The challenges and issues of e-government in Indonesia from citizen's perspective

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Abstract. Each ministry and local government in Indonesia has a separate service to serve the citizens. But with the e-government ministries and local government should be able to further improve public services for citizens and centralized. In this research will be analyzed on the challenges and issues that occurred in Indonesia from the perspective of service for citizen in order to avoid unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. Analyze in this research using qualitative method to describe the current condition of each element especially in challenges and issues that occurs. The groups of services for citizens that analyzed in this research are Travel, Work and Retirement, Vehicles, Residence formalities, Education and Youth, Health, Family consumers which results from this research could leads government to focus on improvements to enhance public services for citizens.

1. Introduction

Almost every citizen will deal with government agencies for the purposes of public administration. A wide variety of residence documents and business documents require citizens to interact with government officials at various institutions. Unfortunately, the services provided until now considered not satisfactory. The existence of One Roof Service Unit (UPTSA) at the municipal or district government level, has not provided effective service even far to be communicative. State Service to its citizens is a mandate contained in the 1945 Constitution and clarified again in Law no. 25 of 2009 on Public Service. The Public Service Law sets forth the principles of good governance in order for government functions to be effective. Public services are undertaken by government agencies or counterparties to strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, improve environmental protection, be wise in the utilization of natural resources, deepen trust in government and public administration. Various public service providers belonging to the government should reflect on past experiences, when many criticisms are directed at improving the quality of public services. Government agencies are always saggy in providing public services. Management of ID cards, Driving License (SIM), Building Permit (IMB), the difficulty of obtaining easy and quality education services, health services that most people cannot afford, etc., are a small part of the example of public servants' messiness. This is certainly against the spirit of reform that has been running for more than a decade. The main factors that hamper good public services can be seen from two sides, namely bureaucracy and public service standards. It is common knowledge that within the body of the Indonesian state government at all levels and types it has a long bureaucratic structure, fat, and convoluted (1).

2. Research Method

This research conducted investigations the challenges and issues of E-Government in Indonesia seen through the services for citizens. Firstly, the author of this paper searched the important component of the the services for citizens of E-Government in Indonesia by google and found as Travel, Work and retirement, Vehicles, Residence formalities, Education and youth, Health, Family and Consumers (2). and then, the author analyze the challenges and issues of the group above. Secondly, the author of this research focused on this concept, this concept is choose because this concept has complete components to study this research. Thirdly, the author collect the data related to this concept. Including the responsibility, website, description of each element of this concept over google and use books and journals related to this topic. Then, next steps are collected terms which relevance to research philosophy, methodologies and methods and also counted how many papers for the term. Fourthly, the collected terms identified and categorized into Research Paradigms, Research Approaches, Research Methodologies, Research Methods, Way to conclusion and other. Final, from the steps above author conclude what are the challenges and the issues happening to this concept of E-Government in Indonesia seen through the services for citizens.

3. Finding and Analysis

In this section, the authors of this paper present classification of research philosophy and methodologies in E-Government area. The collected data will be classified into research paradigms, research approaches, research methodologies, research methods, way to conclusion and others also conclude what are the challenges and the issues happening to this concept of E-Government in Indonesia seen through the services for citizens.

The services for citizens of E-Government in Indonesia in this paper divided into 8 elements. Will explained below started from responsibility, website, description until challenges and issues of each element:

Passport	
Responsibility	Central Government, Ministry of the Interior, Civil Registry and Migration Department
Website	www.imigrasi.go.id
Description	Information and forms to download. Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department [4].
Challenges	The e-Service could be improved in case of modification of the related legislation where the application for passport can be submitted online (including do payment) and deliver the document to the citizens' address.
Issues	website is often down due to so many users access the website at a time and not friendly user.

Money and Charges	
Responsibility	Ministry of Finance (Department of Customs and Tax Department)
Website	https://www.kemenkeu.go.id/, www.beacukai.co.id
Description	The websites are designed to provide links to the relevant services/information.
Challenges	each department should have national standardization in order to give same facilitate in serving the citizens.
Issues	information provided by separate websites, all information about money and charges better in one website not separated.

