

Modul 4

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# Studi Kasus Transformasi Digital dalam Pemerintahan

*Transformasi Digital dalam Pemerintahan*

**Fia Mahanani**

STC on Digital Government The World Bank



## Negara-negara terkemuka dalam pembangunan e-Government pada tahun 2020

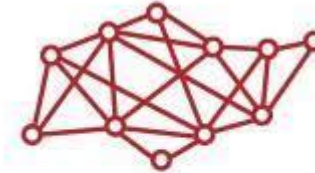


Country	Rating class	Region	OSI value	HCI value	TII value	EGDI value (2020)	EGDI value (2018)
Denmark	VH	Europe	0.9706	0.9588	0.9979	0.9758	0.9150
Republic of Korea	VH	Asia	1.0000	0.8997	0.9684	0.9560	0.9010
Estonia	VH	Europe	0.9941	0.9266	0.9212	0.9473	0.8486
Finland	VH	Europe	0.9706	0.9549	0.9101	0.9452	0.8815
Australia	VH	Oceania	0.9471	1.0000	0.8825	0.9432	0.9053
Sweden	VH	Europe	0.9000	0.9471	0.9625	0.9365	0.8882
United Kingdom of Great Britain and Northern Ireland	VH	Europe	0.9588	0.9292	0.9195	0.9358	0.8999
New Zealand	VH	Oceania	0.9294	0.9516	0.9207	0.9339	0.8806
United States of America	VH	Americas	0.9471	0.9239	0.9182	0.9297	0.8769
Netherlands	VH	Europe	0.9059	0.9349	0.9276	0.9228	0.8757
Singapore	VH	Asia	0.9647	0.8904	0.8899	0.9150	0.8812
Iceland	VH	Europe	0.7941	0.9525	0.9838	0.9101	0.8316
Norway	VH	Europe	0.8765	0.9392	0.9034	0.9064	0.8557
Japan	VH	Asia	0.9059	0.8684	0.9223	0.8989	0.8783

*United Nations E-Government Survey 2020*



**U.S. DIGITAL SERVICE**



**SMART NATION**  
&  
DIGITAL GOVERNMENT OFFICE



**Government  
Digital Service**



**Australian Government**  
**Digital Transformation Agency**





**Perpres No. 95 tahun 2018 tentang  
Sistem Pemerintahan Berbasis Elektronik  
Perpres No 39 tahun 2019 tentang Satu  
Data**

UU ITE

UU KIP





# Transformasi Digital Pemerintah Korea Selatan

Studi Kasus Transformasi Digital



## Korea menduduki peringkat ke-dua EGDI 2020

Country	Rating class	Region	OSI value	HCI value	TII value	EGDI value (2020)	EGDI value (2018)
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# Korea dianggap sebagai negara terbaik dalam penanganan COVID – 19 menurut Bloomberg.

**Covid Resilience Ranking**

← Worse Better →

Get info and sort on table headers ⓘ

REOPENING PROGRESS COVID STATUS ▼ QUALITY OF LIFE ▼

RANK	CHANGE	ECONOMY	BLOOMBERG RESILIENCE SCORE	VACCINE DOSES PER 100	LOCKDOWN SEVERITY	FLIGHT CAPACITY	VACCINATED TRAVEL ROUTES
1	▲5	South Korea	80.9	244	14	-50.1%	438.5
2	▲3	UAE	80.7	268.5	30	-20%	438.5
3	▼1	Ireland	80.5	223.4	11	-6.9%	438.5
4	▼3	Norway	80.1	211.7	11	-2.4%	438.5
5	▲5	Saudi Arabia	79.8	190.5	25	-12.6%	436.5
6	▼3	Denmark	79	227.2	11	-17.1%	438.5
7	-	Canada	78.8	229.3	19	-15.5%	437.5
8	▼4	Netherlands	78.6	203	16	-11.1%	439.5
9	▲14	Australia	78.1	234.2	14	-16.2%	436.5
10	▲11	Turkey	77.3	176.8	14	-8.2%	436.5



