



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Indonesia

30 May 2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

Indonesian Government Portal <https://indonesia.go.id> , e-Government Portal <http://spbe.go.id>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

Online Single Submission Portal [OSS] <https://www.oss.go.id>, Indonesia National Single Window Portal <http://insw.go.id/>

- b. E-participation⁴:

Public Complaint Handling Portal <https://www.lapor.go.id/> , Public Consultation Portal <http://konsultasi-publik.bappenas.go.id/>

- c. Open government data:

One Data Indonesia Portal <https://data.go.id/>, Open Map Indonesia <https://tanahair.indonesia.go.id>

- d. Public procurement:

<https://eproc.lkpp.go.id/aplikasi>

- e. Other major portals at the national level:

Online Passport Portal <http://www.imigrasi.go.id/index.php/en/public-services/passport#general> ,
Online Tax Portal <https://djponline.pajak.go.id> , Government Official Assets Report Portal <https://elhkpn.kpk.go.id>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi (Ministry of Administrative and Bureaucratic Reform) <https://www.menpan.go.id>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

Ministry of National Development Planning <https://www.bappenas.go.id>

- b. Education

Ministry of Education and Culture <https://www.kemdikbud.go.id>, <http://dapodik.data.kemdikbud.go.id/>

- c. Health

Ministry of Health www.depkes.go.id

- d. Social Protection and Welfare

Ministry of Social Affairs <https://www.kemsos.go.id>

- e. Employment and Decent Work

Ministry of Manpower kemnaker.go.id

- f. Environment

Ministry of Environment and Forestry www.menlhk.go.id

- g. Energy/Water

Ministry of Energy and Mineral Resources <https://www.esdm.go.id>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

h. Finance/Taxation

Ministry of Finance <https://www.kemenkeu.go.id> , Directorate General of Taxation
<https://www.pajak.go.id/>

i. Industry/Trade

Ministry of Industry www.kemenperin.go.id, Ministry of Trade www.kemendag.go.id

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Presidential Regulation Number 59 Year of 2017 on Implementation of Achievement of Sustainable Development Goals.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

National e-Government Strategy is stated in Presidential Regulation Number 95 Year of 2018 on e-Government.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

1. E-Government Masterplan has an implementation plan 2018 – 2025 in four major areas (1) Governance, (2) ICT and Security, (3) e-Services, (4) HR Development.
2. E-Government Masterplan is aligned with both Middle Term National Development Planning and National Bureaucratic Reform Roadmap.
3. Sub national digital development strategy is aligned with e-Government Masterplan.
4. E-Government Masterplan adopts principles of digital by default and technology trends such as cloud computing, mobile application, artificial intelligence, big data, etc.
5. E-Government Masterplan adopts principles of data sharing among government agencies.
6. Presidential Regulation No 96 Year of 2014 of Indonesia Broadband Plan 2014 – 2019 specifies development of broadband communication all over Indonesia and the next broadband plan will be issued in 2020.
7. E-Government Masterplan covers e-Services development plan.

III. Legal Framework

9. Is there any legal framework on:
- access to information such as Freedom of Information Act
 - personal data protection including digital security
 - open government data
 - digital identity
 - digital certification/signature
 - e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
 - digital government as a right

1. Freedom of Information Act: Act Number 14 Year 2008 on Public Information Disclosure.
2. Personal data protection: Ministry of ICT Regulation No 20 Year 2016 on Personal Data Protection.
3. Open Government Data: Act Number 14 Year 2008 on Public Information Disclosure and draft Presidential Regulation on One Government Data (final phase to be signed by the President).
4. Digital Identity: Act Number 24 Year 2013 on Population Administration, Government Regulation Number 102 Year 2012 on Implementation of Act Number 24 Year 2013 on Population Administration.
5. Digital Certification/signature: Government Regulation Number 82 Year 2012 on Implementation of Electronic System and Transaction.
6. e-Procurement: Presidential Regulation No 16 Year 2018 on Government Goods and Services Procurement.
7. Digitally publishing government expenditure: Act Number 17 Year 2003 on State Finances.
8. Data interoperability: Government Regulation Number 82 Year 2012 on Implementation of Electronic System and Transaction and Presidential Regulation Number 95 Year 2018 on e-Government.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
- Yes
 - No

⁸ Related to SDG Indicator 16.6.1

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

Public complaint handling system collects statistics about resolved and unresolved cases. Unresolved cases are deliberately sent to Ombudsman for further investigation.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

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

Every government institution measures and publishes their own public service satisfaction index based on Ministerial Administrative and Bureaucratic Reform Regulation No. 14 Year 2017 on Guidelines of Public Satisfaction Survey for Public Service Units.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

Based on Presidential Instruction Number 9 Year 2015 on Public Communication Management, government institutions have to disseminate government achievements in all sectors by all means including social media. Coordinating Ministry for Politics, Law and Security has created Social Media Synergy for State Apparatus, and Ministry of ICT created guideline book on the use of social media in government institution.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

National strategy to use future technology such as Artificial intelligence, Big Data, Robotics, and Internet of Things, nanotechnology, can be found in Presidential Regulation No 95 Year 2018 on e-Government, the Master Plan of National Research, the Master Plan of National Industry Development 2015 – 2035, and the Making Indonesia 4.0 initiative. Meanwhile, the national strategy of smart city initiative is to leverage 100 smart city program by incorporation of the Ministry of ICT, the Ministry of Home Affairs, the Ministry of National Planning Development, the Ministry of Public Work and Housing, and Presidential Staff Office. The reference of smart city initiative can be found in Ministry of ICT Regulation No 14 Year 2016 on ICT Nomenclature Guidelines for Local Government.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

The Ministry of Communication and Information Technology, The Ministry of Trade, Indonesian Institute of Science (LIPI), and Agency for the Assessment and Application of Technology (BPPT).

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

User satisfaction of online public service is not measured at national level, but at each institutional level.

18. What percentage of your GDP is allocated for ICT investment in the public sector?

Estimated ICT Budget Rp. 5.8 Trillion (excluding Palapa Ring Project), GDP 2018 Rp. 14,837.4 Trillion. So the percentage is 0.03%. Notes: to be precise, we are still acquiring figures of ICT spending to Ministry of Finance.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

99.9% of central government employee is using ICTs such as Personal Computer, Laptop, tablet, or smartphone.

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

99.9% of central government employee is routinely using the internet.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

According to APJII survey, 64.8% of Indonesia population is using Internet. The figure is considered as digital literacy at the national level.

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

The Ministry of Administrative and Bureaucratic Reform has cooperation with Republic of Korea on e-Government. The Ministry of ICT has cooperation with France Republic on Government Data Center. Currently Government of Indonesia is planning to have cooperation with Australian Government on e-Government.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Currently, Indonesian Government does not have any plan offering support to other countries in the area of e-Government.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/wise10/WSIS-Action-Lines-and-Facilitators>

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Palapa Ring Broadband Project is an ongoing public-private partnerships focusing on building fiber optic telecommunication infrastructure.

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
 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:

We held meetings with other Ministries and Agencies

2. How did you hear about this questionnaire?

- Directly from UN DESA
 From the Mission of my country to the United Nations
 United Nations E-Government Survey website
 LinkedIn
 Facebook
 Other:

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.

We appreciate your participation.