Figure 1. Travel (passenger rights, document you need).

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	
Responsibility	Central Government, Ministry of Health
Website	-
Description	-
Challenges	information and form to download
Issues	planning stage

Medical Costs (Reimbursement or Direct Settlement)	
Responsibility	Central Government, Ministry of Health
Website	-
Description	-
Challenges	Information and forms to download for application to obtain a medical card. With regard to medical costs, no application for reimbursement is required as medical costs are charged according to what the citizen is entitled to, i.e. medical card category. Depending on entitlement status, medical costs for government medical services can vary from zero fees, to reduced fees, to payment of full cost.
Issues	planning stage

Figure 2. Health (Planned and Unplanned Healthcare).

	Job search services by labour offices
Responsibility	Central Government, Ministry of Labour and Social Insurance, Department of Labour
Website	http://indonesia.go.id, bursakerjadepnaker.com, bpjsketenagakerjaan.go.id
Description	Enables users to search the job vacancies database according to criteria matching their profile. It also allows employers to publish and manage job vacancies.
Challenges	The system should be able accepts digital CVs, accessible by interested employers, the website should have a facilitate to do registration by personally present proof of ID in order to be provided with a username and password, this way should have given benefit to registered users, so the users could receive and set up the interested information [16][3][2].
Issues	the website only give information about job vacancy, citizens who want to apply the job vacancy should visit the link they provided, and even citizens can registration insurance through the website, the website is not full electronic some facilitation that government offer should do in traditional ways.
	Work and retirement (Professional qualifications) Legal information system (including information on the regulated professions)
Responsibility	Several stakeholders
Website	www.dikti.go.id, www.hukumonline.com, www.kemenkumham.go.id, www.bisnisindonesiagroup.com
Description	Depending on the profession, this information is provided by the relevant stakeholder in Indonesia [15][10][11][1]. Additionally, information on Professional qualifications can be found on the Indonesian Business Portal which provides comprehensive information relating to the procedures and formalities required for the access to, and the exercise of, service activities in Indonesia
Challenges	online business in one portal below Indonesian government, economic growth and smart consumers.
Issues	the mind-set of entrepreneurship is still very low, the rate of business collapse is high and not clear about the value being defended since many local products are collapse
	Work and retirement (Taxes, unemployment and benefits) Income taxes: declaration, notification of assessment
Responsibility	Central Government, Ministry of Finance, Tax Department
Website	https://www.kemenkeu.go.id/, https://efiling.pajak.go.id, https://sse.pajak.go.id
Description	The efiling system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the taxpayer´s relevant info such as name, address, correspondence address, contact details and taxpayer ID. Alternative delivery channels for the service are available via the Tax Department [12][6][9].
Challenges	not every citizen can use this system to submit their tax reports due to daily skill to use such as computer and website, need a facilitation to solve this kind of problem
Issues	website is often down due to so many users access the website at a time and not friendly user
	Work and retirement (Unemployment benefits (Standard procedure to obtain replacement income in case of unemployment))
Responsibility	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website	-
Description	-
Challenges	Creating jobs and entrepreneurship
Issues	Central Bureau of Statistics recorded open unemployment rate decreased in February 2017 of 5.33%

Figure 3. Work and retirement (working abroad, finding a job abroad, retiring abroad).

Driver's Licence	
Responsibility	Central Government, Ministry of Transport, Communications and Works, Road Transport Department
Website	sim.korlamtas.polri.go.id
Description	Personal submission of documents to the website is required for obtaining the licence. The site contains information, forms to fill and offers some online features. For example, candidate drivers are given the option to select the date, time and place of their test via the Internet [17]
Challenges	delivery channels for the service, online payment, and available in every city in Indonesia
Issues	only available in certain big cities
Vehicles (Insurance) Third-Party Insurance	
Responsibility	Road Transport Department
Website	-
Description	-
Challenges	The Indonesian government must require every vehicle owner to participate in insurance and set insurance costs, because the cost is getting higher nowadays
Issues	under private parties
Vehicles (Registration) Car registration (new, used, imported cars)	
Responsibility	Central Government, Ministry of Transport, Communications and Work, Department of Road Transport
Website	korlantas.polri.go.id/stnk
Description	The site gives information for car registration [19]
Challenges	offers services for the registration of motor vehicles and motor bikes. For new cars, the entire process can be completed online, including payments. Registration of vehicles can also be made via intermediaries, such as authorised car dealers and importers
Issues	only information provided through this website

Figure 4. Vehicles (Driving Licence).