# Sistem Pemerintahan Digital untuk Merespon COVID-19 di Korea

## Rilis dan Pemanfaatan Open Data Sistem Pelacakan Kontak COVID-19

*World Bank, Open Learning Campus, Learning from Korea's Digital Response to COVID-19: Details on Public Health Measures through Open Data and the Contact Tracing System*

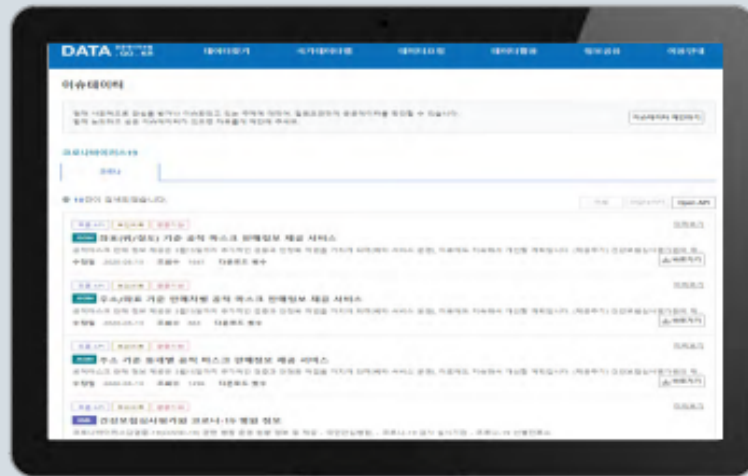


# Rilis dan Pemanfaatan Open Data

## 02 Release of COVID-19 Open Data through Data Portal

Government of Korea has released key datasets as issue data through national data portal for its re-use and analysis by private sector

### Data Portal



### Key Datasets

#### Overall status

Status of COVID-19 by location, age, sex.  
list of screening centers and  
national security hospital

#### Mask data

API format of mask sales data

#### Public welfare support data

Central/local supporting policies  
for economic recovery

#### Daily life

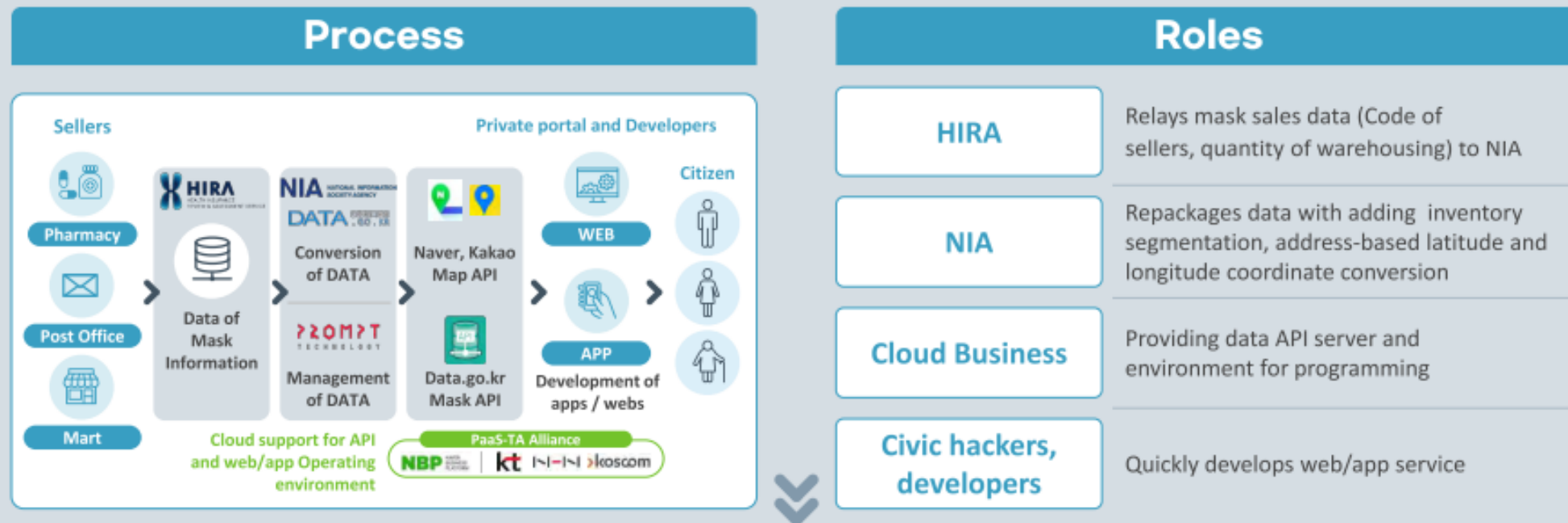
E-learning materials, public open lectures,  
security issues of countries

