

INCLUSIVE POLICY, E-GOV & SOCIETY 5.0

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**Shaping Indonesia's Future: Empowering Human Resources to Create
Quality Public Policies and Welcoming All Parties**

UNTAG Semarang, Indonesia

Three management modes of Public Service Organizations



Strategic policy roles coordinate, direct and oversee the development of strategic policy in order to deliver outcomes and benefits related to the organization's strategic direction (APSC, 2019)



Inclusive Policy Reform : the policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as , such as those who have physical or mental disabilities and members of other minority groups

DIVERSITY	INCLUSION
Who is here?	How can we best benefit from their knowledge and talents?
Being given a plate of food	Getting to choose from, or help to create a menu
What you have	What you do
You're there	You're valued
Addresses difference	Addresses equality

Governance Benefits

1. Pressure of accountability is built up on the decision- makers to respond to needs and preferences of the citizens.
2. Best in a representative democracy is to take into consideration the concerns of the most vulnerable and excluded sector of society.
3. Decentralized power in local decision-making will address the problem of livelihood and quality of life of the people.
4. Provide a well-informed society and organized civil society, academe and public sector in assessing performance.

Bureaucratic Problem

1. Too bureaucratic
2. Too big
3. Too inefficient, ineffective
4. Unaccountable, lack of transparency
5. Corruption

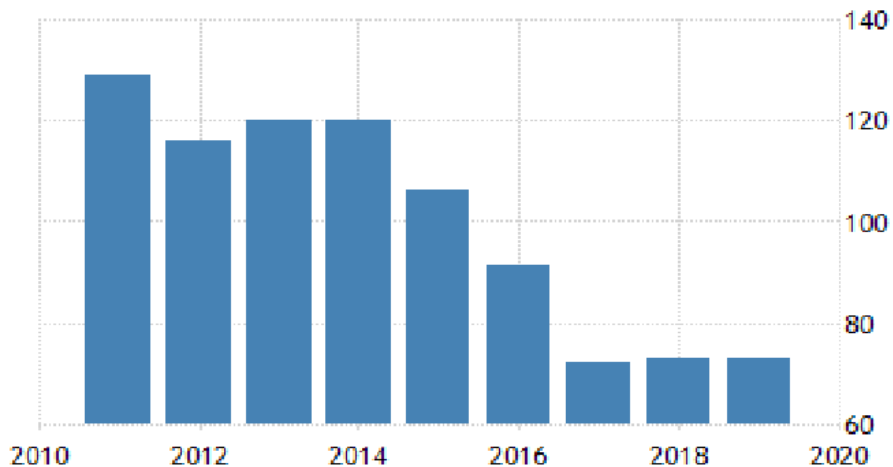
Interactive policy making and co- production of policies are modalities of policy agenda formulation and policy implementation, which are increasingly important. It is becoming impossible to imagine democratic practice today without some ICT applications. In the field of modernization of the overall structure of government and public administration e-Government can be used as a driving force. (Ignace Snellen)

World Competitiveness Ranking 2020

Ranking		Country/region	Ranking		Country/region
2019	2020		2019	2020	
1	➡ 1	Singapore	28	➡ 23	South Korea
8	➡ 2	Denmark	22	➡ 27	Malaysia
4	➡ 3	Switzerland	25	➡ 29	Thailand
6	➡ 4	Netherlands	30	➡ 34	Japan
2	➡ 5	Hong Kong	32	➡ 40	Indonesia
3	➡ 10	U.S.	43	➡ 43	India
16	➡ 11	Taiwan	46	➡ 45	Philippines
14	➡ 20	China			

Ranking of 63 economies based on their economic performance, government efficiency, business efficiency and infrastructure
Source: IMD

Easy Doing Business Indonesia



Do we need to readjust our public sector approach in the society 5.0 era?



