



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Jakarta Capital City Government

Indonesia

I. Institutional Framework

1. What is the official **e-Government portal** of the city/municipality? If more than one exists, please list all.

Jakarta Capital City Government Portal <https://jakarta.go.id/>

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services¹:

- 1) Jakarta One Stop Services, <https://jakevo.jakarta.go.id/>
- 2) Citizen Admission Service, <https://alpukat-dukcapil.jakarta.go.id/>
- 3) Jakarta Entrepreneur Service, <https://jakpreneur.jakarta.go.id/>
- 4) Jakarta Tax Service, <https://pajakonline.jakarta.go.id/>
- 5) New Student Admission Service, <https://ppdb.jakarta.go.id/>
- 6) Public Information Request Service, <https://ppid.jakarta.go.id/>

- b. E-participation²:

- Citizen Participation on Development Planning, <http://musrenbang.jakarta.go.id/>
- One Stop Services Enterprise Platform Jakarta (JAKI), <https://play.google.com/store/apps/details?id=id.go.jakarta.smartcity.jaki/>
<https://apps.apple.com/id/app/jaki/id1509621798?l=id>
- Public Housing Service, <https://sirukim.jakarta.go.id>

¹ A specific portal where you can see the list of all online services available to the public.

² **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

c. Open government data³:

- 1) Integrated Data Portal which provides data from all Units and Work Units in the Jakarta Provincial Government, <https://data.jakarta.go.id>
- 2) Data portal and geospatial information system, <https://jakartasatu.jakarta.go.id>
- 3) Jakarta Law & Regulation Portal, <https://jdih.jakarta.go.id>
- 4) Jakarta Statistical Portal, <https://statistik.jakarta.go.id/>
- 5) Planning and Budgeting Portal, <https://apbd.jakarta.go.id/>

d. Public procurement:

- 1) Jakarta Procurement Portal Dashboard, <https://lpse.jakarta.go.id/>
- 2) Jakarta Micro and Small and Medium Enterprises and Cooperatives (SMESCO) Online Market (e-Order), <https://eorder-bppbj.jakarta.go.id/>

e. Other major portals at the city/municipality level:

- 1) Jakarta Funeral, Forestry, Parks, and Urban Plants Services, <https://pertamananpemakaman.jakarta.go.id/>
- 2) Jakarta Health Services, <https://dinkes.jakarta.go.id/berita/layanan/aplikasi-jaksehat/>
- 3) Jakarta Mobile Online Emission Test, <https://play.google.com/store/apps/details?id=app.dlh.dlh/>
- 4) Jakarta Motor Vehicle Test, <https://play.google.com/store/apps/details?id=id.ekir.booking/>
- 5) Jakarta Job Fair and Job Training Services, <https://disnakertrans.jakarta.go.id/bursa-kerja>
<https://pelatihan-disnakertrans.jakarta.go.id/>
- 6) Jakarta Archives, <http://e-arsip.jakarta.go.id/>

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁴ to manage its e-Government programs/strategies?

Yes No

³ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁴ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO?** (by mandate or other type of relation)

Yes, city/municipality CIOs are related to national CIOs in the development of e-government Enterprise Architecture as in accordance with the provisions of Presidential Regulation Number 95 of 2018 of e-Government, with the following domains:

- Business process and e-Government services : The Ministry of Administrative and Bureaucratic Reform (<https://www.menpan.go.id/>)
- e-Government Application and Infrastructure : The Ministry of ICT (<https://kominfo.go.id/>)
- Data and Information : The Ministry of National Planning and Development (<https://www.bappenas.go.id/id/>)
- Information Security : The National Cyber and Crypto Agency (<https://bssn.go.id/>)

II. Legal Framework

Is there any **legislation on digital governments** such as law on access to information or data privacy at the national and/or local levels? Yes No

a. If Yes, how do you adopt these in your organization?

legislation on digital governments such as law on access to information or data privacy at the national levels :

- Act Number 14 of 2008 concerning Public Information Disclosure
 The purpose of this regulation was to encourage good governance for public service and citizen participation in national development. The enactment has strengthened

the mandate to enforce the necessity of information disclosure in actualizing transparency and accountability in resource management and budget uses.

- Regulation of the Central Information Commission of the Republic of Indonesia Number 1 of 2017 concerning Classification of Public Information
This regulation aims to manage procedures on how to classify public information types. Data privacy was included in the public information exception.

legislation on digital governments such as law on access to information or data privacy at the local levels :

- Governor Regulation Number 175 of 2016 concerning Public Information Services.
https://jdih.jakarta.go.id/uploads/default/produkhukum/PERGUB_NO_175_TAHUN_2016_NEW_.pdf
This regulation was an implementation of National Public Information Discrosule. Data privacy was regulated in article 13 which showed the procedure for classifying public information exceptions included data privacy.
- Decree of the head of the communication, informatics and statistical office Number 36 of 2019 concerning the Classification of Exempted Information.
<https://ppid.jakarta.go.id/PDF/keputusan-kepala-dinas-komunikasi-informatika-dan-statistik-provinsi-dki-jakarta.pdf>
This regulation listed and divided government public information into four type, they were announced periodically, available any time, necessarily, and exceptional.
- Information or data privacy can be access on portal
<https://ppid.jakarta.go.id/dasar-hukum-ppid/>

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent?

e-Government Index can be found on Jakarta medium-long term plan 2017-2022 (ICT Development Program), That can be accessed on portal <https://bappeda.jakarta.go.id/docsx/>.

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:
 has an implementation plan.

- Implementation plan can be found in Governor Regulation Number 16 of 2008 about ICT Masterplan.
https://diskominfotik.jakarta.go.id/uploads/download/PERGUB_NO_16_TAHUN_2008_-_RENCANA_INDUK_TEKNOLOGI_INFORMASI_DAN_KOMUNIKASI.pdf
- Governor's Decree 435 of 2021 about the Team for the Acceleration and Expansion of Regional Digitization.
https://jdih.jakarta.go.id/uploads/default/produkhukum/KEPGUB_NO_435_TH_2021.pdf

is aligned with the national development strategy.

It should aligned with national development strategy like SPBE implementation and internet utilization : Presidential Regulation number 95/2018 on E-Government,

https://jdih.bappenas.go.id/data/peraturan/Perpres_Nomor_18_tahun_2020_tentang_RPJMNLampiran.pdf

Presidential Regulation No. 18/2020 on medium-long term plan 2020-2024 ,

https://jdih.bappenas.go.id/data/peraturan/Perpres_Nomor_95_Tahun_2018.pdf

and smart city development that collaborates with all national and local stakeholder as regulated in the regulation of the Minister of ICT Number 8 of 2019 on article 59.

https://jdih.kominfo.go.id/produk_hukum/view/id/691/t/peraturan+menteri+komunikasi+dan+informatika+nomor+8+tahun+2019+tanggal+9+september+2019

is aligned with the sustainable development goals (SDGs).