“Providing information as **DATA** is a crucial role for Gov.,  
then private **use the data to develop useful services quickly**”

# Rilis dan Pemanfaatan Open Data

## 03 Process for Releasing Sales of Mask Data(2)

To solve social problems arising from purchase of masks in Korea, Government of Korea has released mask data(Code of sellers, time and quantity of warehousing, number of mask sales) and hit 571,013,946 calls



“ Successful cases of PPP where **all stakeholders** have participated **utilizing capacity of private sector** and professional solutions “



# Rilis dan Pemanfaatan Open Data

## 04 Apps and Web Services Developed to Responding to COVID-19

### Mask

Utilizing mask data(location of seller and quantity of warehousing displayed in 4 different colors), apps/webs providing **real-time** quantity of mask left in nearby sellers (150 apps/web services)

Mask app  
(Good-DOC)



### Increase in the % of pharmacies sold out all masks

67.9%



Before



After

92.5%

### Decrease in civil complaints

480



Day 1



Day 7

10



# Rilis dan Pemanfaatan Open Data

## 05 Role of Public Sector as Enabler



### Release and share on the basis of IT Infrastructure

- **(Data portal)** Utilize the portal where citizens and developers use easily
- **(Cloud-based sharing Platform)**  
Inauguration of consultative group of local cloud business named 'PaaS-TA'



### Collaborating process within Gov.

- **(Systematic process of Data release)**  
Selection and release of high-demand, high-value core data for new industry
- **(Community of data skilled human resources)**  
Consists of data skilled workers of central government