PENGERTIAN E-GOVERNMENT

Menurut World Bank : “government-owned or operated systems of information and communications technologies (ICTs) that transform relations with citizens, the private sector and/or other government agencies so as to promote citizen empowerment, improve service delivery, strengthen accountability, increase transparency, or improve government efficiency”



MANFAAT E-GOVERNMENT, Yaitu :

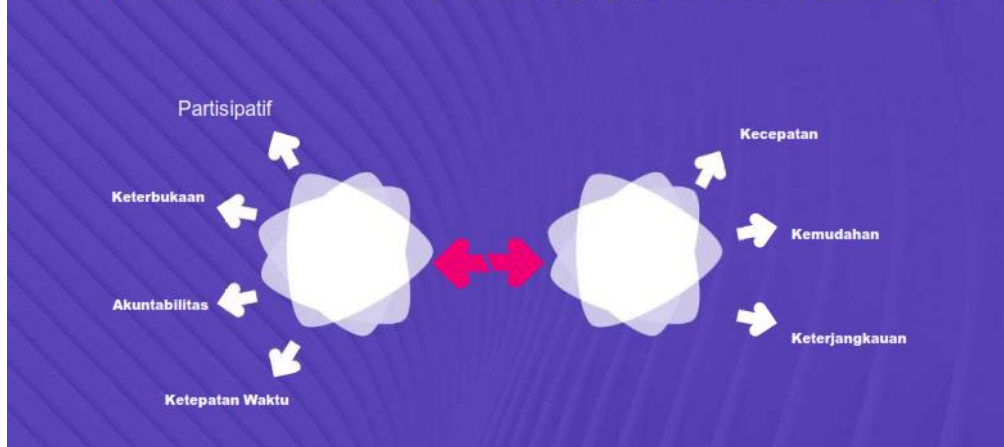
1. Pertama mengurangi biaya, alasannya karena melalui sistem online, maka biaya administrasi dan sebagainya akan berkurang.
2. Kedua, meningkatkan transparansi dan akuntabilitas karena masyarakat dapat dengan mudah mengakses dan melihat sejauh mana kegiatan pemerintah sudah dilakukan.
3. Ketiga, meningkatkan pelayanan publik karena masyarakat akan lebih mudah mengakses (keterbukaan informasi dan partisipasi) pelayanan publik tanpa harus secara fisik datang ke kantor instansi pemerintah tertentu.



3 Unsur Penting Pelayanan Publik



ASAS-ASAS PENYELENGGARAAN PELAYANAN PUBLIK MENURUT PASAL 4 UNDANG-UNDANG NOMOR 25 TAHUN 2009 TENTANG PELAYANAN PUBLIK YANG SANGAT BERKAITAN DENGAN PENERAPAN E-GOVERNMENT

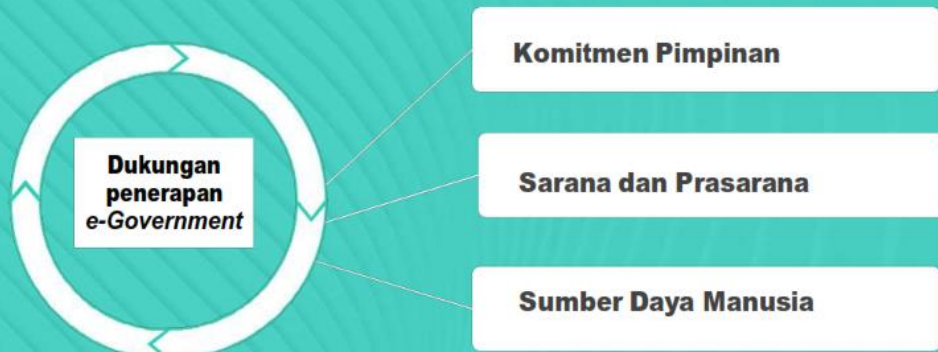


E-Government Development Index

Negara	Ranking Class	EDGI 2020
Singapore	11	0,9150
Malaysia	47	0,7892
Thailand	57	0,7565
Brunai Darussalam	60	0,7389
Phillipines	77	0,6892
Vietnam	86	0,6667
Indonesia	88	0,6612

