About the Research

What can be done to allow all Indonesians to benefit from the digital economy?

- Make the Digital Economy Work for All
- Use Digital Technologies to Upgrade Services
- Improve Digital Connectivity and Universalize Access

To access the report and other materials:
→ www.worldbank.org/digitalindonesia
Using Digital Technologies to Upgrade Citizen-State Interactions and Services

- Embrace a whole-of-government approach to digital transformation
- Develop a national digital ID framework
- Move towards whole-of-government data integration and management
Whole-of-Government Approach to Digital Transformation of Government

Promote government efficiency and effectiveness, including through coordination and development and use of whole-of-government standards, common platforms and infrastructure.

- PerPres SPBE is a solid foundation but focuses mostly on digitization of existing processes and services, rather than digital transformation.
- Complex coordination of digital government policies, standards, and implementation.
- SPBE Coordination Team is a good start but the high cost of coordination hinders momentum.

What can be done?

1 Re-imagine government processes, procedures and structures towards transformation.

2 Adopt a whole-of-government approach to digital government, coordinated and spearheaded by an agency (existing or new) that has multi-ministry oversight and empowered with authority.

3 Establish an implementation arm / capability to accelerate delivery of cross-sectoral digital services, while also supporting / coaching the delivery of sector-specific digital services.

Good example: Singapore Smart National Digital Government Office and GovTech Agency.
Develop a **National Digital Identity Framework**

Allow Indonesians to use a digital ID to do trusted transactions end-to-end online, promoting innovation in public and private sector services, and removing distance/physical barriers to access (e.g. social protection).

- Strong existing national ID system provides a good foundation for developing digital identity
- Dukcapil has begun developing and testing digital identity technologies
- All other HIEs and UMICs in East Asia have launched national digital identity initiatives

**What can be done?**

1. Implement a multi-stakeholder, whole-of-country national digital identity trust framework, building on the national ID system
2. Explore mutual recognition of digital identity with other countries to advance cross-border digital transactions
3. Close remaining coverage gaps for civil and population registration and introduce e-KYC
4. Enact the Personal Data Protection Law in line with best practices

Good example: Australian Trusted Digital Identity Framework (TDIF)
**Whole-of-Government Approach to Data Management and Integration**

Generate greater value and responsiveness from government administrative data through sharing, portability, and re-use, especially for key use cases such as social protection, healthcare, education, and financial services.

- The way data is collected and managed by government agencies is fragmented, leading to limited interoperability.
- Presidential Regulation on Satu Data is a good start but has not yet been operationalized.

**What can be done?**

1. Implement Satu Data comprehensively, especially in sectors relevant for post pandemic recovery (e.g., education, health, social protection and MSMEs).
2. Develop whole-of-government standards and infrastructure for data sharing.
3. Build alliances with key institutions e.g. BAPPENAS, MenPANRB, KOMINFO, and MoHA to instill Satu Data principles into all digital government activities.

**Good example: Estonia X-Road / X-Tee**

**Access the 2021 World Development Report on Data for Better Lives**
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FOR MORE INFO, GO TO www.worldbank.org/digitalindonesia