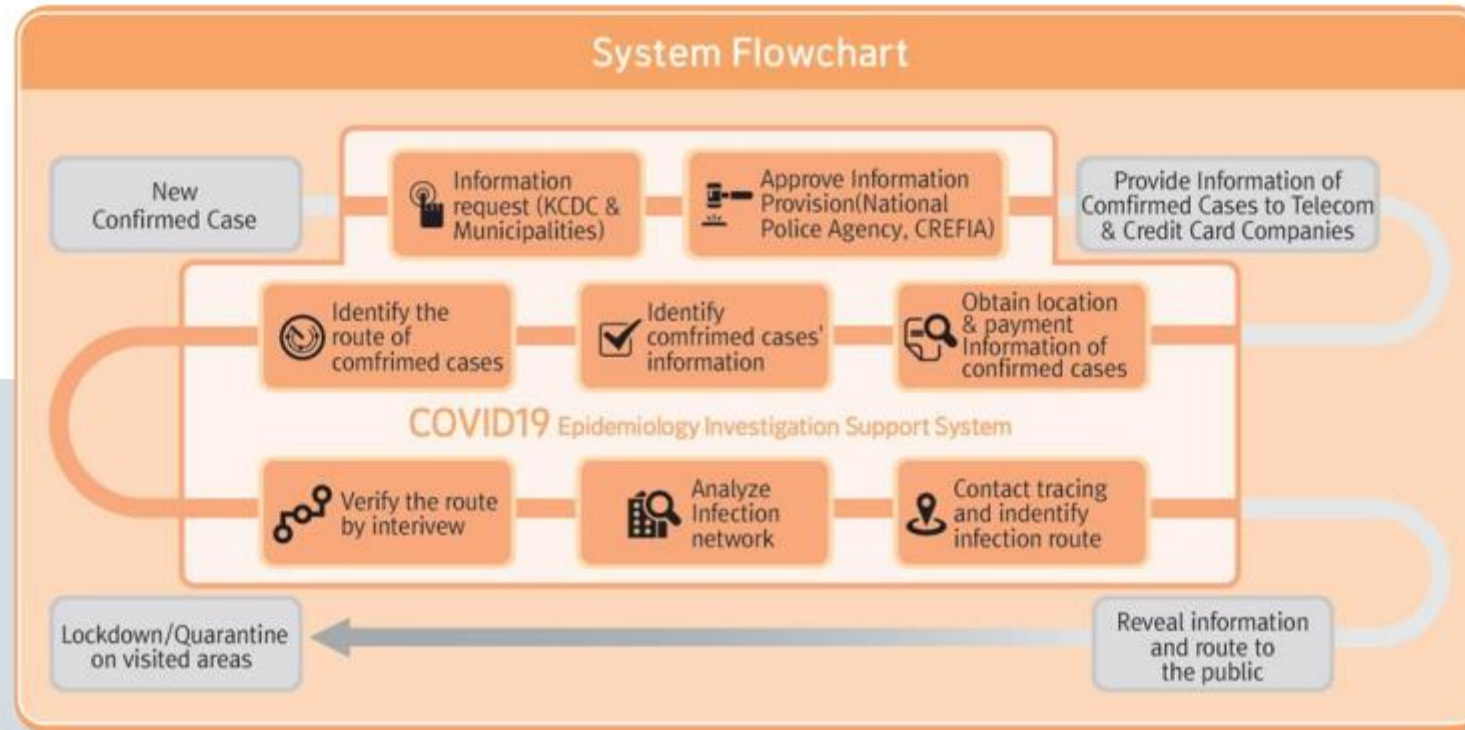


### Collaborating process within Gov.

- **(ODF)** Communication platform for public-private-partnership
- **(Join project for starting biz)** Supporting data business
- **(Open community for open data)**  
Consists of 5 groups (Government, Public organization, Private sector, Civil Society, Students)