Almost all programs are aligned with the sustainable development goals that can be seen on the website

<https://sdgs.jakarta.go.id/>

And the report can be viewed at SDGs in 2nd semester year 2020

<https://sdgs.jakarta.go.id/uploads/document/laporan-pemantauan-tpb-sdgs-dki-jakarta-periode-semester-2-tahun-2020.pdf>

Some of the activities that support SDGs at digital strategy such as jakwifi that provide internet at the slum area which can be accessed for free and citizen relationship management to solve complaints from Jakarta citizens.

is aligned with national digital development strategy

- Presidential Regulation number 95/2018 on E-Government,
https://jdih.bappenas.go.id/data/peraturan/Perpres_Nomor_95_Tahun_2018.pdf
- Presidential Regulation No. 18/2020 on medium-long term plan 2020-2024,
https://jdih.bappenas.go.id/data/peraturan/Perpres_Nomor_18_tahun_2020_tentang_RPJMNLampiran.pdf
- Presidential Decree Number 3 of 2021 concerning the Task Force for the Acceleration and Expansion of Regional Digitization,
https://jdih.setkab.go.id/PUUdoc/176396/Keppres_Nomor_3_Tahun_2021.pdf

indicates the existence of shared solutions/platforms provided at the national/regional level.



Jakarta's network of local and international development partners to formulate and realize city development solutions through a sustainable collaboration model based on Governor Regulation Number 24 of 2020 of Jakarta Development Collaboration Network (https://jdih.jakarta.go.id/uploads/default/produkhukum/PERGUB_NO.24.TAHUN.20201.pdf). It can be accessed on Jakarta Development Collaboration Network Portal, <https://jdcn.jakarta.go.id/>.

makes specific reference to e-Participation and/or digital inclusion/engagement.

- Citizen Participation on Development Planning that can be accessed on portal <http://musrenbang.jakarta.go.id/>. The system is used as a means for the community to channel development aspirations, either through development planning deliberations or direct proposals submitted, as well as media for Government agencies within the scope of the Jakarta Province to translate the aspirations of legislative members in the review of the results of the recess that has been finalized by the Jakarta Provincial legislative.
- One Stop Services Enterprise Platform Jakarta (JAKI) plays an important role in the realization of one stop service for the Jakarta Provincial Government. The JAKI platform is able to integrate various services belonging to the Regional Government, Central Government, and Business Actors (such as startups) into one digital platform
<https://play.google.com/store/apps/details?id=id.go.jakarta.smartcity.jaki/>
<https://apps.apple.com/id/app/jaki/id1509621798?l=id>,

makes specific reference to co-creation mechanisms for citizens.

- Sandbox: activities that bring together OPD with stakeholders to solve problems, the documentary can be accessed on <https://youtu.be/mpcnEn1aK0g/>
- Hackathon: competition for start-ups to make products and services to solve problems in Jakarta. The documentary can be accessed on <https://youtu.be/9aTzFNnLi5o/>

makes specific reference to social media.

Jakarta Provincial Government's Official Social Media Channel managed by Public Communication :

A. Instagram : @dkijakarta, <https://www.instagram.com/dkijakarta/>
 B. Twitter : @dkijakarta, <https://twitter.com/dkijakarta/>
 C. Youtube : pemrovdkiakarta, <https://www.youtube.com/channel/UCtzb3VE6W0-ZZErpS60733Q/>

And other Official Social Media managed by Jakarta Smart City (JSC) :

A. Twitter : @jsclab, <https://twitter.com/jsclab/>
 B. Instagram : @jsclab, <https://www.instagram.com/jsclab/>
 C. Tiktok : @jsclab, <https://www.tiktok.com/@jsclab?/>
 D. Facebook : Jakarta Smart City, <https://www.facebook.com/JSCLoungel/>
 E. Youtube : Jakarta Smart City,



United

Nations E-Government Survey – Local Government Questionnaire (LGQ)

https://www.youtube.com/channel/UCwBHhUax4ztQIsHpSJR_Cqw/

makes specific reference to a local digital ID.

Electronic Identity Card is a resident card that is made electronically (e-KTP). The ID Number on Electronic Identity Card has been integrated with several e-services in Jakarta, such as:

- Public Housing Service, <https://sirukim.jakarta.go.id>
- Planning and Budgeting Portal, <https://apbd.jakarta.go.id/>
- COVID-19 dashboard (Covid-19 death data): <https://corona.jakarta.go.id>
- Jakarta Entrepreneur Service, <https://jakpreneur.jakarta.go.id/>
- New Student Admission Service, <https://ppdb.jakarta.go.id/>
- Data portal and geospatial information system, <https://jakartasatu.jakarta.go.id>
- Jakarta Tax Service, <https://pajakonline.jakarta.go.id/>

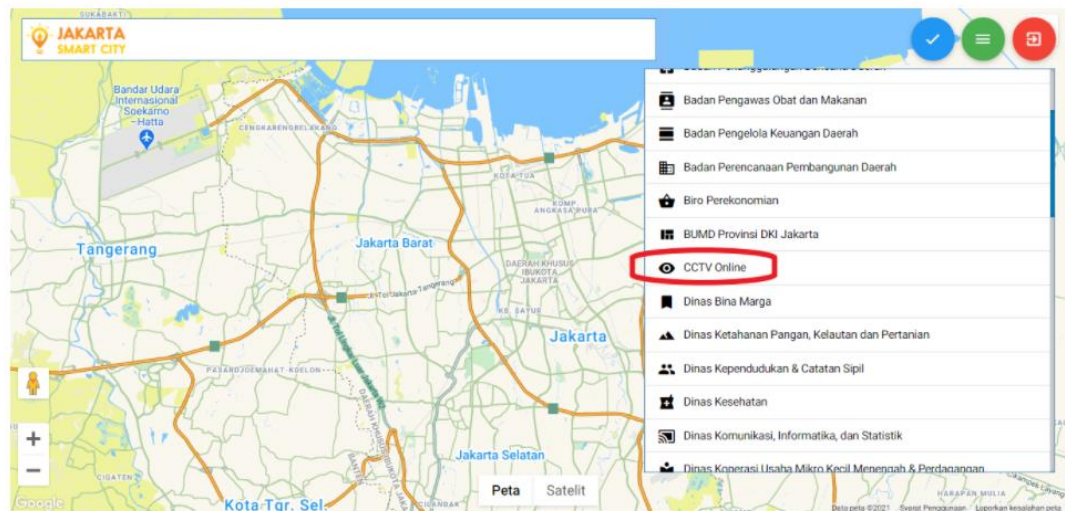
makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

A. IoT:

- CCTV

Online:

Monitoring cameras that are connected to the internet network in Jakarta. The monitoring camera is connected to the Jakarta Smart City portal. This can be accessed by everyone through the website <https://smartcity.jakarta.go.id/maps>.