Child Allowances	
Responsibility	Central Government, Ministry of Finance, Grants and Benefits Service
Website	-
Description	-
Challenges	Article 34 paragraph (1) of the 1945 Constitution states that "poor and abandoned children are kept by the state"
Issues	The number of street children in 2015 as many as 33,400 children spread in 16 provinces
Certificates (Birth, Marriage): Request and Delivery	
Responsibility	Central Government, Ministry of the Interior, Civil Registry and Migration Department
Website	www.dukcapil.kemendagri.go.id
Description	Information and forms to fill [5]
Challenges	delivery channels for the service, online payment, and available in every city in Indonesia
Issues	depend on the city, only available in certain big cities

Figure 5. Family (Children, Couples).

	Consumer Protection
Responsibility	Competition and Consumer Protection Service, Ministry of Energy, Commerce, Industry and Tourism, Indonesian Consumers' Union and Quality of Life
Website	ylki.or.id/hak-konsumen
Description	This website allows the consumers to fill in an online form in order to submit a complaint and find information regarding their rights as consumers [28].
Challenges	Centralized ownership, Implementation of laws and Communications for democratic governance
Issues	Transparency, fair treatment, reliability, confidentiality and data security, and simple, fast, and affordable settlement of user disputes

Consumers (Energy supply)

	Living Facilities and Energy
Responsibility	Electricity Authority of Indonesia
Website	www.bumn.go.id/pln
Description	information about electricity only [25]
Challenges	This website should allow the consumers to fill in an online form in order to submit a complaint and find information regarding their rights as consumers
Issues	high price, monopoly company

Figure 6. Consumers (Shopping (Your rights), Unfair Treatment).

Announcement of moving (change of address)	
Responsibility	Central Government, Ministry of Interior, Civil Registry and Migration Department
Website	www.dukcapil.kemendagri.go.id
Description	Information only [5]
Challenges	all data changed provided by online
Issues	the queue is too long to change the status of change address only.

Certificates (Birth, Marriage): Request and Delivery	
Responsibility	Central Government, Ministry of the Interior, Civil Registry and Migration Department
Website	www.dukcapil.kemendagri.go.id
Description	Information and forms to fill [5]
Challenges	delivery channels for the service, online payment, and available in every city in Indonesia
Issues	depend on the city, only available in certain big cities

Criminal Record Certificate	
Responsibility	Indonesian Police
Website	https://www.polri/go.id
Description	Physical presence is required therefore the service is not online [18]
Challenges	how to preserve the origin record
Issues	integrating from traditional way to modern way by technology

Residence (and other) formalities (Declaration to the police (e.g. in case of theft))	
Responsibility	Central Government, Indonesian Police
Website	https://www.polri/go.id
Description	Information only, no online declaration possible. According to current legislation, citizens must declare crimes, such as theft, in person [18]
Challenges	should improve the services
Issues	long procedures to do

Housing (building and housing, environment)	
Responsibility	Central Government, Ministry of the Interior, Town Planning and Housing Department
Website	dcktrp.jakarta.go.id
Description	Information and forms to fill. The related procedure involves a number of authorities. An application for a building permission is initially delivered to the relevant municipality or district administration office of the Ministry of the Interior [23]
Challenges	The integrated information system is expected to be a powerful tool for the upgrading of the services offered by the Department, with purpose that of improvement in the bureaucratic procedures as well as of the average response time to citizens' requests, and therefore the better and more effective public service
Issues	available for Jakarta only

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Participation in Elections	
Responsibility	Ministry of Interior, Central Election Service
Website	-
Description	-
Challenges	planned in 2019
Issues	not yet

Figure 7. Residence (and other) Formalities (Document and Formalities).