# Sistem Pelacakan Kontak COVID-19

## | Operating Structure

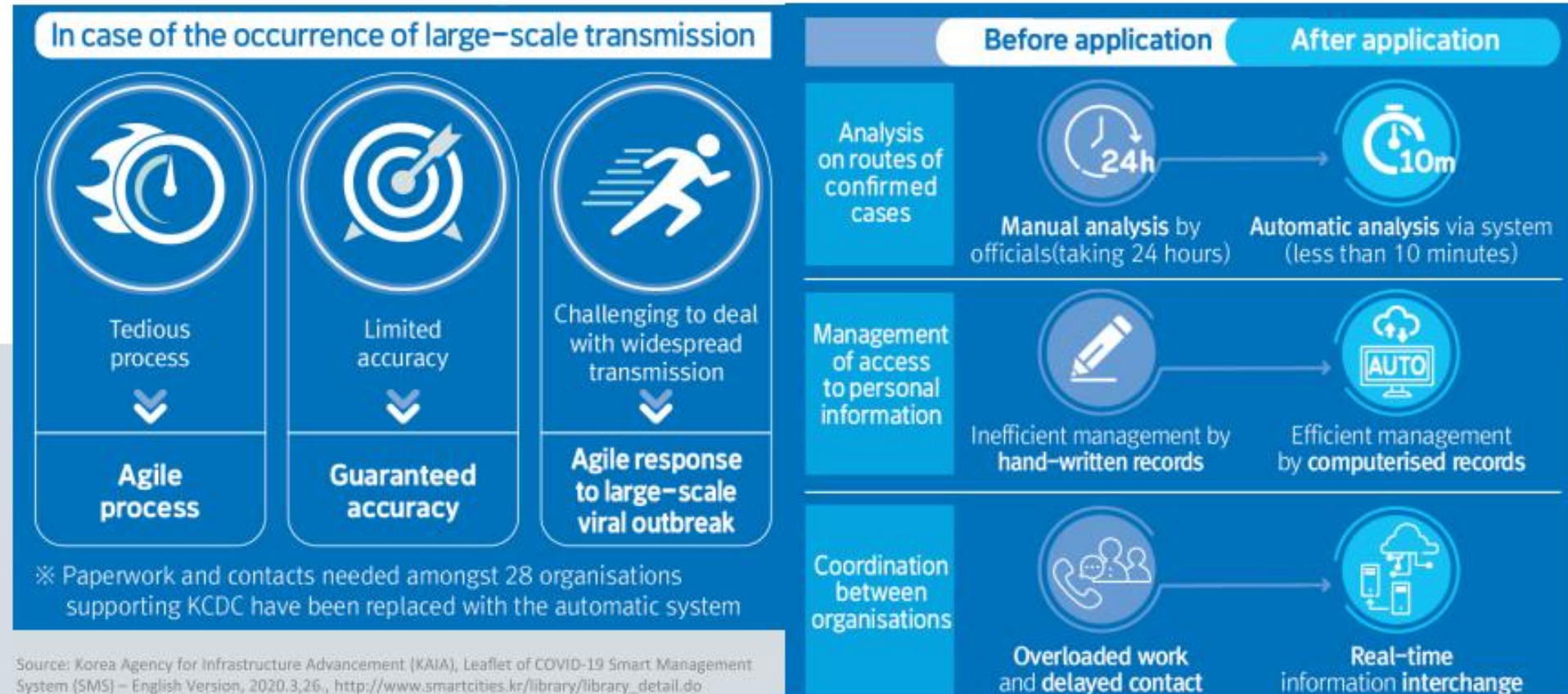


Source: Korea Agency for Infrastructure Advancement (KAIA), Leaflet of COVID-19 Smart Management System (SMS) – English Version, 2020.3.26., [http://www.smartcities.kr/library/library\\_detail.do](http://www.smartcities.kr/library/library_detail.do)



# Sistem Pelacakan Kontak COVID-19

## | Operating Structure



# Sistem Pelacakan Kontak COVID-19

## 04 Implications

COVID-19 Contact Tracing System



### Smart City Technology

- **ICT, fundamental facilitator of smart city, plays a substantial role in pandemic control**

Non-pharmaceutical intervention  
such as contact tracing, self quarantine, self diagnosis, etc.

Pharmaceutical interventions, inter alias, digital medicare



### Human being, as Main Actor

- **Human being, is the main actor making decisions, establishing related systems and intervening crisis through whole process**
- **Social consensus is needed for making decisions and systems, using personal data**

the Act on Infectious Disease Control and Prevention

Strictly cautious to access information



**Menurut survey dari Deloitte Digital,**

**90%** dari lembaga yang masuk dalam kategori matang dalam survey mereka, sepakat dalam melihat manfaat inisiatif digital yang diluncurkan selama pandemic.

Sementara hanya **55%** organisasi dengan kematangan rendah, melihat manfaat inisiatif digital tersebut.

Deloitte Digital, 2021, Seven pivots for government's digital transformation, How COVID-19 proved the importance of "being" digital

# 50 Tahun e-Government di Korea

## Langkah 1

1960s – 70s

- Pengenalan IBM 1401 untuk melengkapi sensus statistic (1967)
- Pembentukan masterplan 5 tahunan pertama dalam Komputerisasi Administrasi (1978)

**Komputerisasi  
Administrasi Publik**

## Langkah 2

1980s

- Pembentukan masterplan untuk Jaringan Sistem Informasi Dasar Nasional (1984)
- Pembangunan Sistem Pendaftaran Penduduk (1989)

**Jaringan Informasi dan  
Komunikasi Nasional**

## Langkah 3

1990s

- Berlakunya regulasi terkait Bagi Pakai Informasi Administratif (1998) dan UU Tanda Tangan Digital (1999)
- Peluncuran layanan digital pemerintah

**Informatisasi Administrasi  
Nasional**

## Langkah 4

2000s

- Berlakunya UU e-Government (2001)
- Pembentukan Pusat Data Pemerintah yang Terintegrasi

**e-Government  
Terintegrasi**

## Langkah 5

2010s

- Pembangunan Pusat Data pemerintah berbasis Cloud (2012)
- Peluncuran GOV.KR (portal layanan pemerintah terintegrasi) (2017)