- Transjakarta Bus Location Tracker: Transjakarta is connected to GPS so that bus movements can be monitored. Transjakarta bus tracking is also useful for recording mileage. Residents can track the movement of Transjakarta buses through google maps and <https://web.trafi.com/id/jakarta> in real-time
- CityTouch Technology: This technology allows monitoring of street lighting in real-time. Each light point is connected via a cellular network to the Department of Industry and Energy. The



documentary can be accessed on <https://www.youtube.com/watch?v=HGLwKCWEIQ0>

- Automatic Water Level Recorder (Flood Information Management System): water level measuring device to monitor river level in Jakarta by <https://pantaubanjir.jakarta.go.id/dasbor-sda>

A. Big Data:

The use of Big Data has been implemented on :

- Flood Management (<https://pantaubanjir.jakarta.go.id/>)
- Distribution Map of Covid-19 (<https://corona.jakarta.go.id/id/peta-persebaran>)

B. Artificial Intelligent:

- Jakarta Tax Initiative:

The Jakarta Tax Initiative aims to optimize Local Revenue and Motor Vehicle Taxes. This by utilizing the License Plate Recognition system owned by Visionaire. Potential Regional Income (PAD) that can be optimized reaches Rp 169 billion. Some locations that have implemented this system include Sawah Besar, Kramat Sentiong, Karet, and Salemba.

- Vehicle Number Monitoring:

Enforcement of restrictions on community activities in Indonesia. The number of motorized vehicles passing on the streets is indeed quite large. Thus, the License Plate Recognition & Vehicle Counting Classification system is used to count and classify Jakarta residents' vehicles. This system is used to identify vehicles with the Odd-Even rule by checking the license plate. Roads in Kemang, Kuningan, and Tomang have begun to be monitored.

- Air Pollution Monitoring Related to Number of Vehicles:

Motor vehicles in large numbers increase air pollution. Nodeflux analyzes the relationship between the number of vehicles on the road and Jakarta's air quality.

30 Juni 2021, 12:00

Indeks Standar Pencemaran Udara Maksimum

Jakarta Pusat
Sedang
Lokasi ISPU: Bundaran HI

- Visionaire Waste Monitoring and Water Level Management:
By using the Visionaire Waste Monitoring and Water Level Management system, the blockage of waste and the water level at the floodgates and Jakarta rivers as a flood prevention plan. Data can be accessed on <https://pantaubanjir.jakarta.go.id/dasbor-pantau-banjir>

provides other specific measures to ensure e-Government is used by the most vulnerable groups.

Jakarta residents who need social assistance can apply via the portal <https://fmotm.jakarta.go.id/>. Jakarta social assistance programs for who need social assistance can be classified :

- Jakarta Elderly Card
- Jakarta Disability Card
- Jakarta Poor Student Card
- Jakarta Welfare Program

provides other specific measures for ICT training and digital literacy by government officials.

Jakarta Smart City (JSC) took the role of a digital transformation accelerator agency by presenting the JSC Lab. A series of potential development programs for the community (general public and internal staff of JSC) to improve skills and insights related to digitization efforts. It's in line with one of the pillars of smart cities adhered to by JSC, namely the pillar of Smart People, which is also mandated in the 2017-2022 Jakarta's RPJMD (Medium-Term Regional Development Plan), which concerns improving the quality of human resources. JSC Lab consists of several types of programs:



- JSC Internship is an apprenticeship program offered by Jakarta Smart City so that people can experience working and participating in transforming Jakarta into a smart city that adheres to the principles of City 4.0. Not only that, the participants also had the opportunity to participate in international research and publications. The documentary can be access at <https://www.youtube.com/watch?v=hhdKhsLweHE>
- JSCTalks is a talk show or webinar program for the general public that presents experienced speakers in their fields. The topic that was raised in JSCTalks was about services in the Jakarta Provincial Government. This is an effort to promote public services as well as broaden people's horizons. The documentary can be access at https://www.youtube.com/playlist?list=PL3u3tzgrNwSz4xqTHMzY_fgCqOzijXw0D
https://www.youtube.com/playlist?list=PL3u3tzgrNwSxNlebERmZwePY_TsLDLopk
- JSC Sandbox is an activity to bring together the Jakarta provincial government and stakeholders to solve problems in Jakarta. The documentary can be access at <https://youtu.be/mpcnEn1aK0g>
- The Future City Hackathon is a competition for developing products and services to solve problems in Jakarta. Reading group is a discussion and critical thinking activity to study literature and publications about smart city. The documentary can be access at <https://youtu.be/9aTzFNnLi5o>
- Research group is a research and publication activity conducted by JSC regarding smart cities. The documentary can be access at <https://www.youtube.com/watch?v=c07oANDjE9A>,
<https://www.youtube.com/watch?v=RFDL-r5ebtc>,
<https://www.youtube.com/watch?v=1qeFbB4ZCoU>
- Reading Group is discussion and critical thinking activities to study literature and publications about smart cities. The documentary can be accessed at https://www.youtube.com/watch?v=3lETrx8qSr0&list=PL3u3tzgrNwSz4xqTHMzY_fgCqOzijXw0D

makes specific reference to cyber security.

Jakarta have been implemented Information security services below:

1. Electronic Certificate, Electronic Signature (TTE).

- Governor Regulation Number 69 of 2018 Use of Electronic Certificates
<https://soc.jakarta.go.id/produkhukum/2018%20Pergub%20No%2069%20Tahun%202018%20Penggunaan%20%20Sertifikat%20%20Elektronik.pdf>
- National Cyber And Crypto Agency (BSSN) Regulation Number 10 of 2019 concerning Encryption Implementation for Information Security in Regional Governments
https://soc.jakarta.go.id/produkhukum/1.-Peraturan-BSSN-Nomor-10-Tahun-2019-revisi-fix_sign.pdf



- Governor Regulation Number 11 of 2018 concerning Guidelines for the Implementation of Information Security Encryption
<https://soc.jakarta.go.id/produkhukum/2018%20Pergub%20No%2011%20Tahun%202018%20Pedoman%20Penyelenggaraan%20Persandian%20Pengamanan%20Informasi.pdf>
- Cooperation Agreement with Lemsaneg Number 5092/072.5
<https://soc.jakarta.go.id/produkhukum/PKS-Diskominfotik-dg-BSrE.pdf>
- SOP Number 23 of 2019 regarding the SOP for the Use of Electronic Certificates
<https://soc.jakarta.go.id/produkhukum/2019%20SK%20No%2023%20Tahun%202019%20Standar%20Operasional%20Prosedur%20Penggunaan%20Sertifikat%20Elektronik.pdf>

Implementation:

- Electronic Certificates issuance as many as 1281 civil servants in Jakarta Capital City Government
- Applications that are integrated with the BSrE BSSN premise server: online taxes (eBPHTB, eSPPT), SIKM JakEVO <https://sikm.jakarta.go.id/>
- e-Sign Application <https://esign.jakarta.go.id> and <https://esign-dev.jakarta.go.id> (accessible by internal server, not for public)

