Digital Transformation in Public Sector

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01

STRATEGIC SPRINGBOARD

Why and how to deliver vision for Indonesia's Digital Transformation

02

(SUCCESS) STORIES

Drawing lessons learned from Subnational Government: Jabar Digital Service

Forthcoming statements, in writing and verbally, represent my personal views, not of the institutions I work for.

01

WHY AND HOW TO DIGITALLY TRANSFORM PUBLIC SECTOR

Presidential Strategic Directives

1. Immediately accelerate the expansion of access, enhance digital infrastructure and increase the availability of internet services;
2. Prepare a digital transformation roadmap in strategic sectors including government, public service, social aid, education, health, trade, industry and broadcasting sectors;
3. Accelerate the integration of the national data centres;
4. Prepare needs of human resource for the digital talents; and
5. Immediately prepare regulation, funding/financing scheme.
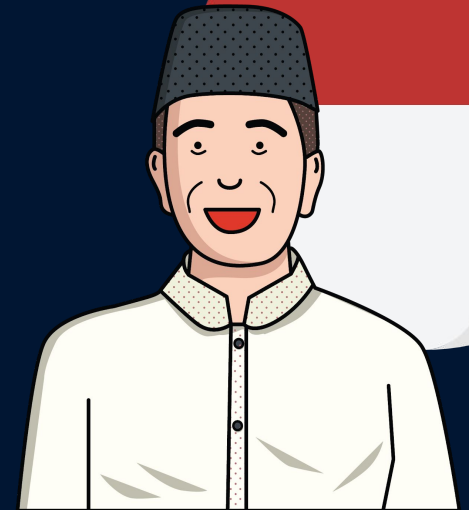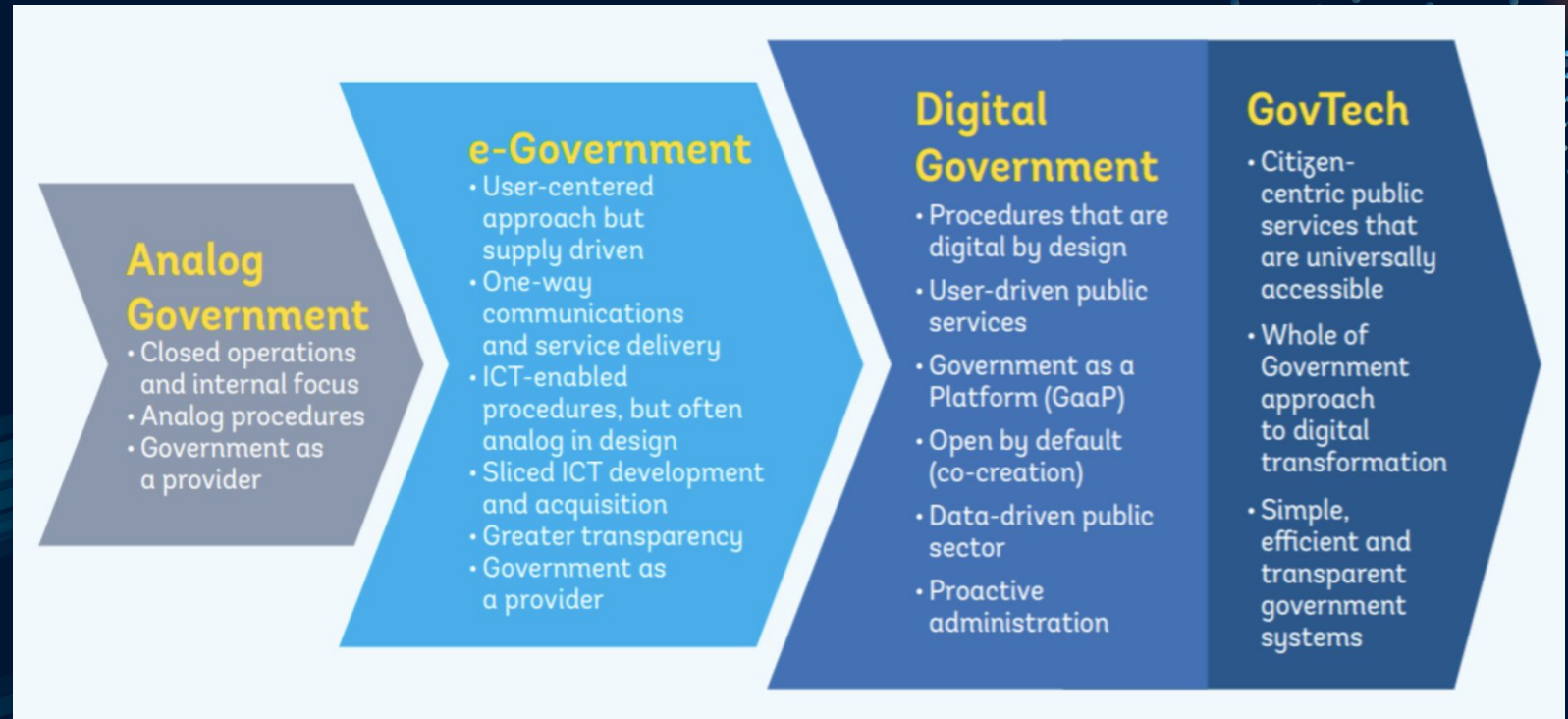
Regulatory Framework

1. e-Government:

   PR 95/2018 concerning Electronic-Based Government System;

2. One Data:

   PR 39/2019 concerning One Data, as well as ministerial and subnational derivatives following the PR.

