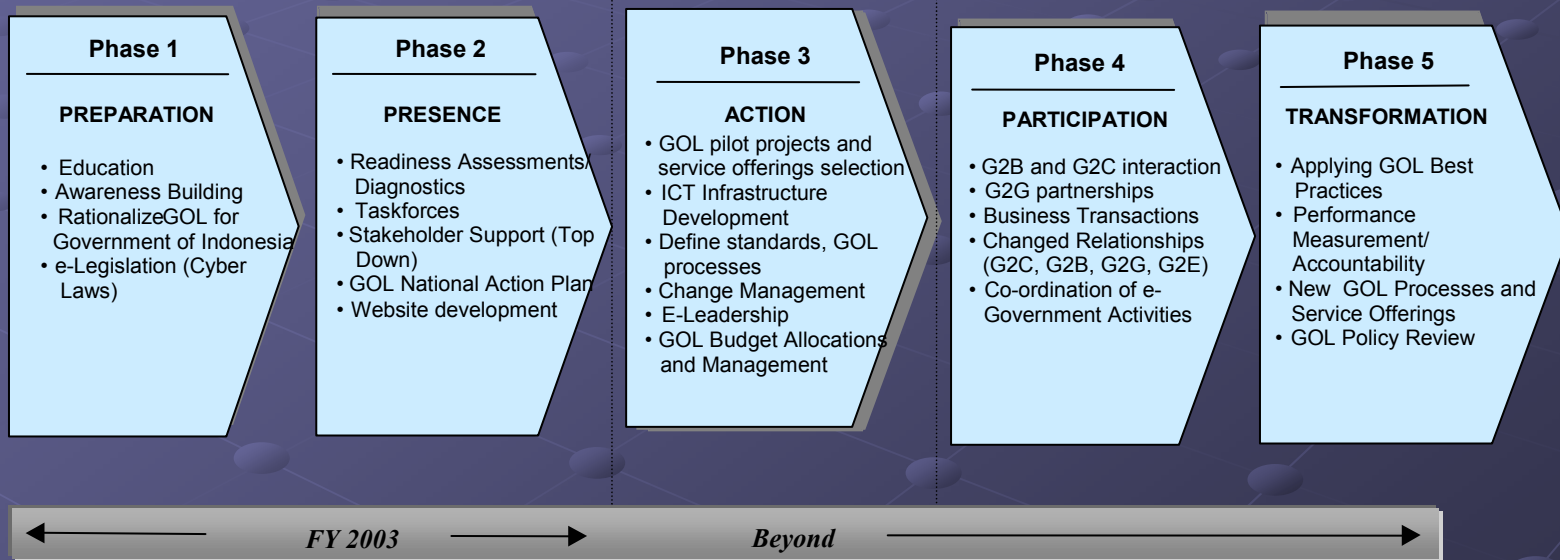
UTILIZING OF ICT AS THE BASIS FOR REENGINEERING GOVERNMENT ADMINISTRATION AT CENTRAL, PROVINCIAL AND LOCAL LEVELS AND IN THE DELIVERY OF GOVERNMENT SERVICES, SEEKING TO BUILD MODERN ICT ENABLED ADMINISTRATION THROUGHOUT INDONESIA THAT WILL DELIVER WORLD CLASS INFORMATION AND SERVICES TO ALL INDONESIAN CITIZENS.

Indonesia's Roadmap to e-Government

Near Term

Medium Term

Long Term



5 (five) CRITICAL STEPS TOWARDS E-GOVERNMENT

- **Step 1: Create e-Leadership** — establish a core high level e-government body to facilitate and co-ordinate e-government activities at all levels of government
- **Step 2: Enable the environment** — develop appropriate e-government legislation and cyber laws
- **Step 3: Build out ICT Infrastructure** — expand the utilization and efficient allocation of existing ICT capacity and develop key ICT infrastructure that will have a cross-cutting effect throughout the government
- **Step 4: Pilot Project** — develop prioritized list of National pilot projects and outline a phased implementation strategy
- **Step 5: Change Management and BPR** — incorporate change management practices as an integral part of the deployment of each e-government program

E-GOVERNMENT STRATEGY

(Presidential Instruction no. 3 yr 2003)

- Develop reliable, trust and affordable public services
- Organization, management system and business process reform
- Optimal use of ICT
- Public-private partnership
- Human resource development and increase society e-literacy
- Realistic and measurable implementation plan

THE POLICY OF E-GOVERNMENT DEVELOPMENT (Pres. Inst. No. 3/2003)

- Guidelines for Government's Portal Infrastructure Development*
- Guidelines for Government's Electronic Record Management*
- Guidelines for e-Government Technical Training and Education*
- Guidelines for Government's Website Management*
- Guidelines for Institutional e-Government Development*
- Guidelines for e-Government Project Planning and Budgeting
- Policy for Development of Good Governance and Change Management
- Policy for Institutional Role and Responsibility and Information Usage Authorization
- Policy for Public-Private Partnership in Public Service Delivery
- Standards of Public e-Services, etc.

1. All policies, guidelines and standards required to support e-Government are scheduled to be issued in 2004.
2. * Had been issued in 2003.

PROBLEM AND CHALLENGES ON e-GOVERNMENT IMPLEMENTATION

- Budget and Financial constraints
- Human Resource
- Telecommunication infrastructure constraint
- Low computer penetration
- Low internet penetration
- Regulatory Environment
- Organizational culture and design
- E-Leadership

Present Condition

- 564 domain name *.go.id* registered.
- 283 Government websites available, 69 at central government and 214 at local government.
- 186 of 468 Local Governments had delivered their public services using website.
- E-Government Award for Local Government (by public, 2003) is given to Tarakan City (www.kotatarakan.go.id), District Kutai Timur (www.kutaitimur.go.id) and Denpasar City (www.denpasar.go.id).

CONCLUSION

- Development and implementation of e-Government in Indonesia are facing challenges on financial constraint, inability to attract and retain good IT staff, low computer and internet penetration, insufficient telecom connection, regulatory environment and organization culture.
- Series of effort and Initiatives had been taken by the Government (include local Government) to promote e-Government development in the area of awareness building, human capacity building/ increase society e-literacy, regulatory framework and policies and telecommunication infrastructure.
- Close cooperation with private sector in the development of ICT, especially e-government, and delivering services is quite essential.
- As part of international communities, Indonesia is strongly willing to cooperate with other country to promote ICT development and implementation, to eliminate digital divide and being more aligned with global communities

THANK YOU

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