

## Digital Divide Solutions and Public Service Policy Implementation in Indonesia after the Covid-19 Pandemic



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**ABSTRACT:** The digital divide has become an important and pressing issue in developing countries during the pandemic and even post-COVID-19 pandemic. In Indonesia, this issue is very important to immediately find the right solution. With the rapid development of telecommunications and the increasingly cheap information technology, especially the internet, it is expected to reduce the problem of the digital divide. The digital divide has been more associated with the availability of access and infrastructure, even though qualified digital capabilities are a prerequisite for digital equity. In addition, strong political decisions are also needed, effective policy instruments are the main prerequisites that cannot be ignored. For this reason, special handling is needed with appropriate and fast government policies, namely by innovating public service policies without overriding policies that have been issued by the central and regional governments before. The forms of policy innovation carried out by local governments after the Covid-19 pandemic include policy innovations related to the recovery of the bureaucratic sector and public services, innovations in the fields of health services, public order, and policy innovations in the economic sector. Formally, a number of institutional aspects have been designed in formulating public service policy innovations. This study aims to see the condition of the digital divide in Indonesia and the solutions presented by the government and individuals to overcome the digital divide, as well as identify the urgency and form of smarter public service policy innovation and its implementation in every region in Indonesia after the Covid-19 pandemic. This research was conducted with a qualitative approach that uses descriptive analysis and explains how the condition of the digital divide between regions in Indonesia and what solutions have been carried out and how the implementation of public service policy innovations can be applied effectively, so that the course of life in various fields can be normal and adaptive again in Indonesia after the COVID-19 pandemic. This research concludes that increasing internet access in Indonesia has not been fully accompanied by the readiness of the digital capabilities of its people. Digital skills include motivation to be more productive in using the internet, get useful information, and use it for productive activities that can improve the economy. In addition, the social conditions of the people and geographical conditions in each region also greatly affect it. The implementation of public service innovation, there are still several factors that become obstacles that directly affect the effectiveness or failure of the implementation, be it in socialization of activities, responsiveness of local governments, leadership, quality of human resources, budget refocusing, OPD collaboration, coordination difficulties, community needs, program continuity, preparation of activity priorities, merging activities, transfer of authority for activities, and facilities and infrastructure that exists in each region in Indonesia is different.

**KEYWORDS:** Digital Divide, Policy Implementation, Public Services, Solutions

### INTRODUCTION

The digital divide has become a problem for the international community. At the end of 2020, the International Telecommunication Union (ITU, 2020) estimates that around 2.9 billion people in the world are still not connected to the internet (offline). The situation is much worse in underdeveloped countries where on average only two out of every ten people get online access. Looking back at history, starting from the emergence of the internet in the 1990s, at that time the internet was still enjoyed by high socioeconomic groups, triggering new social discrimination (Valdez and Javier 2020). The Covid-19 pandemic has had a negative impact on the economy and development in our country. However, on the other hand, there is a positive side that appears, namely the acceleration of the development of digital technology. Generally, technology is only available to those who can access it. With the various conveniences offered by doing activities online, a new problem arises, namely the digital divide, both between regions and between social strata. The digital divide is the gap between individuals, households, businesses, and geographical areas at different socioeconomic levels regarding their ability to access ICT (information and communication

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technology), as well as in terms of the use of the internet for various activities (OECD, 2001), or the digital divide can be said to be the gap in the use of digital technology between regions or regions where this digital divide can affect the region in terms of information reception, livelihood, and development. This digital divide is quite broad and covers various things, ranging from internet access, access to digital devices, the ability of people in an area to use digital devices, and so on. In this case, low digital access can be one of the main factors hampering development in various sectors, especially in achieving the Sustainable Development Goals (SDGs). Sustainable Development Goals (SDGs) are developments that maintain the improvement of people's economic welfare in a sustainable manner, development that maintains the sustainability of social life of the community, development that maintains the quality of the environment and development that ensures justice and the implementation of governance that is able to maintain the improvement of the quality of life from one generation to the next. The rapidly growing digitalization is closely related to the needs of a workforce with ICT-specific skills, but the current education and training is not enough to meet the demand for digital skills that match current needs. If this continues to happen, it can cause gaps in the development of technological progress, resulting in gaps in the economic sector, education and public welfare. (Jayanti.R&Dinaseviani.A,2022:189-190).