However, We Shouldn't Stop at eGov

Analog Government
- Closed operations and internal focus
- Analog procedures
- Government as a provider

e-Government
- User-centered approach but supply driven
- One-way communications and service delivery
- ICT-enabled procedures, but often analog in design
- Sliced ICT development and acquisition
- Greater transparency
- Government as a provider

Digital Government
- Procedures that are digital by design
- User-driven public services
- Government as a Platform (GaaP)
- Open by default (co-creation)
- Data-driven public sector
- Proactive administration

GovTech
- Citizen-centric public services that are universally accessible
- Whole of Government approach to digital transformation
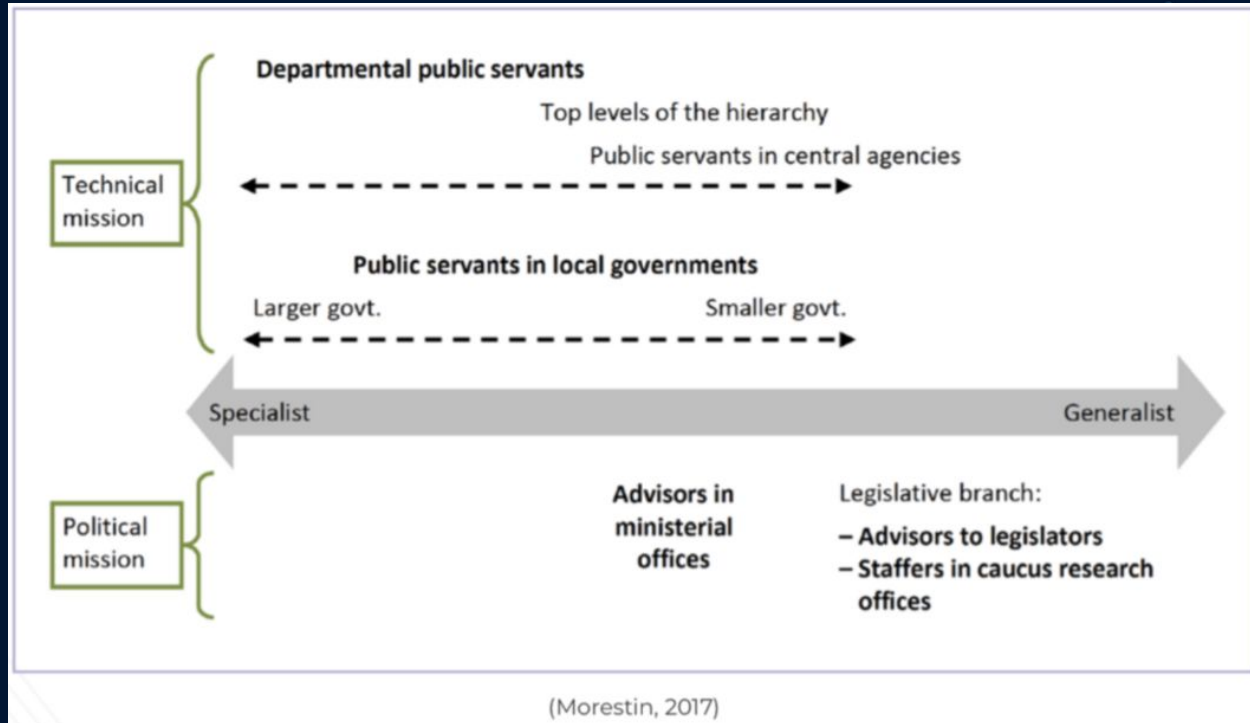- Simple, efficient and transparent government systems

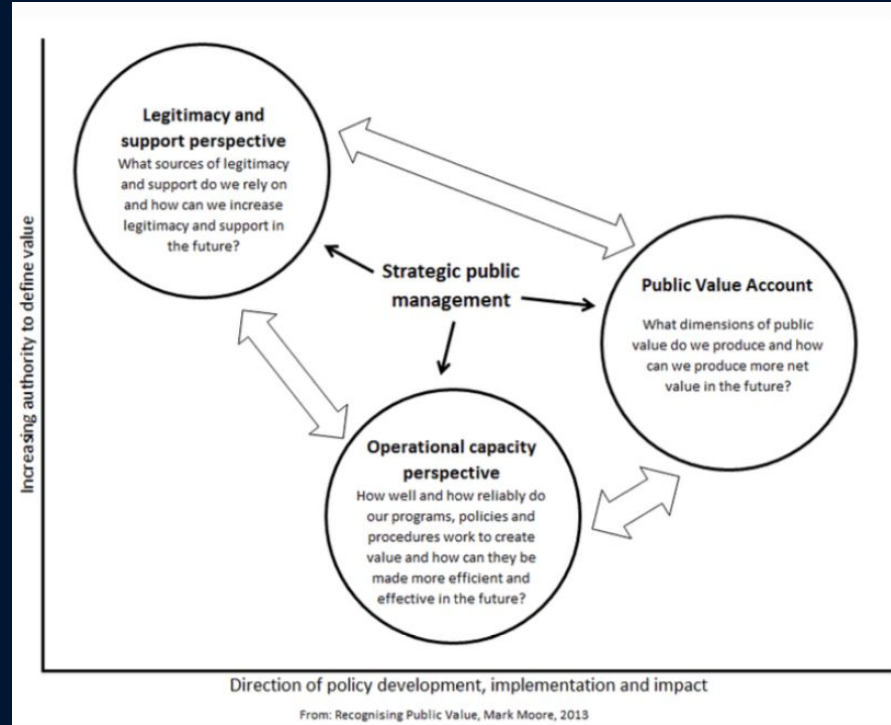Source: World Bank, based on the OECD's presentation of digital transformation in Digital Government Studies (2019)