2. Counter sensing, Jammer, VPN, WAF, Pentesting, Forensic.

- National Cyber And Crypto Agency (BSSN) Regulation Number 10 of 2019
https://soc.jakarta.go.id/produkhukum/1.-Peraturan-BSSN-Nomor-10-Tahun-2019-revisi-fix_sign.pdf
- Governor Regulation Number 11 of 2018 concerning Guidelines for the Implementation of Information Security Encryption
<https://soc.jakarta.go.id/produkhukum/2018%20Pergub%20No%2011%20Tahun%202018%20Pedoman%20Penyelenggaraan%20Persandian%20Pengamanan%20Informasi.pdf>
- Equipment provided by National Cyber And Crypto Agency (BSSN): Jammer, Spectrum analyzer

3. Computer Security Incident Response Team (CSIRT),

- BSSN Regulation Number 10 of 2019
https://soc.jakarta.go.id/produkhukum/1.-Peraturan-BSSN-Nomor-10-Tahun-2019-revisi-fix_sign.pdf
- Decree of the Regional Secretary No. 41 of 2020 concerning CSIRT
<https://soc.jakarta.go.id/produkhukum/Keputusan%20Sekda%20No.%2041%20Tahun%202020%20Tentang%20CISRT.pdf>
- Decree of Head of the Department of Communication, Information and Statistics Jakarta Capital City Government Number 59 of 2020 concerning the elaboration of the Decree of the Regional Secretary regarding CSIRT
<https://csirt.jakarta.go.id/>
<https://honeynet.bssn.go.id/>

4. Security Operation Center (SOC),

- BSSN Regulation Number 10 of 2019
<https://soc.jakarta.go.id/produkhukum/1.-Peraturan-BSSN-Nomor-10-Tahun-2019-revisi->



[fix_sign.pdf](#)

- Governor Regulation Number 11 of 2018 concerning Guidelines for Implementing Information Security Encryption

<https://soc.jakarta.go.id/produkhukum/2018%20Pergub%20No%2011%20Tahun%202018%20Pedoman%20Penyelenggaraan%20Persandian%20Pengamanan%20Informasi.pdf>

<https://soc.jakarta.go.id>

5. Open Ticket Service / ATIKA Jakarta Provincial Government

Open Ticket Android Mobile Application for “Cyber Security” (Playstore)

<https://play.google.com/store/apps/details?id=com.atika.sijaki/>

- makes specific reference to mobile government.

The JAKI platform plays an important role in the realization of one stop service for the Jakarta Provincial Government (<https://apps.apple.com/id/app/jaki/id1509621798?l=id>, <https://play.google.com/store/apps/details?id=id.go.jakarta.smartcity.jaki&hl=en&gl=US> and <https://jaki.jakarta.go.id/>). The JAKI platform is able to integrate various services belonging to the Regional Government, Central Government, and Business Actors (such as startups) into one digital platform. JAKI has several features, such as:

- a. JakWarta, the feature that provides the most actual news informed directly by provincial agencies or regional owned enterprises;
- b. JakLapor, the feature for a public service center. Where users can report any complaints about what happens around them or what they have experienced, watched, or felt. JAKI is one of 13 Jakarta’s official platforms for public service/complaint centers. JakLapor is integrated with the CRM;
- c. JakCorona, the feature that covers all actual information related to Covid-19 case in Jakarta, large scale social collaboration (Kolaborasi Sosial Berskala Besar), and exit-entry permit to Jakarta (Surat Izin Keluar-Masuk/SIKM Jakarta).
- d. JEJAK, the feature which has contact tracing and checkpoint monitoring functions in order to do health surveillance.
- e. Jak CLM, the feature that can be used to assess risk of Covid-19 symptoms personally using machine learning technology as one of the efforts to suppress the spread of Covid-19 in Jakarta.
- f. JakISPU, the feature that shows the transparency update and real-time of air condition in Jakarta regions through Jakarta Air Pollution Standard Index.
- g. Jak Survei, the feature that gives citizens a place to assess Jakarta Government’s performance in delivering all its services.
- h. JakSiaga, the feature that gives information related to emergency numbers that can be accessed easily through JAKI apps, for example fire-fighter, hospital, and police emergency numbers.
- i. JakRespon, the feature that can be used to monitor the progress of all complaints’ and reports’ follow-up process through JAKI, the user could also give feedback for the process and the result.
- j. JakPantau, the feature that gives information related to water level and standby status at all rivers in Jakarta and all flood-affected areas.
- k. JakPangan, the feature that helps citizens to check food and commodity prices and market location across Jakarta.
- l. JakApps, the feature that gives information and links to all Jakarta's official public services apps,

- such as Tijeku apps that shows the latest information and services of Transjakarta buses.
- m. JakCo, the feature that provides links as a launcher to build digital ecosystems in Jakarta such as Bukalapak, Gojek, Grab, Shopee and Tokopedia.
 - n. JakSekolahmu, the feature that gives link to Sekolahmu apps, which is the apps that provide educational and study services for many levels such as elementary school, junior high school, high school, to pre-employment level.
 - o. JakAman, the feature that gives links to Jakarta Aman apps, which are apps that can help users who are facing an emergency condition.

Please explain further:

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Jakarta has allocated around 3%-5% from the total budget in 2021.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

SMART Planning & Budgeting app is a web application for data presentation and analysis that is open to the public with an interactive and user-friendly platform to explore more about the Regional Revenue and Expenditure Budget. This portal also provides analysis and monitoring features in the form of dashboards, monitoring shopping and monitoring people's aspirations. Jakarta Regional Revenue and Expenditure Budget can be accessed on the portal <https://apbd.jakarta.go.id/>.

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

A. Electronic Emission Test

To make it easier for the public to test their vehicle's exhaust emission levels, the Environmental Service has also made a breakthrough by developing the e-Emission Test application. This application contains information about emission test workshops in Jakarta and is directly integrated with the application. The public can save periodic emission test data through a personal account in the application which will then become one of the considerations for vehicle tax management.

The e-Emission Test application can be downloaded (android application)

<https://play.google.com/store/apps/details?id=app.dlh.dlh&hl=en>

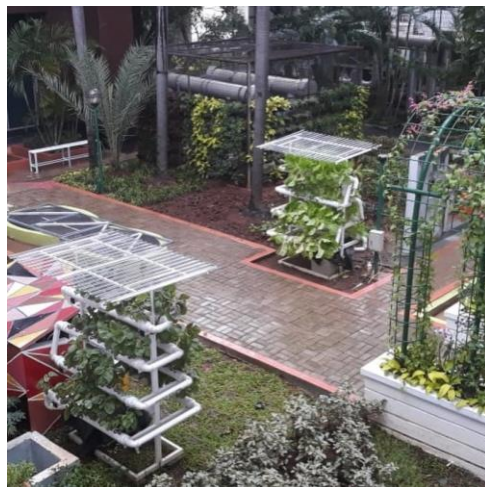
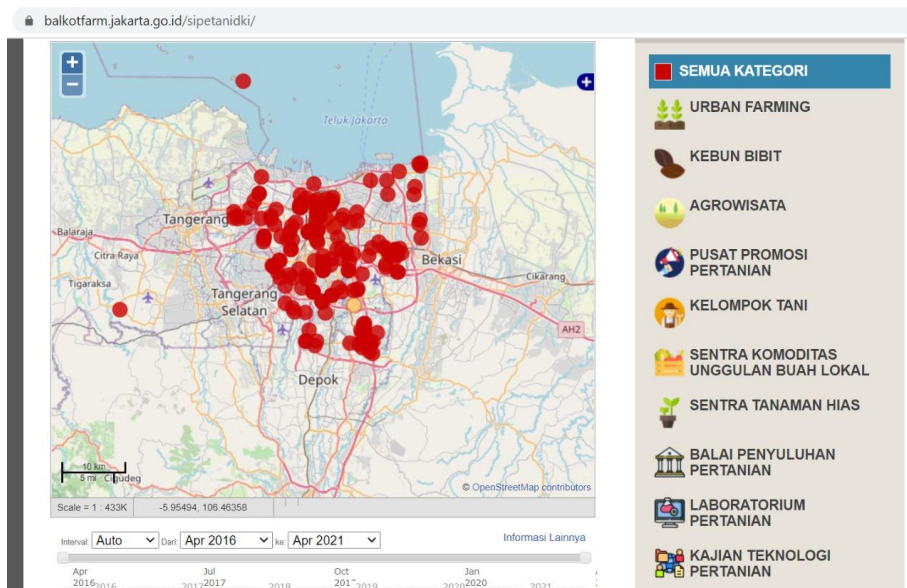
B. JakISPU