*The Organization for Economic Co-operation and Development* (2001) argues that inequality in digital progress has significant differences at the socioeconomic level depending on how much opportunity they have in gaining access to information technology broadly. While Onitsuka et al., (2018) said that the digital divide is the inequality experienced by some people in accessing and using digital technology which makes it difficult for these people to use digital technology, or 'digital technology stuttering'. Similarly, Valdez & Javier (2020) interpret it as a gap that separates segments of society and the country into groups that have and do not have digital access, skills, and knowledge, leading to differences in digital use, opportunities, and benefits. There is also another literature, namely Ragnedda and Ruiu (2017) states that the digital divide is not only a matter of ICT infrastructure access gaps, between those who have and do not have access but also includes inequalities in motivation and inequalities in skills, as the first level. In addition, there is a gap in *purpose, as the second level*, and a gap in impact as the third level of the digital divide. This is also supported by Valdez and Javier (2020) who also conceptualize the digital divide that occurs at three levels, namely gaps in physical access and basic materials, gaps in *skills* and use, and gaps in outcomes from internet use. These levels can be interpreted as gaps that arise during the stages of digital development in a country.

The International Telecommunication Union (ITU) (2018) classifies digital skills in three levels of complexity: basic, standard, and advanced skills. Basic skills are computer-based activities such as moving files/folders and sending emails along with files. Standard skills involve using basic arithmetic formulas in spreadsheets, dealing with new hardware and software, and using presentation software. While advanced skills involve writing computer programs using special programming languages. Data from 52 countries shows a sharp decline in the number of individuals as skill levels become increasingly complex. On average, 57% of individuals in these countries have basic skills, and 41% have standard skills, and only 4% have advanced skills. Developed countries will excel in terms of digital competence. In the Asia and Pacific region, several countries have populations with basic, standardized, and advanced skill levels equivalent to European countries, namely India, Japan, the Philippines, South Korea, Malaysia, and Singapore (Valdez and Javier, 2020).

At the international level, governments of various countries have taken many initiatives to address the challenges of the digital divide and improve digital skills. The Government of India has an India Digital Campaign to improve internet connectivity and make the country digitally empowered (Mohanta, Debasish, and Nanda 2017). The United States government has created programs such as The Community Technology Center and The Neighborhood Networks. In Southeast Asia, the ASEAN organization has implemented the ASEAN ICT Masterplan, 2016-2020, a regional plan to create an integrated digital economy. This plan aims to create an enabling environment for an integrated digital economy (ASEAN 2020). (Jayanti.R. & Dinaseviani.A, 2022:190).

Indonesia is a country that has considerable digital economy potential. Based on data from the Ministry of Finance in 2022, Indonesia is one of the largest in Southeast Asia with an economic value of USD 70 billion in 2021 and is expected to increase to USD 146 billion in 2022. But unfortunately, Indonesia has not been able to compete competitively in this technological development. Based on IMD World Digital Competitiveness Ranking data, in 2021 Indonesia is ranked 53 out of 64 countries from previously ranked 56 (in 2020) out of 63 countries in the world. This means that within one year there has been an increase in digital competitiveness at the global level. According to the Digital Literacy Survey conducted by Kata Data and the Ministry of Communication and Information Technology of the Republic of Indonesia in 2021 (Katadata Insight Center and Kominfo RI 2021), as many as 88.9% of respondents felt obstacles in accessing the internet due to unstable networks, so the connection was often interrupted. Although almost 100% of the total respondents feel that the surrounding environment already has a cell phone network. This means that there has been an increase in the provision of internet infrastructure even though the quality is not very good.

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In Indonesia, the digital divide in Indonesia is more than just infrastructure. This involves a lack of skills related to media and also content (Hadi, 2018). In his research on the rural-urban digital divide in Indonesia, it is stated that lack of motivation and material access or limited ownership due to social inequality is the basis of the digital divide in Indonesia (level one). Then the lack of skills and differences in frequency or access to digital use exacerbate the digital divide (level two). On the other hand, solutions to reduce the digital divide among people must work at four levels according to Pearce & Rice (2013), namely device ownership, internet adoption, the extent to which mobile internet is used, and the level of information acquisition by looking at the influence of socio-demographic factors at each level and focusing on differences in internet use among individuals. Therefore, this study will try to see how the condition of uneven development of digital technology between regions in Indonesia and what solutions from the government and individuals in overcoming it, as well as how public service policy innovations are implemented after the Covid-19 pandemic. The goal is to find answers to the conditions and factors that cause the digital divide that occurs, as well as solutions that have been carried out and the implementation of public service policy innovations after the Covid-19 pandemic in Indonesia.