**Integrasi Layanan  
Pemerintah**

## Langkah 6

**Pemerintahan Digital  
Inteligent**

# Digital Government Services

Service-oriented government

Effective/efficient government

Transparent/open government

G2C

Gov24  
(Public Service Portal)

Data.go.kr  
(Open Data Portal)

Bokjiro  
(Welfare)

e-People  
(Participation)

NEIS  
(Education)

HomeTax  
(Tax)

G2B

UNI-PASS  
(customs)

KONEPS  
(procurement)

Bizinfo  
(SMB support)

KIPO net  
(intellectual properties)

G2G

Shared Mobile  
Service Platform

Digital Budget  
Accounting

On-Nara  
(e-Document and BPS)

Shared Services for  
Local Gov.

Personnel  
Management

Public Information  
Sharing Center

**National Information Resources Service  
(Government Integrated Data Center)**

## **4 Faktor Sukses Kunci**

Kepemimpinan Politis

Tata Kelola

Kerangka Hukum

Instrumen Kebijakan



## Faktor Sukses Kunci

# Kepemimpinan Politis

Transformasi digital merupakan proyek kompleks yang membutuhkan pendanaan, koordinasi antar agensi, dan revisi undang-undang serta regulasi pemerintah.

Kepemimpinan eksekutif yang konsisten dibutuhkan dalam menyukseskan transformasi digital.

Transformasi digital tidak dapat dilakukan secara instan namun terjadi perlahan dalam kurun waktu yang lama, kepemimpinan yang kuat untuk mendorong prosesnya sangat dibutuhkan untuk dapat bertumbuh menjadi system yang kuat dengan sukses.

Pembangunan visi presiden, komitmen kuat dan ketrampilan kepemimpinan untuk koordinasi merupakan kekuatan pendorong terbesar dalam mengejar agenda transformasi digital Korea.

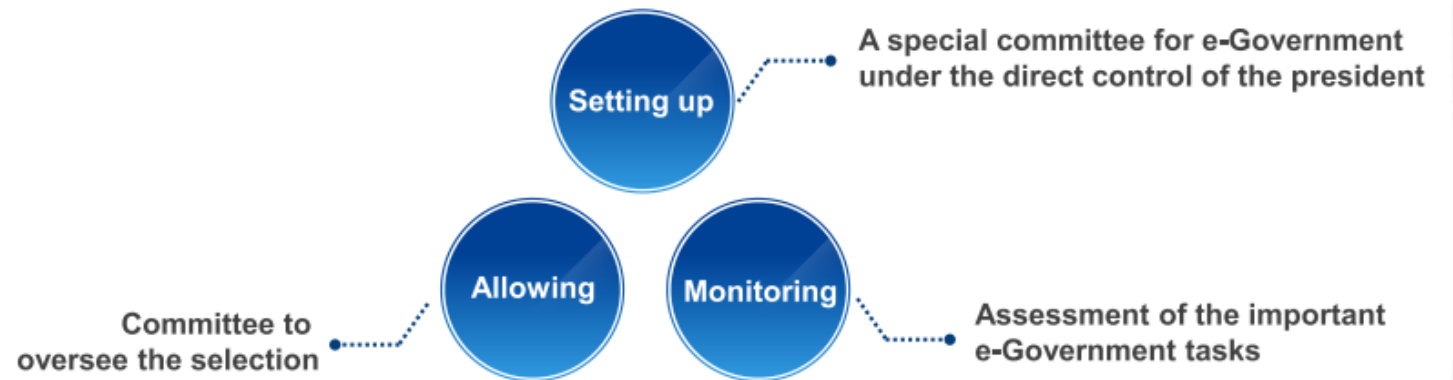
Presiden-presiden Korea mengadopsi e-Government sebagai bagian dari agenda nasional serta memberikan perhatian terus menerus termasuk dalam hal dukungan finansial dan institusional.