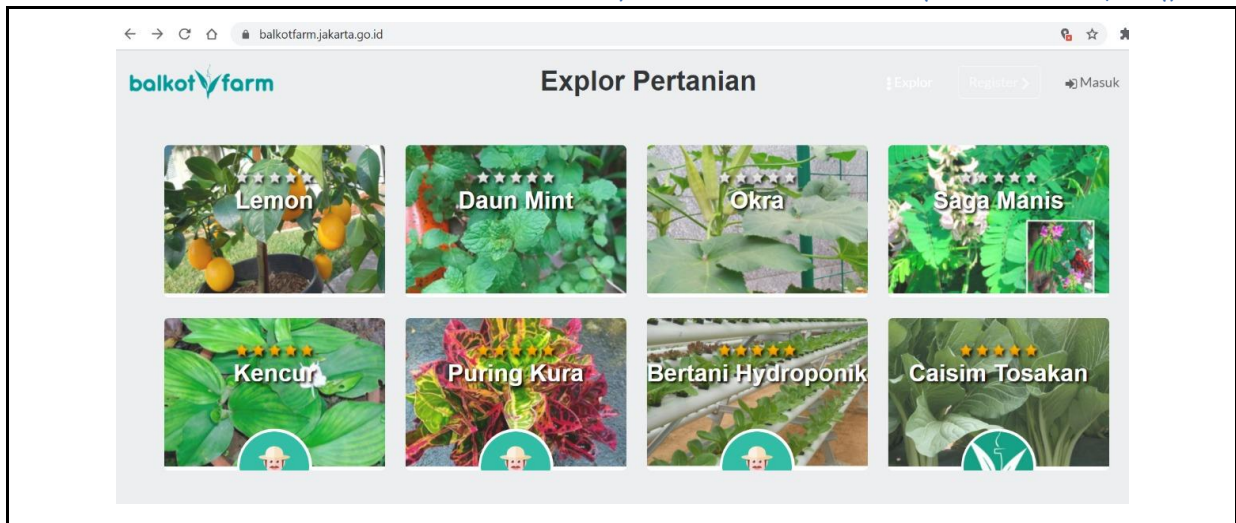
JakISPU is one of the features in the JAKI (Jakarta Now) application made by Jakarta Smart City to provide information related to the Air Pollution Standards Index. This feature is integrated with the air sensors of the Jakarta Environment Agency, so that the public can monitor the current air conditions in Jakarta. Every region in Jakarta has sensor points to measure ISPU. The sensor points, namely the sensor of Central Jakarta at HI Roundabout, North Jakarta at Kelapa Gading, West Jakarta at Kebon Jeruk, East Jakarta at Lubang Buaya, and South Jakarta at Jagakarsa. This ISPU observation was designed based on the Decree of the Minister of Environment No. KEP-45 / MENLH / 10/1997 concerning the Air Pollution Standards Index (ISPU). This legal basis sets the standard for calculating ISPU in Indonesia, using the parameters of dust particles measuring 10 microns (PM 10). To be able to use this feature, first, download the JAKI application to your smart device. Then, select the JakISPU feature. This feature can accurately show the latest air quality conditions in Jakarta. Aside from being information for the public, the current air condition in Jakarta can also be taken into consideration by the Central Government and Regional Governments in controlling air pollution.

C. Balkot Farm (Jakarta Urban Farming)

The Balkot Farm as Urban Farming 4.0 by utilizing limited land in the office area took advantage of the Internet of Things, urban agriculture with the concept of Urban Farming 4.0 collaboration. It became a manifestation of efforts to improve the economy of the people who are connected with the world of local business and international networks. Besides the city hall, the concept of Urban Farming 4.0 was also realized at all Jakarta Mayor's Office.

Website : <https://balkotfarm.jakarta.go.id/>





6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

JDCN is Jakarta's network of local and international development partners to formulate and realize city development solutions through a sustainable collaboration model. That can be access on portal <https://jdcn.jakarta.go.id/>

List of startups that have collaborated with one stop service application for the Jakarta Provincial Government (JAKI) based on legal agreement document :

- 1) JSC-8 Villages Indonesia: Economic Turnover Cooperation in the Vegetable Supply Chain through JAKI
- 2) JSC- PT Braga Teknologi Nusantara (Braga Technologies): Cooperation in the Use of a Location-Based Alert System in JAKI
- 3) JSC- PT Jelajah Data Semesta: Integration of the ID-Q Application in JAKI
- 4) JSC- PT Generasi Muda Indonesia Utama: Data Integration and Doogether Applications in JAKI

International partnerships :

- 1) International organizations like Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ);
- 2) British Embassy Jakarta;
- 3) Sister cities of Jakarta;
- 4) World e-Government of Cities and Local Government (WeGO);
- 5) ASEAN Smart Cities Network



IV. Usage of online services

1. What is the percentage of city/municipality services offered online and through dedicated mobile means? Please explain and provide links for both online and mobile services.