Enrolment in higher education/university	
Responsibility	Central Government, higher education institutions, ministry of Education and Culture
Website	www.kemdikbud.go.id, dikti.go.id
Description	all about schools and universities information are available [14][15]
Challenges	e-learning, e-education, quality of teachers, quality of education, equity of education, relevance of education
Issues	2.5 million Indonesian children are not able to enjoy continuing education as many as 600 thousand primary school-age children and 1.9 million children of Junior High School age

Public libraries (availability of catalogues, search tools)	
Responsibility	Central Government, Local Government
Website	www.perpusnas.go.id
Description	Some libraries provide catalogues which can locate holders and allow electronic reservations. For online public libraries, which offer electronic reservations, prior registration of users is required [24]
Challenges	e-books, iCentre in every school and university in Indonesia
Issues	network for internet in Indonesia

Student grants	
Responsibility	Central Government, Ministry of Finance, Grants and Benefice Service
Website	simbelmawa.ristekdikti.go.id, belmawa.ristekdikti.go.id, www.lpdp.kemenkeu.go.id
Description	Information and forms to download [27][26]
Challenges	develop student creativity
Issues	long procedures

Education and youth (Traineeship, volunteering) Voluntary social involvement I	
Responsibility	Central Government, Office of the Commissioner on Volunteerism and NGOs
Website	knpipondokmelati.blogspot.com
Description	The Commissioner's office supports voluntary initiatives that encourage the active participation of citizens, especially the youth, in environmental awareness issues, education, culture, sport, etc., always respecting the autonomy and independence of voluntary and non-governmental organizations [21]
Challenges	The website of the Commissioner on Volunteerism and NGOs should allow citizens to apply online for becoming volunteers and provides information regarding the activities planned (current/future) under the supervision of the Commissioner for Volunteerism and NGOs
Issues	many bad issues came from this committee such as demo of labours in May 2017

Voluntary social involvement II	
Responsibility	Youth Board of Indonesia
Website	anarchoida.blogspot.co.id
Description	no information available [22]
Challenges	The youth of Indonesia should be acknowledging the importance of volunteerism not only on the personal development of young people but also on the cultivation of collective consciousness and social solidarity developed a "Youth Volunteer Team" in order to actively contribute in this way in the promotion of volunteerism among young people
Issues	Indifference to the surrounding environment, lack of understanding of the meaning of tolerance and diversity, tends to exclusively bring young people into the problems and problems of today's teenagers

Education and youth (Researches) Information and assistance to researchers	
Responsibility	Indonesia
Website	www.dikti.go.id
Description	Ministry of Research, Technology and Higher Education provides information and assistance to mobile researchers – by means of the web portal and with the support of our national Indonesia Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities [15]
Challenges	increase the rate of research
Issues	long and unclear procedures

Research funding support Research Promotion Foundation (RPF) (currently N/A)	
Responsibility	Research Promotion Foundation (RPF)
Website	www.lpdp.kemenkeu.go.id, www.dikti.go.id
Description	Information and forms to fills [12][15]
Challenges	increase the rate of research
Issues	long and unclear procedures

Figure 8. Education and Youth (School, University)

4. Conclusion

From the above analysis discussing about Travel, Work and Retirement, Vehicles, Residence formalities, Education and Youth, Health, Family Consumers, there are some services that are not yet available and are not yet in focus or are still in the planning stage in e-government in Indonesia: Work and retirement (Unemployment benefits (Standard procedure to obtain replacement income in case of unemployment)), Vehicles (Insurance) Third-party insurance, Residence (and other) formalities (Election Abroad) Participation in elections, health and Family (Children, couples) Child allowances.

Services for citizens in e-government is one of the most important things in e-government because the main user in e-government is citizens itself. For that, the government of Indonesia should be more focused at least to the 8 elements mentioned above.

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