*World Bank, Open Learning Campus, Digital Government Policy and Best Practices of Korea*

Faktor Sukses Kunci

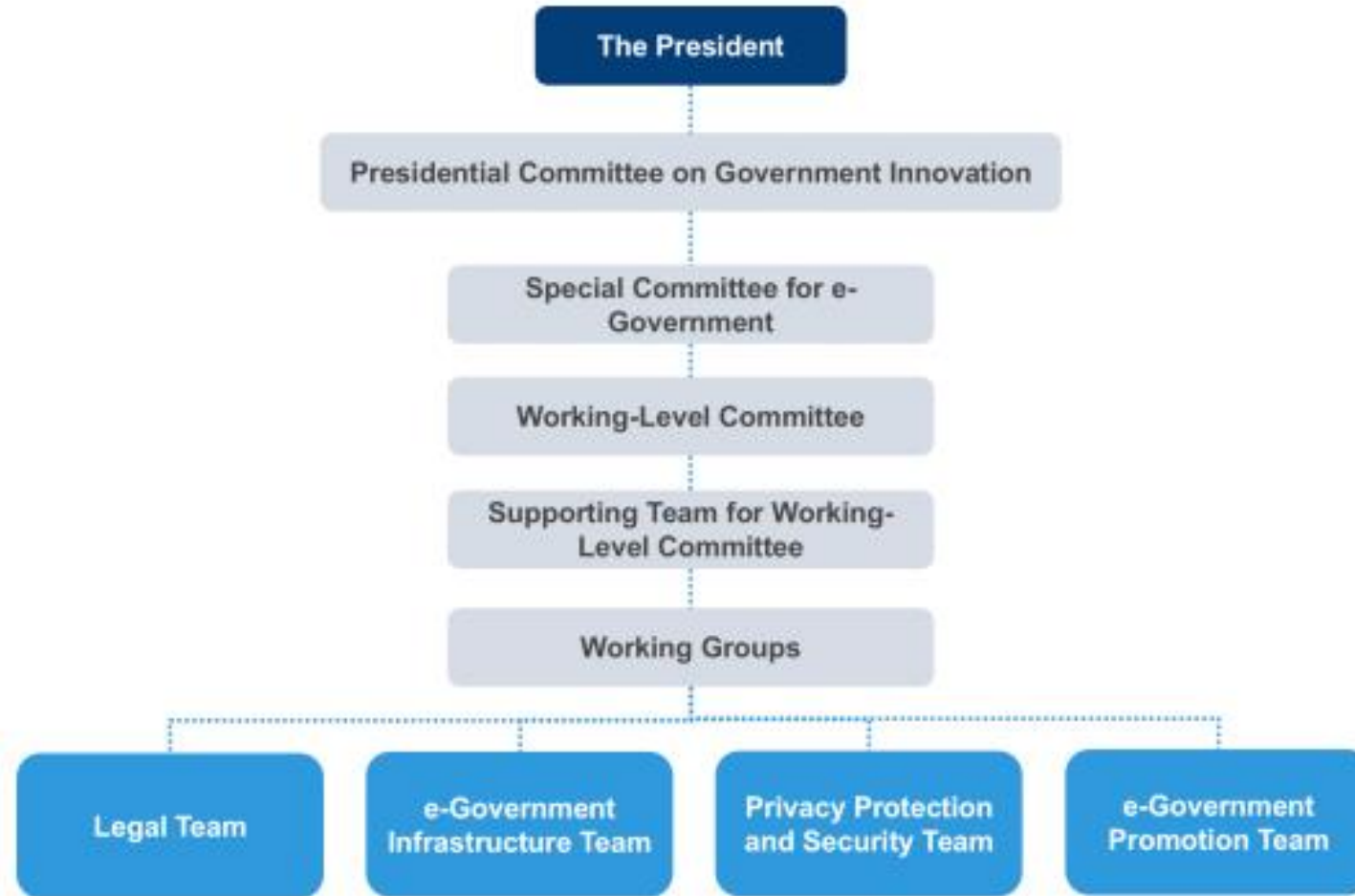
Tata Kelola

### Political Leadership plus e-Government Governance in Korea



In cases where the interests of different ministries and agencies have been sharply divided, the presidents have shown leadership by taking active steps to resolve the issues concerned

## Structure of the e-Government Special Committee





## The eGSC consisted of 17 members from the public and private sectors

 The combination of the committee members 



It brought together **diverse talents and competencies** to lead the management of the national level e-Government project