Percentage of city/municipality services offered online and through dedicated mobile means are 100%. The list of links for online and mobile services is as follows :

- 1) Bureau of Legal Affairs : <https://jdih.jakarta.go.id/>
- 2) Bureau of Education and Mental Spiritual. <https://siri-birodikmental.jakarta.go.id/>
- 3) Secretariat of Jakarta Capital City Council. <https://ereses.dprd-dkijakartaprov.go.id/>
- 4) Inspectorate of Jakarta Capital City Government. <https://siperisai.jakarta.go.id/>
- 5) Board of Regional Development Planning : <http://musrenbang.jakarta.go.id/>
- 6) Board of Local Finance Management: <https://apbd.jakarta.go.id/>
- 7) Board of Personnel Administration. <https://pegawai.jakarta.go.id/>
- 8) Board of Nation Unity and Politics. <https://bakesbangpol.jakarta.go.id/>
- 9) Board of Human Resource Development. <https://www.bpsdm.jakarta.go.id/>
- 10) Board of Local Government Owned Enterprise. <https://bpbumd.jakarta.go.id/>
- 11) Board of Procurement of Goods and Services : <https://eorder-bppbj.jakarta.go.id/>
- 12) Board of Regional Disaster Management. <https://bpbd.jakarta.go.id/>
- 13) Board of Regional Asset Management. <https://aset.jakarta.go.id/>
- 14) Board of Local Revenue : <https://pajakonline.jakarta.go.id>
- 15) Department of Communication, Informatics and Statistic: <https://ppid.jakarta.go.id/> , <https://data.jakarta.go.id>, <https://statistik.jakarta.go.id/>, <https://lpse.jakarta.go.id/>, JAKI
- 16) Department of Youth and Sports. <https://dispora.jakarta.go.id/>
- 17) Department of Health : <https://dinkes.jakarta.go.id/berita/layanan/aplikasi-jaksehat/>
- 18) Department of Education : <https://ppdb.jakarta.go.id/>
- 19) Department of Social Affairs. : <https://dinsos.jakarta.go.id/>
- 20) Department of Environment : <https://lingkunganhidup.jakarta.go.id/>
- 21) Department of City Parks and City Forests : <https://pertamananpemakaman.jakarta.go.id>
- 22) Department of Human Settlements, Spatial Planning and Land : <https://jakartasatu.jakarta.go.id>
- 23) Department of Public Housing and Residential Areas: <https://sirukim.jakarta.go.id>
- 24) Department of Highways : <https://binamarga.jakarta.go.id/>
- 25) Department of Water Resources. <https://sumberdayaair.jakarta.go.id/>
- 26) Department of Manpower, Transmigration, and Energy : <https://disnakertrans.jakarta.go.id/bursa-kerja>
- 27) Department of Transportation : <https://play.google.com/store/apps/details?id=id.ekir.booking&hl=en&gl=US>
- 28) Department of Tourism and Creative Economy. <http://jakarta-tourism.go.id>
- 29) Department of Food, Marine and Agricultural Security : <https://ketahananpangandki.com/>
- 30) Department of Cooperatives, Micro, Small and Medium Enterprises and Trade : <https://jakpreneur.jakarta.go.id/>
- 31) Department of Fire and Disaster Handling : <https://www.jakartafire.net/>
- 32) Department of Population and Civil Registration : <https://alpukat-dukcapil.jakarta.go.id>
- 33) Department of Libraries and Archives : <http://e-arsip.jakarta.go.id/>
- 34) Department of Empowerment, Child Protection and Population Control :



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- <https://dppapp.jakarta.go.id/>
- 35) Department of One Stop Services and Investment : <https://jakevo.jakarta.go.id/>
- 36) Department of Culture : <https://dinaskebudayaan.jakarta.go.id/>
- 37) Civil Service Police Unit: <https://satpolpp.jakarta.go.id/>

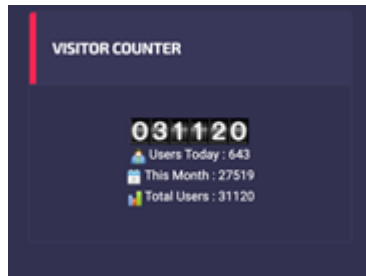
2. Do you collect usage statistics of e-Government services?

Yes No

3. If yes, do you publish the results online and share those with the public institutions concerned?

Yes, we publish the results online, Statistical data service at :

<https://statistik.jakarta.go.id/>



<https://data.jakarta.go.id/>



Total Kunjungan
Resource by Piwik:
9,956,759



<https://crm.jakarta.go.id/portal/stats>



Provinsi DKI Jakarta

Jumlah Laporan
(Per 01 Juli 2021 11:25 WIB)
Sumber: CRM Provinsi DKI Jakarta

428.893

10.967
MENUNGGU

3.302
PROSES

247
DISPOSISI

327
KOORDINASI

414.050
SELESAI

Kanal Terpopuler di Provinsi DKI Jakarta

qlue	401.661
JAKI	20.239
twitter	2.545
lapor1708	1.017
facebook	946



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V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Citizen Satisfaction Survey Report to the Ministry of Administrative and Bureaucratic Reform
We share Citizen Satisfaction Surveys data at Opendata. That can be access on link :
<https://drive.google.com/file/d/1XLkrRE09oweBWT784q89taslzqDNse3X/view?usp=sharing>
<https://statistik.jakarta.go.id/media/2020/05/Buku-Survei-Kepuasan-Kinerja-Pemerintah-Provinsi-DKI-Jakarta-tahun-2019.pdf>
<https://statistik.jakarta.go.id/media/2020/01/Buku-Survei-Penggunaan-TIK-2019.pdf>

3. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

The Citizen Satisfaction Index in 2020 is 86.34/100.00. Index calculation rules based on rules from Ministry of Administrative and Bureaucratic Reform :
https://jdih.menpan.go.id/data_puu/permen%2014%202017.pdf

VI. Social Media

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Social Media managed by Jakarta Capital City Government are :

- instagram : @dkijakarta, @jsclab
- twitter : @DKIJakarta, @jsclab
- facebook : @DKIJakarta
- youtube : Pemprov DKI Jakarta, Jakarta Smart City
- Tiktok : JSCLAB

These social media are used for :

- update information and interact with the public
- public complaint channel, and the follow-up of complaints are proceed through the Citizen Relation Management (CRM) application. CRM is an integrated system for Regional Work internal stakeholders to resolve public complaints.

VII. COVID-19 Measures

1. Is there a specific local government portal or a dedicated section of the city/municipality



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portal addressing the COVID-19 pandemic? Please explain further and provide links.

- COVID-19 portal : <https://corona.jakarta.go.id/>
The website displays information about Covid-19 updates in Jakarta. Ranging from daily case data, distribution maps, availability of health facilities, and government policies. This website also features a Covid-19 self-test feature called the Corona Likelihood Metric (CLM). This feature can be accessed free of charge by the public. This website also provides information on social help for communities affected by the pandemic.
- Entry and exit permit from Jakarta City : <https://jakevo.jakarta.go.id/>
user manual : <https://www.youtube.com/watch?v=AV2MlaTmkNg>
- Covid-19 positive patient tracking : JEJAK feature on JAKI mobile apps

The image shows a screenshot of the JEJAK mobile application interface. At the top, there is a header with the 'JEJAK' logo and an illustration of people wearing masks. Below the header, the text 'JAKARTA SMART CITY' is displayed, followed by the address: 'Gedung Balai Kota DKI Jakarta, Jl. Medan Merdeka Sel, No.8-9, RT.11/RW.2, Gambir, Kecamatan Gambir, Kota Jakarta Pusat, Daerah Khusus Ibukota Jakarta 10110, Indonesia'. A section titled 'Lengkapi data diri dibawah ini' (Complete your personal data below) contains three input fields: 'Nama Lengkap' (Full Name), 'NIK' (National Identity Card Number), and 'Nomor Handphone' (Mobile Number). The 'Nomor Handphone' field has a pre-filled '+62' country code. At the bottom of the form is a blue button labeled 'Masuk Sekarang' (Login Now).