From Cradle to Grave Public Service

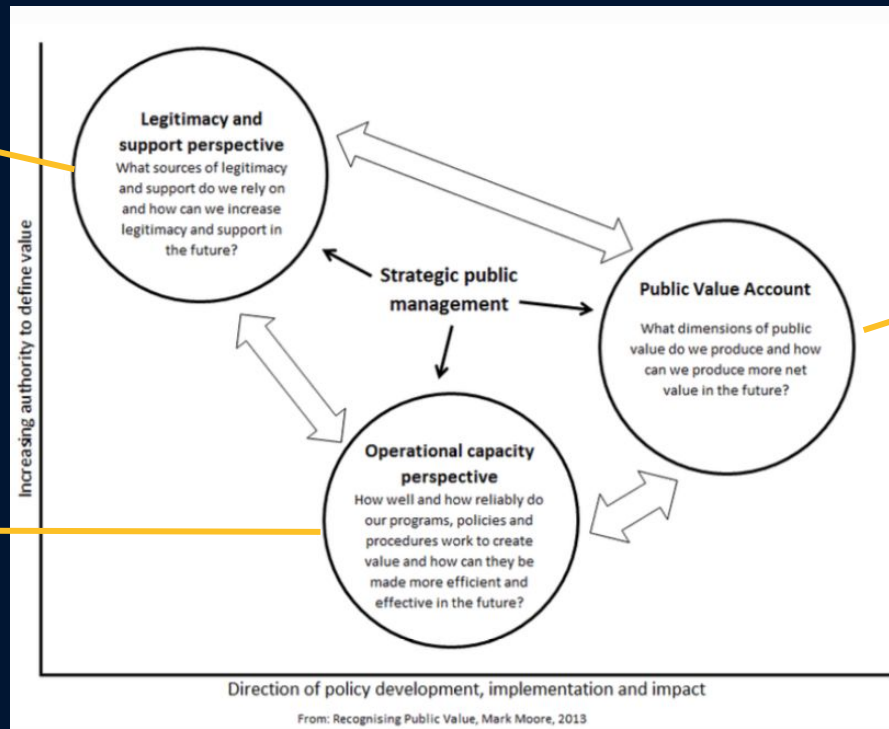Source: UK GDS
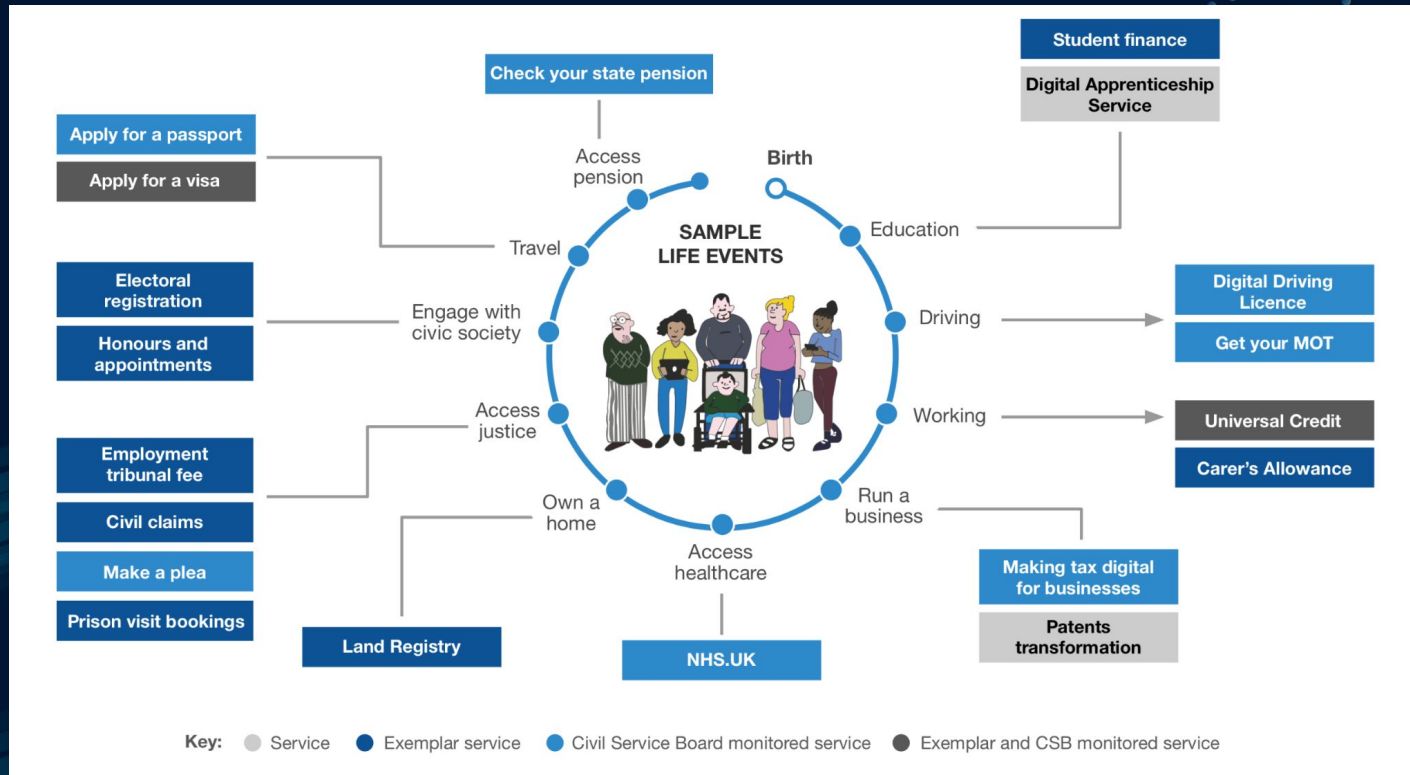
Technical vis à vis Political Missions

(Morestin, 2017)

Triangularity of Policy Implementation

From: Recognising Public Value, Mark Moore, 2013

What Does This Imply to DT?