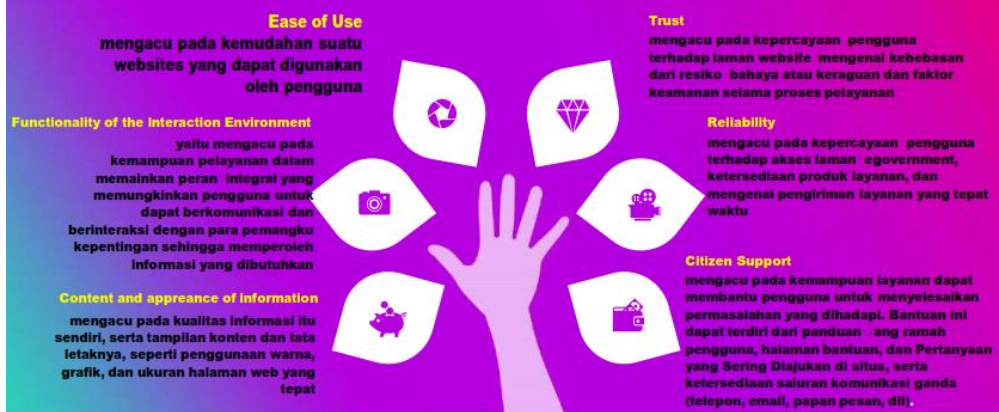


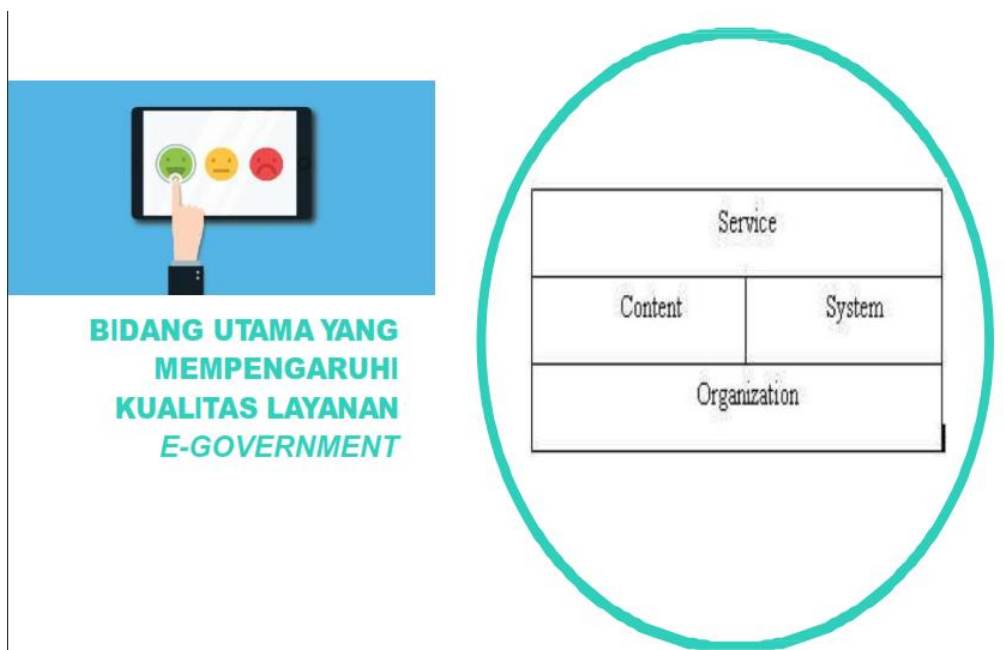
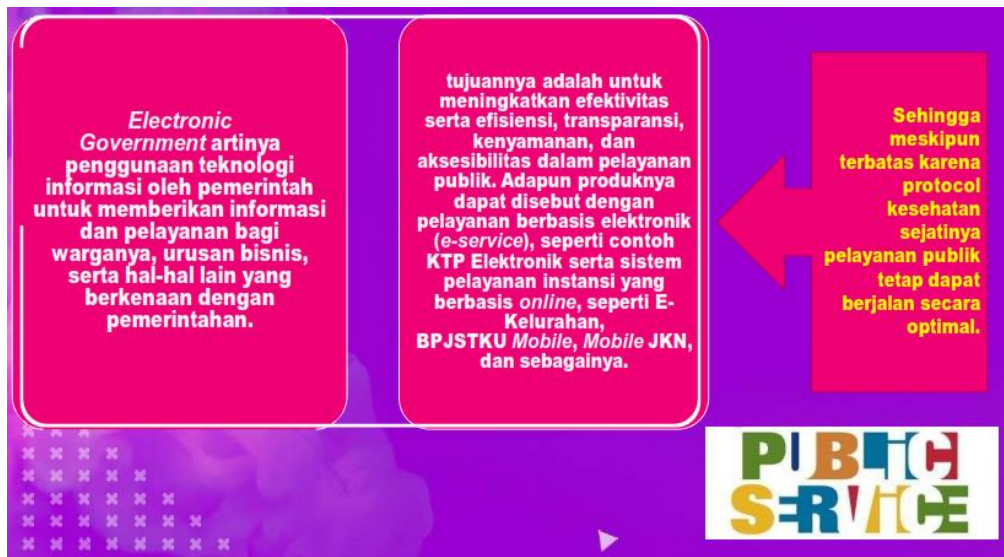
DUKUNGAN PENERAPAN E-GOVERNMENT