Based on the framework that has been outlined, the author wants to examine the conditions and solutions to the problem of the digital divide both from individuals and from the government as well as the implementation of public policies that have been implemented in Indonesia to date. So the author describes two research questions, namely: What is the condition of the digital divide and the solutions offered and how is the implementation of public service policies after the COVID-19 pandemic implemented in Indonesia?

### METHOD

Descriptive qualitative is the main method used in this study. Qualitative research is research that builds a complex picture of a chronology of problems by looking at various points of view, factors identified in the situation and clear actualization of the most important aspects. This can happen because actualization is seen descriptively through phenomena that occur holistically (Creswell, 1991). The qualitative approach was chosen in this study because the research conducted was descriptive, this is in accordance with what was said by Sugiyono (2017) who explained that qualitative research is descriptive, because the data collected is in the form of words or images and does not emphasize numbers. In addition, case studies are also used when the researcher has few opportunities to control the events to be investigated and where the focus of his research lies on contemporary phenomena in a real-life context.

Qualitative descriptive research is used to describe the condition of the digital divide between provinces and regions in Indonesia and what are the solutions from the government and individuals in facing the digital divide in Indonesia. In qualitative descriptive research, the researcher's interpretation is present in presenting the phenomenon as a whole (Creswell, 1991) Researchers collect various literature related to digitalization, the digital divide in Indonesia and the implementation of public service policy innovations, then categorized based on the keywords "digital divide", "policy implementation", then "public services" and "solutions", based on these keywords, researchers connect between questions Research with research objectives, as in the table below.

**Table 1. Element of a Research Question**

No.	Pertanyaan Penelitian
1.	What is the condition of the digital divide and its solutions in the Indonesian region?
2.	How is the implementation of Public Service Policy Innovation in Indonesia after the covid-19 pandemic?

This research presents two approaches to see solutions to the digital divide, namely top-down and bottom-up strategies. The data collection generated through this research was carried out with a literature study and secondary data that is descriptive to explore and describe what are the interrelated strategies in bridging the digital divide. Sources used in literature studies come from scientific journals, reports, scientific proceedings, government regulations or related documents. Secondary data collected are in the form of scientific journals, government publications, presentation materials, publicly available statistical public materials, and statistical reports from ministries and agencies.

The results of the data collection will be analyzed thoroughly through descriptive analysis methods to answer the problem formulation. Qualitative analysis is carried out by understanding and reviewing data in more depth which begins with exploring all data acquisitions, and re-examining the validity of the data and translating or interpreting to make research conclusions. The

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findings of this study will be analyzed using data analysis that has been developed by (Miles and Huberman 1994) which has three interrelated subprocesses, namely reduction, presentation, and verification or drawing conclusions (Denzin and Lincoln 2011).

### RESULTS AND DISCUSSION

The low level of internet penetration in Indonesia compared to Asia is inversely proportional to high internet users. According to Statista data in 2021, internet users reached 4.9 billion (ITU, 2022) or 63% of the total world population with a global smartphone usage penetration rate of

5.9 billion (Statista, 2022) and 4.55 billion social media users (Data Portal, 2022). Indonesia is the third largest internet user country in Asia (7.7%) after China (35.7%) and India (27.3%) (Statista, 2022)

In 2021, there were 202.6 million internet usage penetration in Indonesia (Statista, 2022) or an increase of 15.5% from the previous year (Indonesian Digital Literacy Status 2021). According to Statista data, there was an increase of 30 million new internet users during the Covid-19 pandemic in 2020-2022 (Statista, 2022). The largest proportion of users access the internet through laptops/PCs, mobile phones, smartphones, tablets, and other devices such as online gaming devices, smarthomes, smartwatches, online TVs, and virtual reality devices (Data Reportal by hootsuite, 2022). Although Indonesia's Information and Communication Technology Development Index (IP-ICT) from BPS has increased every year, there is still a real problem, namely the gap between regions. Research (Ariansyah, Anandhita, and Sari, 2019) shows that there are still gaps between provinces in Indonesia, both related to access and understanding of the use of digital technology. Papua, NTT, and Central Sulawesi have large gap index values.