Do we have support from high level political leaders?

Do we have the right talents, infrastructure, and governance to operationalize the system?
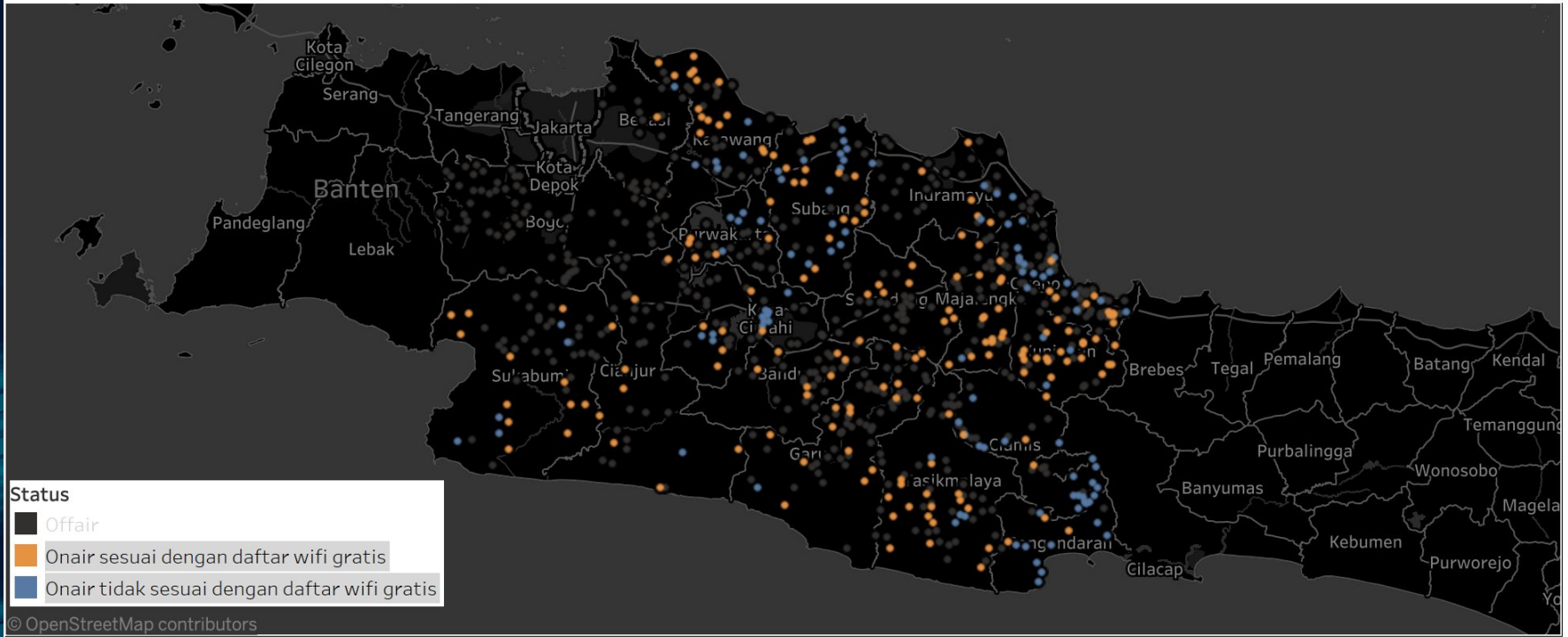
What are the phasing of strategic services to deliver? Are they impactful? Will the people support them?

Increasing authority to define value

Legitimacy and support perspective
What sources of legitimacy and support do we rely on and how can we increase legitimacy and support in the future?

Strategic public management

Public Value Account
What dimensions of public value do we produce and how can we produce more net value in the future?

Operational capacity perspective
How well and how reliably do our programs, policies and procedures work to create value and how can they be made more efficient and effective in the future?

Direction of policy development, implementation and impact

From: Recognising Public Value, Mark Moore, 2013

Yet Here's The Sad Reality...

Connectivity hasn't reached the last miles. In late 2018, over 700 villages in West Java don't have internet connection.
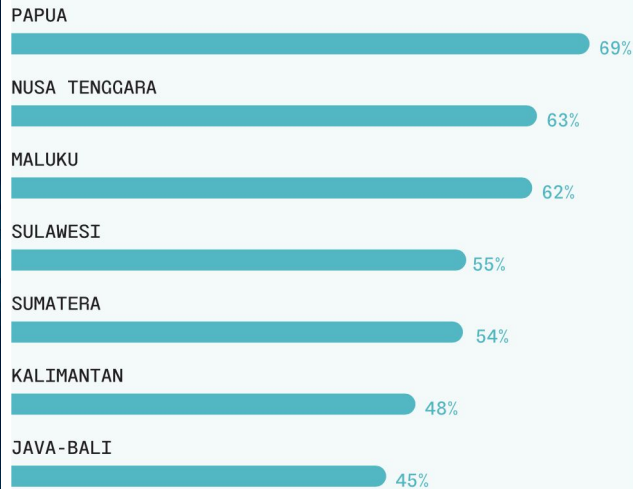
And Here's The Sad Reality...