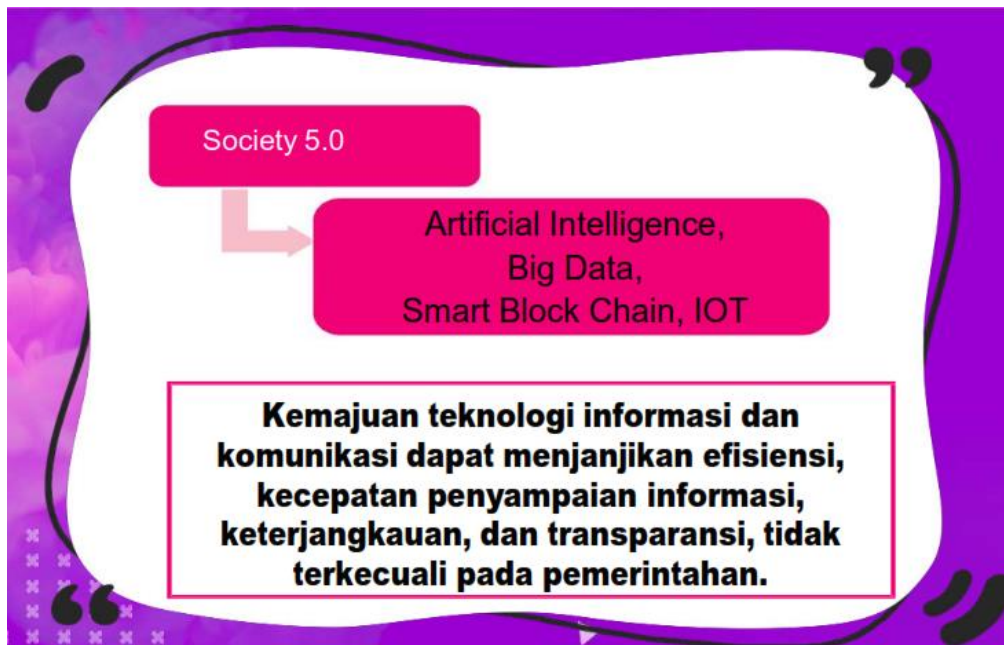


Pemerintah atau organisasi publik perlu memperhatikan dan mengontrol pelayanan e-Government dengan pengaturan institusi yang dapat menjaga kualitas pelayanan publik secara elektronik tersebut. Papadomichelaki & Mentzas (2012) mengusulkan metode pengukuran kualitas pelayanan e-Government dengan nama E-GovQual

Konsep model kualitas layanan e-government dalam E-GovQual ini terdiri dari 6 dimensi, yaitu:







ARTIFICIAL INTELLIGENCE

“Artificial intelligence the ability of machines to use algorithms to learn from data and use what has been learned to make decision like human would, AI system that think like human, system that act like humans, system that think rationally, system that act rationally. (Lasse Rouhiainen)

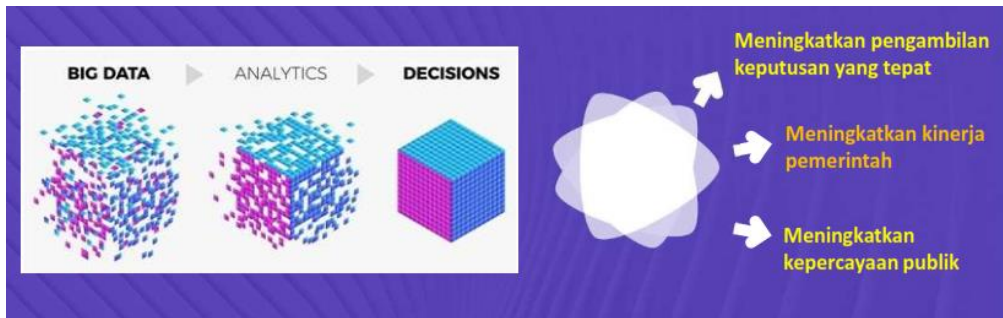
IMPLEMENTASI ARTIFICIAL INTELLIGENCE DI BIDANG PELAYANAN PUBLIK

Penerapan program komputer atau perangkat lunak yang memiliki kecerdasan yang setara dengan kecerdasan manusia untuk membantu pemerintah dalam mengelola dan memenuhi kebutuhan masyarakat pada era yang mengintegrasikan antara dunia fisik dan digital

BIG DATA

Big Data merupakan sebuah proses pengumpulan data untuk menemukan pola dan korelasi yang mungkin tidak jelas pada awalnya, tetapi berpeluang menjadi berguna dalam pengambilan keputusan pada sektor pemerintahan.

PROSES DAN MANFAAT BIG DATA



SMART BLOCKCHAIN

Blockchain adalah suatu sistem transaksi dan manajemen data digital yang tersebar dimana semua pengguna sistem tersebut mempunyai satu konsensus bersama (Yli-Huumo et al., 2016, Iansiti and Lakhani, 2017, Crosby et al., 2016). Dengan membuat sistem secara tersebar, blockchain menghilangkan peran perantara sehingga bisa membuat biaya transaksi lebih murah.

Blockchain(distribution ledger) sebagai teknologi dengan format buku besar yang didistribusikan dapat dimanfaatkan untuk mendukung berbagai aplikasi pemerintah dan sektor publik, contoh layanan pemerintah yang bisa memanfaatkan blockchain adalah mata uang digital / pembayaran, pendaftaran tanah(property pribadi), manajemen identitas digital, penelusuran rantai pasokan(supply chain), perawatan kesehatan, pendaftaran perusahaan, perpajakan, pemungutan suara (e-voting), dan manajemen badan hukum.

Blockchain experiments in the public sector are accelerating globally, with a concentration in the US and Europe.