The gap between regions in Indonesia still occurs due to the lack of anticipation of infrastructure development, especially infrastructure for wireless. In terms of infrastructure, development can be said to be efficient if it helps avoid lagging behind and does not cause excessive development, because both can be a significant problem. Hadiyat's research (2014) in Wakatobi Regency explains that there are three components that have an impact on the digital divide, namely limited geographical conditions (so that difficulties in improving ICT infrastructure), socio-economic conditions of the community (so that information and communication technology is still not the first choice), and the lack of government and private participation in educating information and communication technology. Among the many ICT indicators there are two dimensions that are often used, namely internet access and how to access it.

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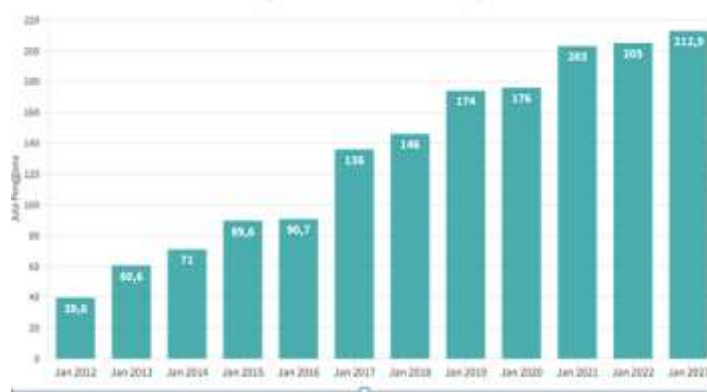
Globally, internet access has indeed been recognized as an achievement that must be pursued by every country. Edwards (2012) states that substantially, the internet has a "transformative" meaning. The Internet allows everyone to exercise their rights to express their opinions and support the progress of society. Conversely, the absence of the internet can interfere with a person's life in terms of education and work. Jalli (2020) also wrote about how important the internet is in supporting the learning process during the COVID-19 pandemic. The quality of learning and the ability of students in areas with limited internet networks will lag behind when compared to areas with better internet networks.

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## The Condition of the Digital Divide between Regions in Indonesia

Major cities are the fastest in technology adoption. This has led to a digital divide between regions. Based on the 2021 World Digital Competitiveness Ranking (IMD 2020), Indonesia is ranked 53 out of 64 countries. However, digital competitiveness between regions in Indonesia has begun to be evenly distributed. Based on the Index (EV-DCI), the equity that occurs can be seen from the average value of the index and digital competitiveness from 32.1 in 2020 to 35.2 in 2022. When viewed from the provincial level, DKI Jakarta is superior and leads digital competitiveness with a score of 73.2, followed by West Java with a score of 58.5 and Yogyakarta with a score of 49.2. However, Papua is ranked bottom in terms of digital competitiveness with a score of 24.9.

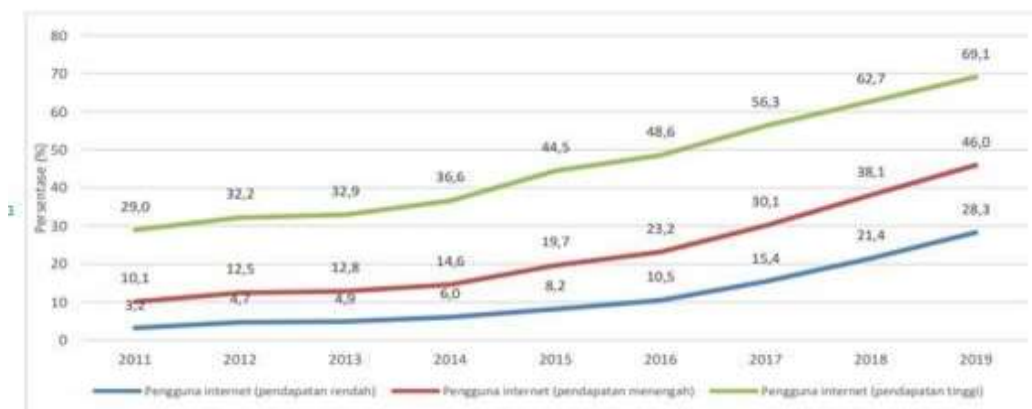
Picture 1 : Data Table of Number of Internet Users in Indonesia (Januari 2012-Januari 2023)