Persebaran Desa Berdasarkan Status Wifi Gratis

Status
- Offair
- Onair sesuai dengan daftar wifi gratis
- Onair tidak sesuai dengan daftar wifi gratis

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Half of Indonesia's Population Still Not Connected to Internet

Last mile connectivity challenges persists

PROPORTION OF INDIVIDUALS 15+ WITHOUT ACCESS TO INTERNET, BY REGION

- PAPUA — 69%
- NUSA TENGGARA — 63%
- MALUKU — 62%
- SULAWESI — 55%
- SUMATERA — 54%
- KALIMANTAN — 48%
- JAVA-BALI — 45%

Source: SUSENAS, August 2019.

FIGURE 2.2

Java-Bali and Sumatra still have the highest number of Indonesians not connected

PROPORTION OF INDIVIDUALS 15+ WITHOUT ACCESS TO INTERNET, BY REGION

- MALUKU 1%
- PAPUA 2%
- SULAWESI 8%
- KALIMANTAN 6%
- NUSA TENGGARA 5%
- JAWA - BALI 55%
- SUMATERA 23%
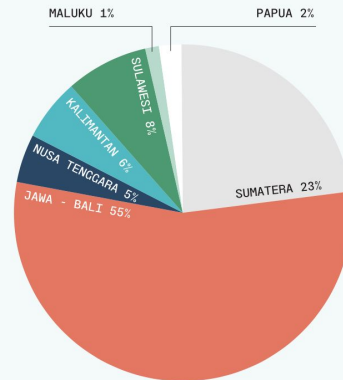
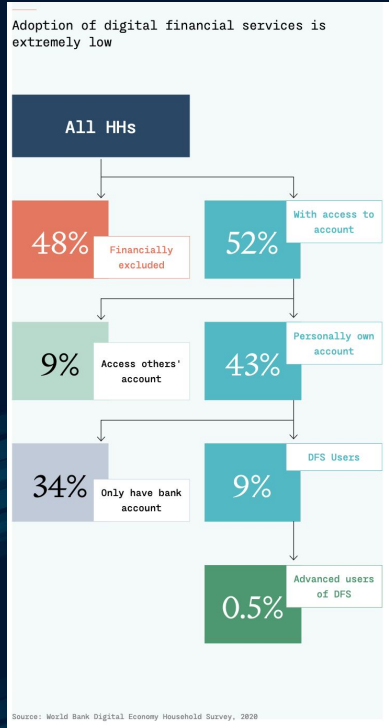Source: SUSENAS, August 2019.

Affordability is a key barrier to the adoption of fixed broadband for many

REASONS FOR NOT SUBSCRIBING TO FIXED BROADBAND, BROKEN DOWN BY ISLAND REGIONS

- Expensive — 44%
- Have mobile internet — 24%
- No provider — 14%
- No need — 8%
- Low speed — 4%
- Others — 6%

Regions: Papua, Nusa Tenggara, Maluku, Sulawesi, Kalimantan, Java-Bali, Sumatera

LEGEND: Have mobile, No Provider, Expensive, Low speed, No Need, Other

Source: World Bank Digital Economy Household Survey, 2020
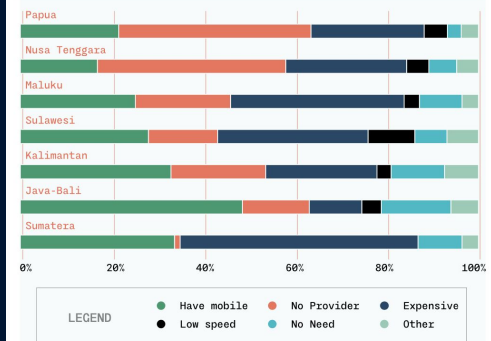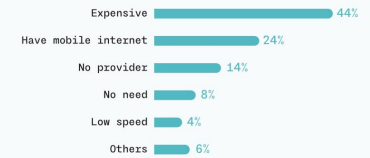
Source: Beyond Unicorns Report, World Bank (2021)

Low Uptake in Digital Financial Services

Adoption of digital financial services is extremely low

All HHs

48% — Financially excluded

52% — With access to account

9% — Access others' account

43% — Personally own account

34% — Only have bank account

9% — DFS Users

0.5% — Advanced users of DFS

Among those who buy online, a majority still prefer cash on delivery

PERCENTAGE SHARE OF HOUSEHOLDS WHO BUY ONLINE

- Cash on Delivery — 58%
- Credit Card — 0%
- Direct Debit — 1%
- Transfer and ATM — 32%
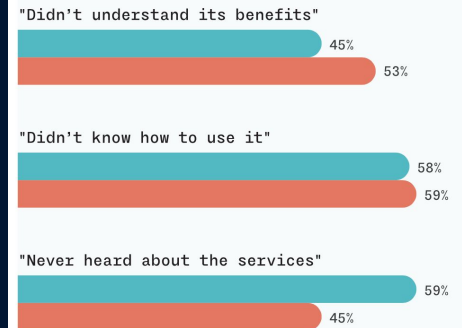- eMoney or eWallet — 1%
- Others — 7%
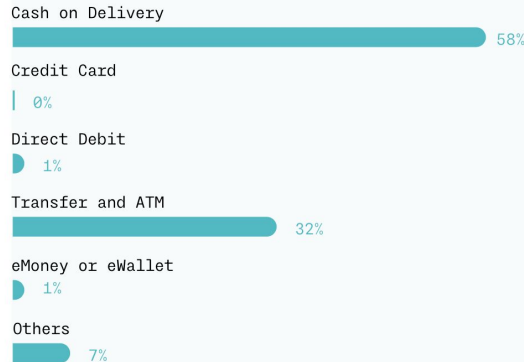
Source: World Bank Digital Economy Household Survey, 2020.
Note: Figure 3.7: Lack of trust in online transaction category can be further broken down into three categories: (i) discomfort with the concept of paying goods before receiving it; (ii) discomfort associated with handing financial information; and (iii) discomfort rising from handing any personal private information.