- a Covid-19 self-test feature called the Corona Likelihood Metric (CLM) : JAKCLM feature on JAKI mobile apps



13:40

JakCLM

Corona Likelihood Metric

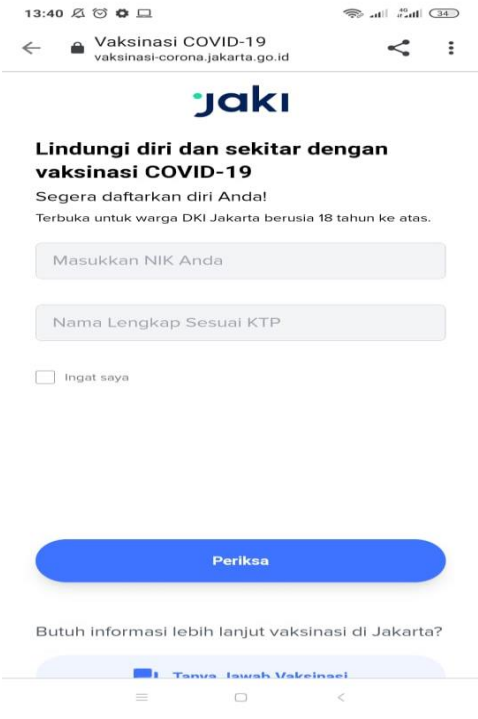
Corona Likelihood Metric

Aplikasi uji risiko mandiri gejala Covid-19 sebagai upaya menekan penyebaran Covid-19 di Provinsi DKI Jakarta berteknologi machine learning

Ikuti Tes

Pelajari Selengkapnya

- Covid-19 vaccination registration and scheduling : JAKI mobile apps



13:40

Vaksinasi COVID-19
vaksinasi-corona.jakarta.go.id

jaki

Lindungi diri dan sekitar dengan vaksinasi COVID-19

Segera daftarkan diri Anda!

Terbuka untuk warga DKI Jakarta berusia 18 tahun ke atas.

Masukkan NIK Anda

Nama Lengkap Sesuai KTP

Ingat saya

Periksa

Butuh informasi lebih lanjut vaksinasi di Jakarta?

Tanya Jawab Vaksinasi



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2. Are there any local e-Government initiatives that your city/municipality provided for COVID-19 response and recovery. (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions)

- COVID-19 portal : <https://corona.jakarta.go.id/>
The website displays information about Covid-19 updates in Jakarta. Ranging from daily case data, distribution maps, availability of health facilities, and government policies. This website also features a Covid-19 self-test feature called the Corona Likelihood Metric (CLM). This feature can be accessed free of charge by the public. This website also provides information on social help for communities affected by the pandemic.
- Entry and exit permit from Jakarta City : <https://jakevo.jakarta.go.id/>
user manual : <https://www.youtube.com/watch?v=AV2MlaTmkNg>
- Covid-19 positive patient tracking : JEJAK feature on JAKI mobile apps

JEJAK

JAKARTA SMART CITY

Gedung Balai Kota DKI Jakarta, Jl. Medan Merdeka Sel. No.8-9, RT.11/RW.2, Gambir, Kecamatan Gambir, Kota Jakarta Pusat, Daerah Khusus Ibukota Jakarta 10110, Indonesia

Lengkapi data diri dibawah ini


Nama Lengkap

NIK

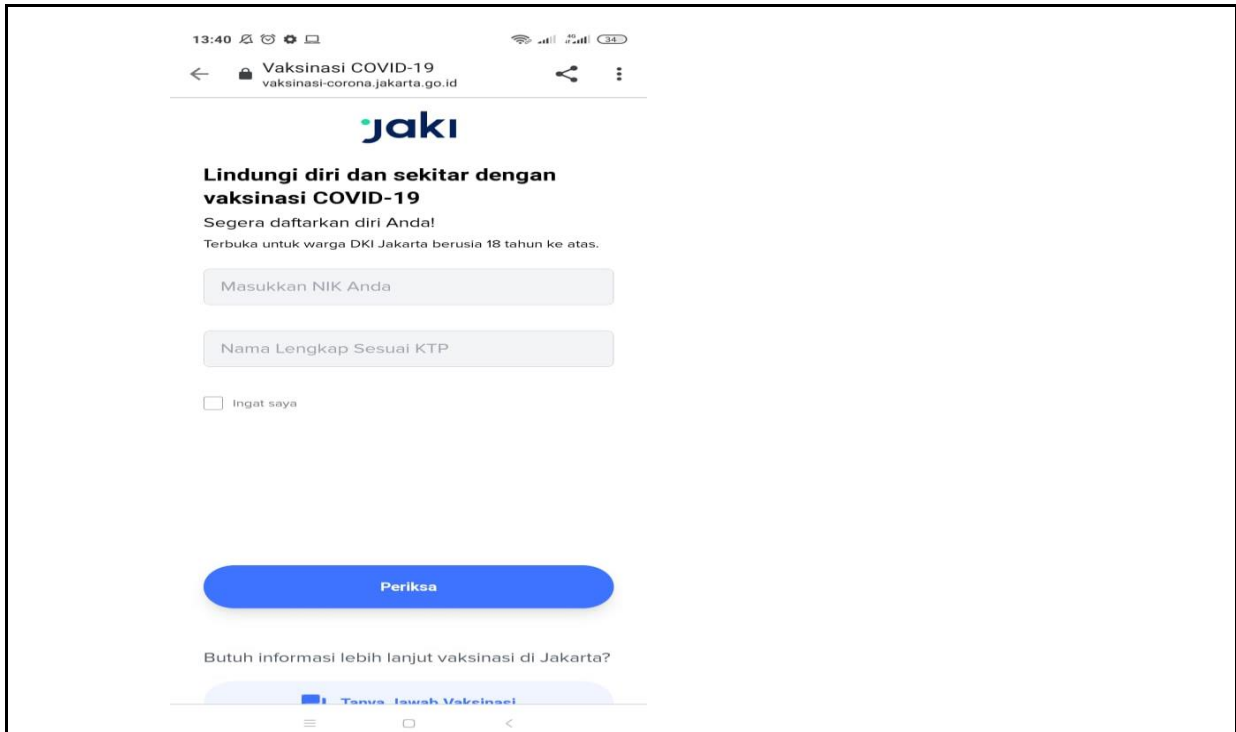
Nomor Handphone

Masuk Sekarang

- a Covid-19 self-test feature called the Corona Likelihood Metric (CLM) : JAKCLM feature on JAKI mobile apps



- Covid-19 vaccination registration : JAKI mobile apps
This feature integrates with <https://pedulilindungi.id/> and the Department of Health. Data integrated for quota vaccination and health facilitation that is available.