Source:: Laporan We are Social

Increase internet access and utilization through the development and expansion of the digital economy ecosystem. First, the digital economy ecosystem needs to ensure the affordability of internet data packages and digital devices, such as smartphones, as well as adequate network quality throughout Indonesia. Furthermore, through digital literacy, internet utilization needs to be encouraged to expand opportunities (business) and increase income. Affirmative policies to improve internet access and use need to be pursued for groups that have been neglected, such as women, the elderly, and people with disabilities. One of the countries with the largest use of social media is Indonesia, but the lack of internet access in rural and urban areas is still a major challenge. Looking deeper into what van Dijk (2006) stated about the points of the digital divide, Indonesia is at the second level of digital divide because of low public awareness of digital literacy and how to use technology itself in daily activities.

According to (Nugroho and Nasionalita 2020), digital literacy sees how wise a person's ability to utilize and use technology. Reinforced by the results of the 2021 Survey (Katadata Insight Center and Kominfo RI 2021) that Indonesia's digital literacy index only has a score of 3.49 (scale 1-5). In 2020, the digital skills and digital culture pillars experienced consecutive score increases to 3.44; 3.90. Meanwhile, there was a decrease in scores for the pillars of digital ethics and digital security to 3.53 and 3.10 respectively. Unfortunately, the 2021 Digital Literacy Index shows higher results inversely proportional to the tendency of positive habits in digesting online news and the tendency not to spread fake news (hoaxes). When viewed in the National ICT roadmap 2020-2030, the current phase should be the information society phase.



Grafik.1. Internet Users in Indonesia Based on Revenue

Source: Data Susenas 2021(Processed)

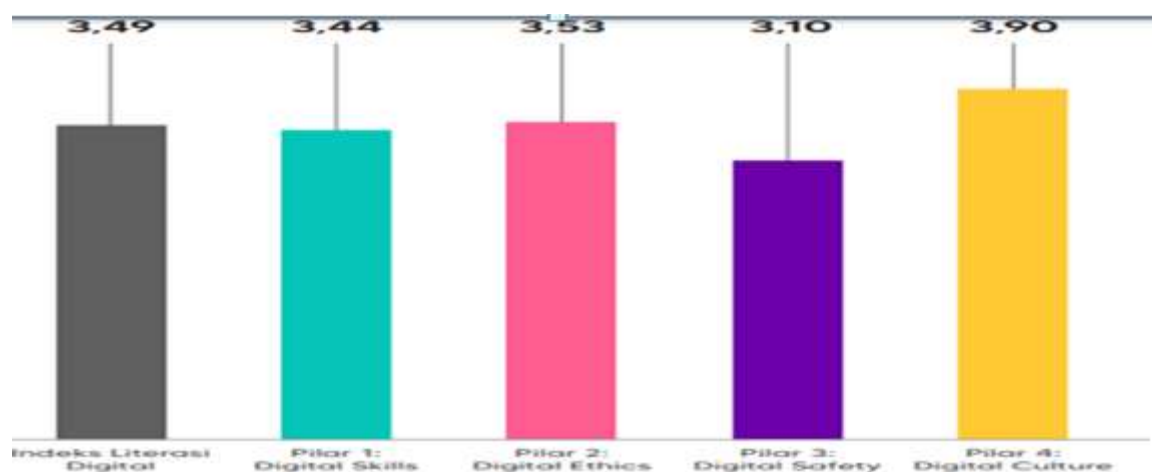
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East Ventures (EV) in the Digital Competitiveness Index (EV-DCI) study (East Venture 2020, 2021; East Ventures 2022) examined the ICT skills gap (level 2 gap) among residents in 34 provinces in Indonesia as measured relative to residents living in DKI Jakarta. The results showed that the majority of the population living in half of all provinces in Indonesia have a lower chance of having higher ICT skills compared to the residents of DKI Jakarta. Seven provinces had lower ICT skill levels in four ICT skill groups in six provinces in eastern Indonesia. Uniquely, the province of Bali shows the opportunity of its population to have higher ICT skills in data and information literacy as well as communication and collaboration skills than DKI Jakarta.