FIGURE 3.9

Not having accessed DFS is associated with lack of awareness and knowledge

PERCENTAGE SHARE OF HOUSEHOLDS THAT DO NOT USE DFS

"Didn't understand its benefits"
- 45%
- 53%

"Didn't know how to use it"
- 58%
- 59%

"Never heard about the services"
- 59%
- 45%

● Financialy Excluded
● Traditional Bank Account User

Source: World Bank Digital Economy Household Survey, 2020.

Why Is Connectivity Worth Pursuing?

Economic Productivity
Konektivitas memampukan warga desa menggali kesempatan ekonomi untuk peningkatan produktivitas dan pengembangan kesejahteraan.

Human Resources
Konektivitas membuka ruang peningkatan kualitas hidup SDM, melalui keterbukaan akses informasi, akses pendidikan, konsultasi kesehatan jarak jauh, dan sebagainya.

Social Network and Public Participation
Konektivitas meningkatkan keterhubungan sosial dalam sebuah komunitas di luar lingkup fisik. Meningkatkan partisipasi publik dalam implementasi good governance.

COVID-19 Pandemic...

Exposes Major Gaps in Indonesia's DT, But Also Provides Leverage for Future Push

02

(SUCCESS) STORIES FROM JABAR DIGITAL SERVICE

DT In Subnational Government

JABAR DIGITAL SERVICE

"Pusat Layanan **Digital, Data, dan Informasi Geospasial** - Unit Pelaksana Teknis Daerah (UPTD) dibawah Dinas Komunikasi dan Informatika Provinsi Jawa Barat"

Visi

Menjadikan Jawa Barat sebagai provinsi terdepan dalam penggunaan data dan teknologi untuk mendukung layanan publik dan perumusan kebijakan yang lebih responsif, adaptif, dan inovatif.
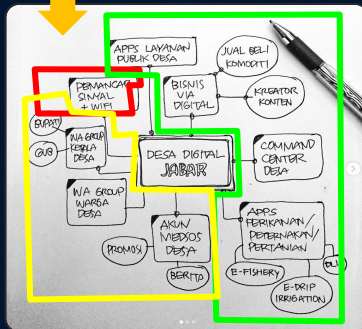
Misi

Penggunaan Data
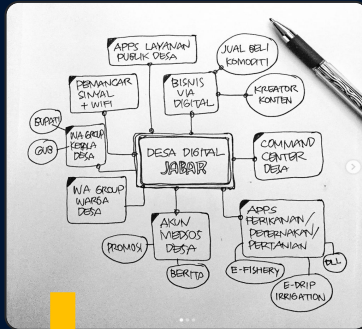untuk Sistem Pengambilan Kebijakan

Pengembangan Kehidupan Masyarakat
melalui penggunaan teknologi digital

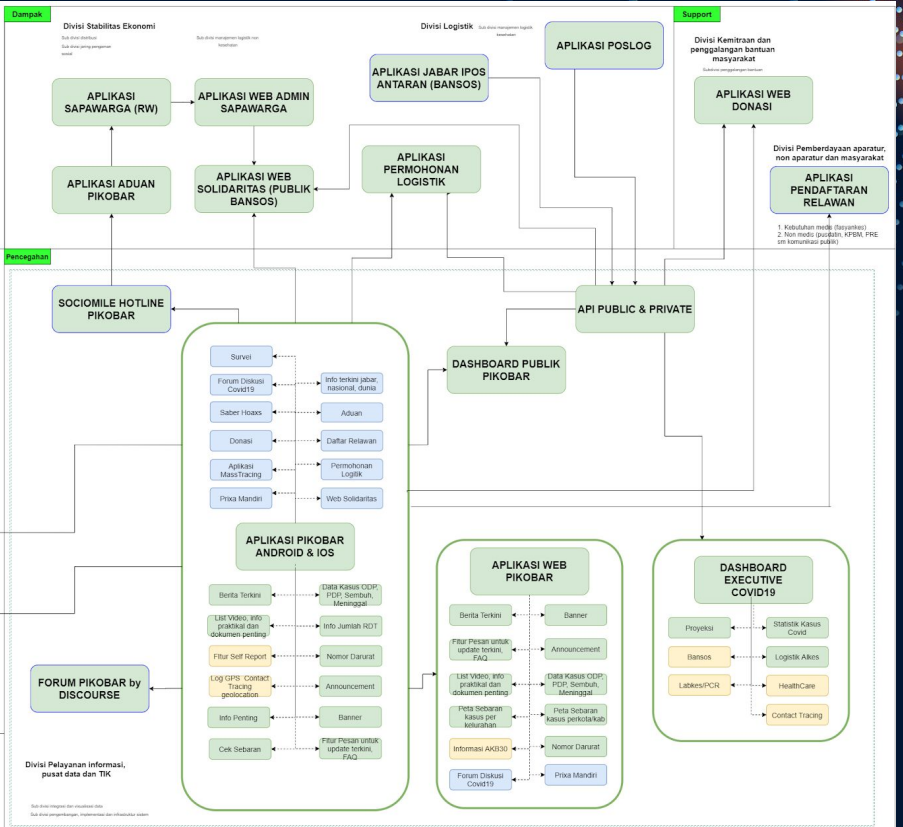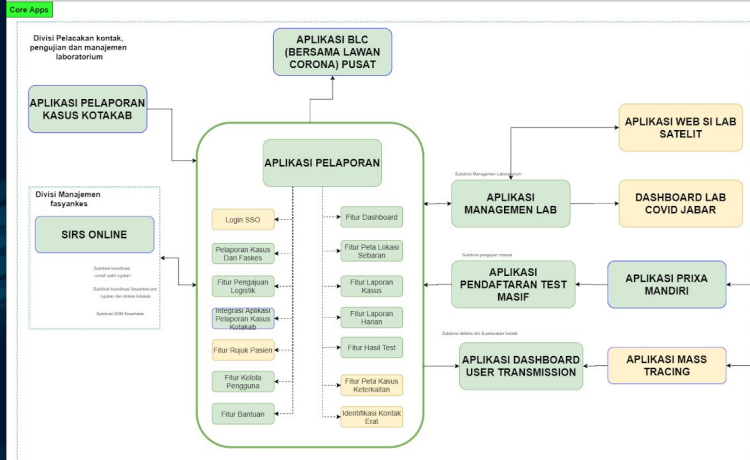**Transformasi Digital**
Pemerintahan