## The eGSC consisted of 17 members from the public and private sectors

Senior presidential secretary for policy planning

Seven vice ministers & two vice minister-level officials from the government

Seven experts from the private sector





Organized to **cooperate** and **coordinate**  
between related agencies

The eGSC designed its structure and communication channels

To coordinate the different opinions  
among the ministries

To ensure technical support

The eGSC designed its structure and communication channels

The Committee held a meeting of working-level  
committee members every week



Faktor Sukses Kunci

# Kerangka Hukum

## Tantangan:

Sistem legal didesain untuk administrasi offline, dengan kertas. Pemerintah mempromosikan penyesuaian legal sementara mendorong agenda dan proyek e-Government nya.

Computer Network Act 1986

Framework Act on Informatization Promotion 1995

Electronic Signature Act 1999, e-Government Act 2001

*World Bank, Open Learning Campus, Digital Government Policy and Best Practices of Korea*



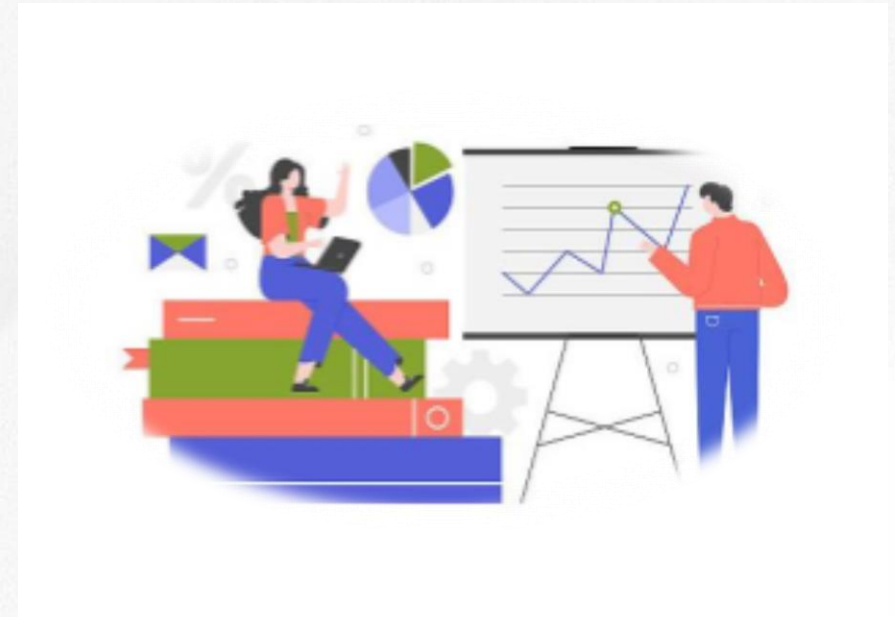
Faktor Sukses Kunci

# Instrumen Kebijakan

**Pendanaan yang stabil:** komitmen kuat presiden berdampak pada alokasi pendanaan yang kuat.

**Lembaga pemberi keahlian dan dukungan:**

- National Information Society Agency (think tank)
- Korea Local Information Research & Development Institute (implementer)



*World Bank, Open Learning Campus, Digital Government Policy and Best Practices of Korea*



Empat factor tersebut telah berhasil mengantarkan korea selatan dalam bertransformasi secara digital.

Kematangan pemerinthan digital korea juga telah teruji dengan keberhasilannya dalam menghadapi krisis pandemic COVID-19 melalui pemanfaatan teknologi digital untuk merespon secara cepat.







**The COVID-19 crisis acted as an historic pivot point for government's digital transformation**



say that COVID-19 has accelerated digital transformation



say that in five years, successful agencies will have digital capabilities

Pandemi menjadi titik kritis dan momentum dalam transformasi digital.

The background features a complex, repeating geometric pattern in shades of dark blue. The pattern consists of interlocking shapes, including circles, squares, and lines, creating a textured, woven appearance. The colors range from a deep navy blue to a slightly lighter, muted blue.

**Terima Kasih.**