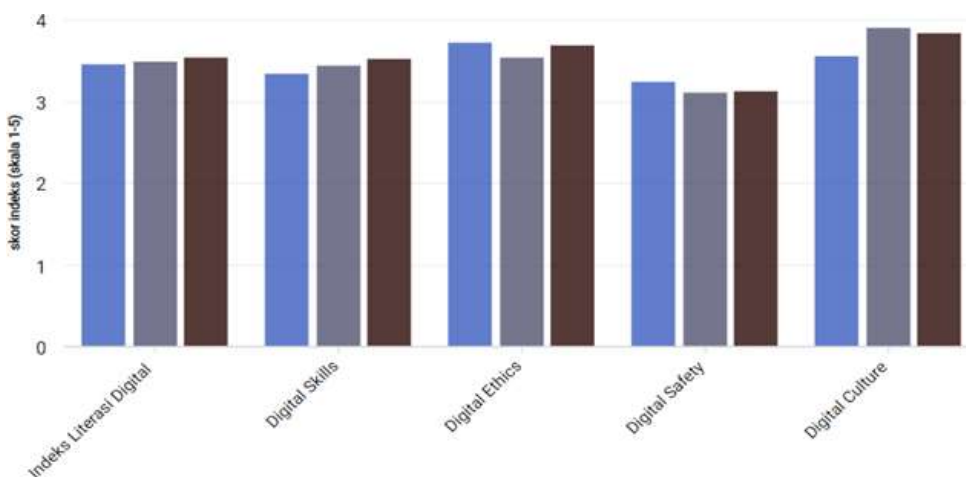
In 2020, Kominfo RI and Katadata issued the Indonesian Digital Literacy Status 2020 by measuring four digital literacy sub-indices. Important findings from the 2021 survey: first, Indonesia's digital literacy status is not very good, namely 3.36 (scale 1-5). Second, as many as 76% (national) and 93% (frontier, outermost, underdeveloped areas) stated that the network in their area was unstable, so the connection was often interrupted. Third, as many as 68% (national) and 77% (3T regions) answered the condition of increasing speed in the last 5 years. Fourth, as many as 76% stated that social media is usually accessed to get information where most internet access is usually used for entertainment (Jayanti.R&Dinaseviani.A, 2022: 193)

Pada tahun berikutnya 2021, Kominfo RI dan Katadata mengeluarkan Status Literasi Digital Indonesia dengan literasi digital yang diukur melalui empat pilar, yaitu kemahiran, etika, keamanan, dan budaya digital. Hasil survei tahun 2021 menyatakan bahwa status literasi digital Indonesia has not been very good, namely 3.49 (scale 1-5), where the pillars of digital proficiency and digital culture have increased their scores to 3.44 and 3.90 respectively. Meanwhile, there was a decrease in scores for the pillars of digital ethics and digital security to

3.53 and 3.10, respectively. These four pillars are included in the medium category, meaning that the level of understanding and knowledge of the Indonesian people on these four aspects is included in the medium level. Based on the scores of the four pillars, the Digital Literacy Index on a national scale was obtained which showed a figure of 3.49.



**Grafik 2. National Digital Literacy Index by Pillar**  
 Source : National Digital Literacy Status in Indonesia in 2021



**Graph.3. National Digital Literacy Index (2020-2022)**  
 Source: Literacy Status of the National Digital Literacy Index in Indonesia (2020-2022)

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The digital skills indicator increased from 3.44 points in 2021 to 3.52 points in 2022. The digital ethics indicator also increased from 3.53 points in the previous year to 3.68 points in 2022. The digital safety indicator rose from 3.10 points to 3.12. The digital culture indicator actually decreased in score, from 3.9 points to 3.84 points in 2022.

This Digital Literacy Index measurement can be a guide in designing related programs. The results of the 2021 Digital Literacy Index have been refined in accordance with the 2021- 2024 Digital Literacy Roadmap. The first Indonesian Digital Roadmap is the acceleration of infrastructure to expand public access to the internet. Second, encourage technology adoption. Third, increasing digital talent and finally completing supporting regulations aimed at preparing a digital society. Through this roadmap, it is expected to give birth to new unicorns and digital startups in the digital financial services sector, industrial digitalization, entertainment media (digital broadcasting), digital agriculture and fisheries, digital education, digital health, and digital real estate or cities.