Digital Province Vision
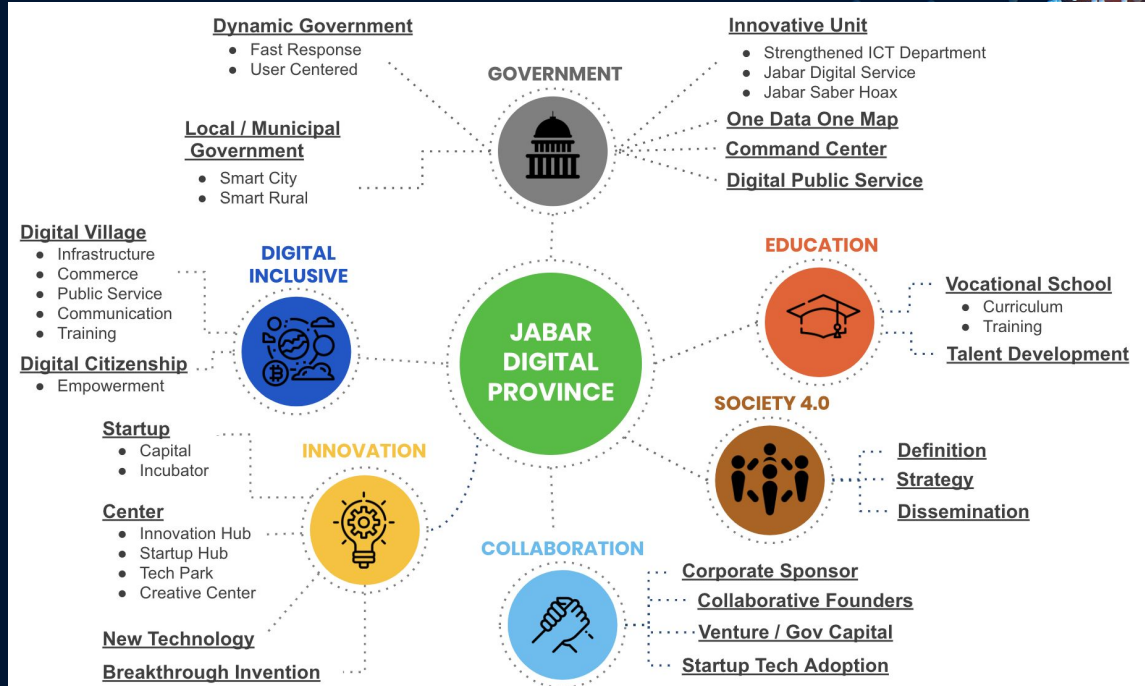
COVID-19 Management

TOTAL: 28 Aplikasi yang dikelola JDS
- 18 Aplikasi JDS
- 10 Aplikasi Terintegrasi dengan aplikasi JDS

Pikobar

Tech and Sustainable Development

Digital Village

49+ Million
20% of the entire population in Indonesia

with 5.312 Villages,

Agriculture	**72,1%**
Industry manufacture	**8,8%**
Trade/Retail	**8,5%**

Digital Village

3.0 - 4.0 — **Internet Optimization with IoT and E-Commerce**

Villagers are able to independently and sustainably empower their productivity.

2.0 — **Digital Literacy**

Villagers are well-versed in using the internet to communicate and access information.

1.0 — **Infrastructure**

Rural areas are provided with basic digital infrastructures to access the Internet.

Digital Village

DESA DIGITAL
PERTANIAN

Pemanfaatan **teknologi IOT** untuk meningkatkan produktivitas, mengurangi biaya dan meminimalisir kegagalan panen petani.

Program telah diimplementasikan di:
- Desa Pasirlangu, Kab. Bandung Barat.
- Desa Cimenyan, Kab. Bandung.