Top 10 most active public sector use cases*

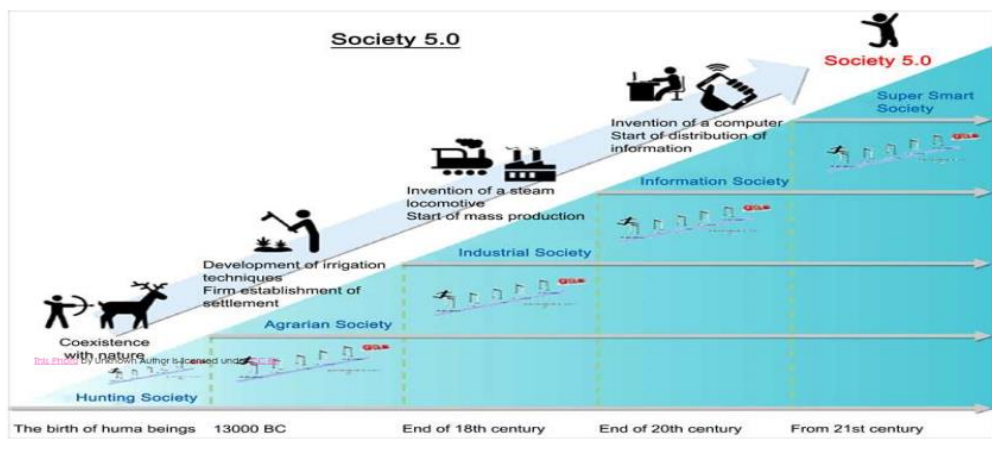
1. Digital currency/payments
2. Land registration
3. Voting (elections)
4. Identity management
5. Supply chain traceability
6. Health care

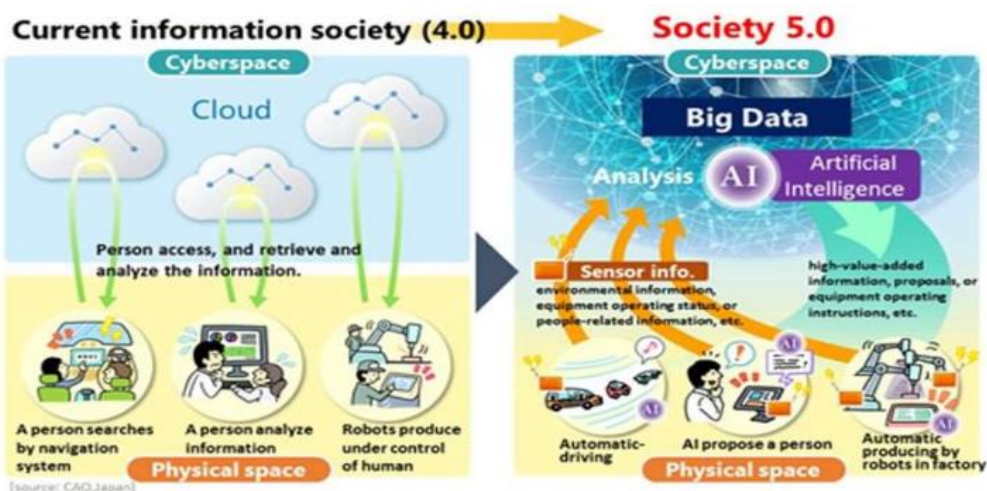
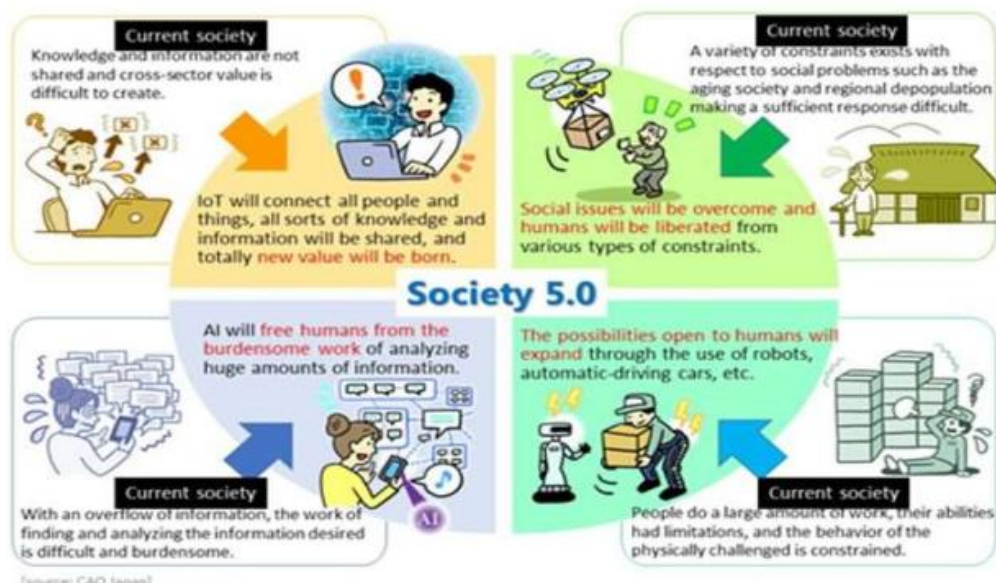
7. Voting (proxy)
 8. Corporate registration
 9. Taxation
 10. Entitlements management
- * Measured by observing the number of public sector blockchain experiments planned, in progress, or stalled globally