To improvement literature on Covid-19 has been submitted :

1. GA Sofa, AFS Anugrah, Y Nugraha, AL Suherman. 2020. A study on the anxiety level of people related to the COVID-19 pandemic death cases: A case study of Jabodetabek region. International Conference on ICT for Smart Society (<https://ieeexplore.ieee.org/abstract/document/9307554/>)
2. GA Sofa, AFS Anugrah, Y Nugraha, SH Al Rasyid. 2020. A study of coping stress strategies on psychological well-being during the COVID-19 pandemic in Jabodetabek Area. International Conference on ICT for Smart Society (<https://ieeexplore.ieee.org/abstract/document/9307566/>)
3. Sulasikin, Andi & Nugraha, Yudhistira & Kanggrawan, Juan & Suherman, Alex. (2020). Forecasting for a data-driven policy using time series methods in handling COVID-19 pandemic in Jakarta. 1-6. 10.1109/ISC251055.2020.9239066.
4. Sulasikin, Andi & Nugraha, Yudhistira & Kanggrawan, Juan & Suherman, Alex. (2020). Forecasting for a Data-Driven Policy Using Time Series Methods in Handling COVID-19 Pandemic in Jakarta. SSRN Electronic Journal. 10.2139/ssrn.3714105.



5. Gultom, Rolando & Nugraha, Yudhistira & Hamdi, & Wiguna, Hansen & Terrisa, Hanifa & Kanggrawan, Juan & Nursyufa, Zarin & Gusta, Rahan & Hadi, Yasmin & Hirzirahim, Aubria & Suherman, Alex. (2020). Developing the government COVID-19 website: Lessons Learned from Jakarta. 10.1109/ICISS50791.2020.9307553.

6. Gultom, Rolando & Hirzirahim, Aubria & Nugraha, Y & Nursyufa, Z & Hamdi, & Suherman, Alex. (2021). Developing a framework for self-isolation app: a case study of Jakarta's COVID-19 mitigation. IOP Conference Series: Materials Science and Engineering. 1077. 012020. 10.1088/1757-899X/1077/1/012020.

7. Wiguna, H & Nugraha, Y & Kanggrawan, J & Suherman, Alex & Akbar, R & Pradana, P. (2021). An evidence-based culture: implementing a large-scale social restriction policy on the COVID-19 prevention protocol in Jakarta. IOP Conference Series: Materials Science and Engineering. 1077. 012034. 10.1088/1757-899X/1077/1/012034.

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on the following new technologies? (e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)

Yes No

- a. If yes, please explain further and provide links.

1) Jakarta Smart City Portal : <https://smartcity.jakarta.go.id>

- Governor Regulation No. 280 of 2014 about Establishment, Organization, and Working Procedures of Jakarta Smart City Management Units
https://jdih.jakarta.go.id/himpunan/produkhukum_detail/5428

2) Artificial Intelligence, used in :

- Jakarta Tax Initiative
The Jakarta Tax Initiative aims to optimize Local Revenue and Motor Vehicle Taxes. This by utilizing the License Plate Recognition system owned by Visionaire. Potential PAD that can be optimized reaches Rp 169 billion. Some locations that have implemented this system include Sawah Besar, Kramat Sentiong, Karet, and



Salemba.

- License Plate Recognition & Vehicle Counting Classification System
Enforcement of restrictions on community activities in Indonesia. The number of motorized vehicles passing on the streets is indeed quite large. Thus, the License Plate Recognition & Vehicle Counting Classification system is used to count and classify Jakarta residents' vehicles. This system is used to identify vehicles with the Odd-Even rule by checking the license plate. Roads in Kemang, Kuningan, and Tomang have begun to be monitored.
- Air Pollution Monitoring System (Related to Number of Vehicles)
Motor vehicles in large numbers increase air pollution. Nodeflux analyzes the relationship between the number of vehicles on the road and Jakarta's air quality.
- Visionaire Waste Monitoring and Water Level Management
By using the Visionaire Waste Monitoring and Water Level Management system, the blockage of waste and the water level at the floodgates and Jakarta rivers as a flood prevention plan. Data can be accessed on <https://pantaubanjir.jakarta.go.id/dasbor-pantau-banjir/>
- Transjakarta Bus Location Tracker
Transjakarta is connected to GPS so that bus movements can be monitored. Transjakarta bus tracking is also useful for recording mileage. Residents can track the movement of Transjakarta buses through google maps and <https://web.trafi.com/id/jakarta-real-time/>
- Map of the Distribution of Positive COVID-19 Cases :
<https://corona.jakarta.go.id/id/peta-persebaran/>

3) IOT, used in :

- CCTV Online
Monitoring cameras that are connected to the internet network in Jakarta. The monitoring camera is connected to the Jakarta Smart City portal. This can be accessed by everyone through the website <https://smartcity.jakarta.go.id/maps>.
- Transjakarta Bus Location Tracker
Transjakarta is connected to GPS so that bus movements can be monitored. Transjakarta bus tracking is also useful for recording mileage. Residents can track the movement of Transjakarta buses through google maps and <https://web.trafi.com/id/jakarta-real-time/>
- CityTouch Technology



This technology allows monitoring of street lighting in real-time. Each light point is connected via a cellular network to the Department of Industry and Energy. The documentary can be accessed on <https://www.youtube.com/watch?v=HGLwKCWEIQ0/>

- Automatic Water Level Recorder (Early Warning System for Floods) : water level measuring device to monitor river level in Jakarta by <https://pantaubanjir.jakarta.go.id/dasbor-sda>

4) Augmented Reality, used in Map of Jakarta One, a Geographic Information System (GIS) with address <https://jakartasatu.jakarta.go.id>. There is a 3D feature on the map of Jakarta one, which displays a 3D mapping covering buildings and city infrastructure. This feature is used for building modeling and urban infrastructure planning, as well as for building permits.

5) Big Data, used in :

- Automatic Water Level Recorder (Early Warning System for Floods) : <https://pantaubanjir.jakarta.go.id>
- Map of the Distribution of Positive COVID-19 Cases : <https://corona.jakarta.go.id/id/peta-persebaran/>

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes? Please explain further and provide links.

Policies made based on big data are policies related to :

- Flood Management (<https://pantaubanjir.jakarta.go.id/>)
The Flood Monitoring Platform is a concrete form of public information disclosure. The public can track the water level per RW, at the sluice gate, at the observation post, and the operating water pump. This platform has created information transparency for the public. This platform also makes it easier for the public to know the condition of Jakarta. So that preventive steps related to disaster management are faster and more precise. This platform also creates coordination between stakeholders easier in dealing with floods.
- Covid-19 (<https://corona.jakarta.go.id/id/peta-persebaran>)
The Jakarta government's policy of Covid-19 refers to <https://corona.jakarta.go.id/id/peta-persebaran>. The vaccination policy prioritized villages with red zones. Besides, the PPKM (Enforcement of restrictions on community

activities in Indonesia) was due to an increase in positive cases of Covid-19 after the Eid holiday

X. Contact and Additional Information

- Name: **Dwiana Kusumasari**
- Title: **Ms.**
- Email: **dwiana@jakarta.go.id**
- Organization: **Jakarta Capital City Government**
- Submission Date: **July 30th 2021**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.