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DESA DIGITAL
KESEHATAN

Pemanfaatan teknologi untuk mengatasi masalah **ketimpangan fasilitas kesehatan dan ketersebaran dokter spesialis**

Dilaunching di:
- Desa Kersamanah, Kab. Garut

Desa target implementasi:
- Desa Sukamaju
- Desa Giri Jaya
- Desa Nanjungjaya
- Desa Sukamerang
- Desa Mekarjaya, Kab. Garut

DESA DIGITAL
PENDIDIKAN

Penyediaan **Smart Router** sebagai sumber materi pendidikan yang bisa diakses secara offline, dan, diperbaharui secara berkala.

Program telah diluncurkan di:
- Desa Simarasa, Kab. Sukabumi

Telah direplikasi juga di:
- Desa Bakung Kidul, Kab. Cirebon
- Desa Panyadap, Kab. Bandung
- Desa Malakasari, Kab. Bandung

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DESA DIGITAL
PERIKANAN

Pemanfaatan **smart auto feeder** untuk mengembangkan budidaya perikanan dan udang.

Program telah diluncurkan di:
- Desa Puntang, Kab. Indramayu
- Desa Pasarean, Kab. Bogor

Telah direplikasi juga di:
- Desa Gunung Bundar, Kab. Bogor
- Desa Cibening, Kab. Bogor
- Desa Cibunian, Kab. Bogor
- Desa Situ Udik, Kab. Bogor

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WIFI GRATIS
DESA DIGITAL

Pembangunan fasilitas akses internet **VSAT (Very Small Aperture Terminal)** yang terhubung dengan satelit di berbagai desa. Adapun desa yang diberikan fasilitas ini merupakan desa-desa yang berada di area tidak terjangkau sinyal internet (blank spot)

Wifi Desa Digital telah diimplementasikan di:
- 386 desa di seluruh Provinsi Jawa Barat.

BAKTI

PUSAT
DIGITAL DESA

Pusat pelatihan dan pengembangan **UMKM desa berbasis digital**, melalui pemanfaatan e-commerce

Pusat Digital Desa telah diimplementasikan di:
- 25 desa yang tersebar di 12 Kabupaten/Kota di Jawa Barat.

MPUS
MOBILE PUSKESMAS

Mobil layanan kesehatan untuk warga di desa terpencil di Jawa Barat. Mobile Puskesmas ini dilengkapi dengan **healthcare digital consultation** yang menghubungkan pasien dengan dokter spesialis secara online.

Telah dilaunching di:
- Desa Ciliin, Kab. Bandung Barat.

Akan memulai piloting di:
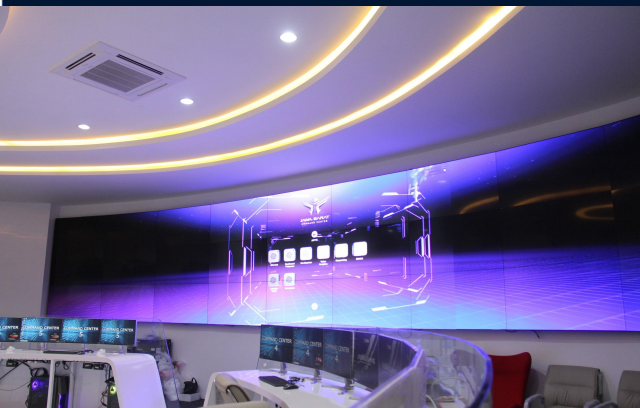- Kab. Bandung
- Kab. Bandung Barat
- Kab. Bekasi

DOCTA

DESA DIGITAL
MULTIMEDIA

Peningkatan kapasitas masyarakat desa dalam pemanfaatan kecakapan **skill konten visual kreatif** untuk peningkatan sumber pendapatan.

Desa Digital Multimedia diikuti:
- 60 orang perwakilan dari 20 desa di Jatinangor, Kab. Sumedang.

HELLOMOTION ACADEMY

Command Center

Command Center

Monitoring
Enables real time monitoring and data collection

Decision Support System
Feeds towards evidence-based policy and decision making

Public Showcase
Showcases and educates the public on the use of data for public services

Response Center
Accelerates responses to citizens reports and disaster alerts

Control Management
Eases coordination with agencies and with cities and regencies

Recognition

**DX Leader
for Jabar Digital Service
(Ridwan Kamil)**
IDC Digital Transformation
Award 2019

**Best Adaptation
(Desa Digital)**
GovInsider Digital
Innovation Award 2019

**Best Team Under 35
(Jabar Digital Service)**
GovInsider Digital
Innovation Award 2019

**Recognition Of Excellence
(Desa Digital)**
OpenGov
2019

**Digital Equity and
Accessibility
(Desa Digital)**
IDC Smart City Asia/Pacific
Awards (SCAPA) 2020

**Inovasi Pelayan Publik
Penanganan COVID-19
(Pikobar)**
KemenpanRB

**DX Leader
for Jabar Digital Service
(Setiaji)**
IDC Digital Transformation
Awards (DXa) 2020

**Special Award for
Resiliency
(Pikobar)**
IDC Digital Transformation
Awards (DXa) 2020

**Special Mention untuk Pusat
Informasi dan Koordinasi
Covid-19 Jabar (Pikobar)**
The 4th Smart Nation
Award 2020

**2nd place
(PIkobar)**
IdenTIK-Kominfo
Award 2020

Catching-up with the Momentum

Key takeaways to improve our current low state to catch up with its pandemic-propelled high pace momentum:

1) Reduce 'unproductive frictions', including by improving interoperability, digital infrastructure, limits in access, and poor (not inclusive) design.

2) Improve data security and privacy protection with stringent guidelines and well regulated institutional environment.

3) Create govtech talent pools with agile ways of working and user centric design.