Color coding key

- In progress
- Planned
- Announced

SOCIETY 5.0





Economic advancement

- The demand for energy is increasing
- The demand for foodstuffs is increasing
- Lifespan is becoming longer, and the aging society is advancing
- International competition is becoming increasingly severe
- Concentration of wealth and regional inequality are growing

Resolution of social problems

- Reduction of GHG emissions
- Increased production and reduced loss of foodstuffs
- Mitigation of costs associated with the aging society
- Promotion of sustainable industrialization
- redistribution of wealth, and correction of regional inequality

Incorporating new technologies such as IoT, robotics, AI, and big data in all industries and social activities, provide goods and services that granularly address manifold latent needs without disparity

to **balance** economic advancement with the resolution of social problems





KELEBIHAN SOCIETY 5.0

1. Adanya integrasi Internet of Things dan Blockchain sebagai solusi untuk perkembangan industri
2. AI, cloud computing, big data dan IoT, sebagai pilar kelangsungan generasi berikutnya dan masyarakat
3. Teknologi akan menjadi asisten yang dapat mengoptimalkan kehidupan dan pekerjaan manusia
4. Kemudahan dalam mengakses informasi dan menganalisis data maupun big data
5. Pekerjaan menjadi lebih presisi dan minim kesalahan akibat human error
6. Teknologi terintegrasi akan membuat semua aspek menjadi lebih dekat, mudah dijangkau, dan murah

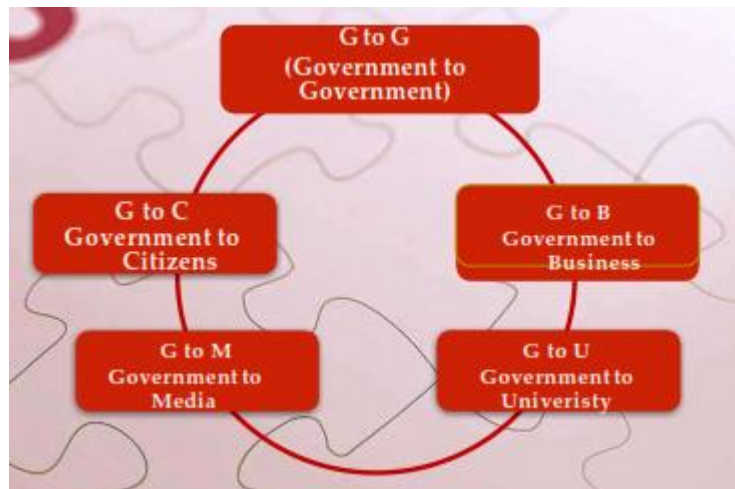
KELEMAHAN SOCIETY 5.0

1. Akses informasi yang mudah meningkatkan kemungkinan kebocoran data
2. Ketergantungan besar pada sumber daya energi terbarukan
3. Masyarakat cenderung mengalami ketergantungan pada teknologi

4. Risiko pengurangan tenaga kerja dengan adanya otomatisasi dalam industry
5. Masyarakat dituntut untuk dapat beradaptasi dengan cepat

(Sumber: Artikel ini telah di tayangkan di <https://inmarketing.id/kelebihan-dan-kekurangan-society-5-0.html> | inMarketing)

MODEL PENTAHHELIX IN E-GOVERNMENT



MODEL KOLABORASI PENTAHHELIX 5.0 DALAM PELAYANAN E-Gov ASN