**Gambar.2. Top 15 Digital Literacy Index by Province in Indonesia 2021-2022**

Peringkat	Tahun 2022		Tahun 2021	
	Provinsi	Indeks	Provinsi	Indeks
1	DI Yogyakarta	3,64	DI Yogyakarta	3,71
2	Kalimantan Barat	3,64	Kepulauan Riau	3,68
3	Kalimantan Timur	3,62	Kalimantan Timur	3,62
4	Papua Barat	3,62	Sumatra Barat	3,61
5	Jawa Tengah	3,61	Gorontalo	3,61
6	Kalimantan Tengah	3,60	Papua Barat	3,61
7	Jawa Barat	3,60	Nusa Tenggara Timur	3,60
8	DKI Jakarta	3,59	Kalimantan Barat	3,58
9	Kep. Riau	3,59	Aceh	3,57
10	Jawa Timur	3,58	Kalimantan Utara	3,57
11	Sulawesi Tenggara	3,57	Sulawesi Barat	3,57
12	Papua	3,55	Kepulauan Bangka Belitung	3,57
13	Bengkulu	3,55	Jawa Timur	3,55
14	Maluku	3,54	Sulawesi Utara	3,53
15	Jambi	3,54	Lampung	3,52
	<b>Skor Indeks 2022</b>	<b>3,54</b>	<b>Skor Indeks 2021</b>	<b>3,49</b>

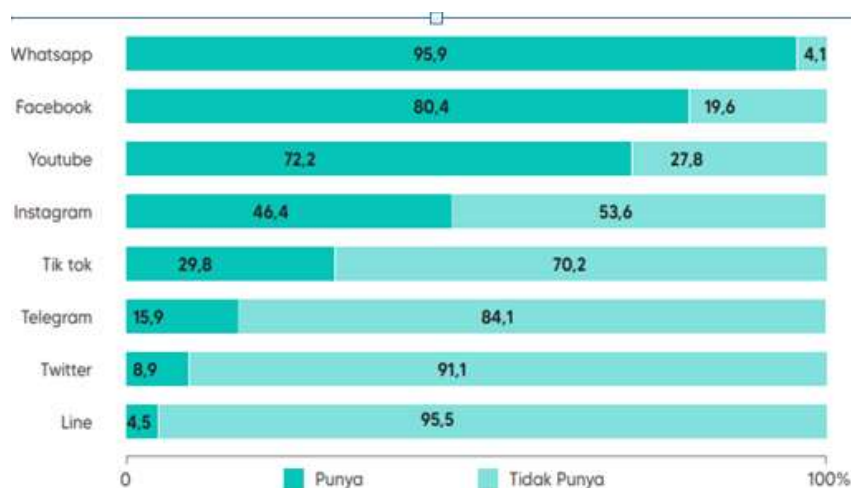
**Source:** Indonesia Digital Literacy Status Survey Report 2022

From the findings of the 2020 and 2021 Indonesian Digital Literacy Status surveys by Katadata and Kominfo RI, it can be concluded that the internet network in Indonesia is relatively unstable, but the internet has become more evenly distributed when viewed in recent years. The majority of Indonesians still use the internet to get information, especially through social media. People when asked their reasons for using the internet, as reported by the APJII report are as follows:

- To access social media (98.02 percent)
- To be able to access public services (84.90 percent)
- To be able to make online transactions (79.00 percent)
- Can work or study from home (90.21 percent)
- Can access news/information (92.21 percent)
- Can access entertainment content (77.25 percent)
- Can access financial services (72.32 percent)
- Can access online transportation (76.47 percent)
- To be able to use email (80.74 percent)

According to the same survey, 89.03 percent of respondents admitted to accessing the internet using a smartphone or tablet. Meanwhile, only 0.73 percent opened the internet through a computer or laptop. As for 10.24 percent admitted to using smart phones or tablets and computers or laptops. In terms of internet connection methods, around 77.64 percent use mobile data from cellular operators. The remaining 20.61 percent use Wi-Fi installed at home. Access and frequency of social media that are currently widely used by the public can be seen from the data in the graph as follows:

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**Grafik.2. Social Media Access and Frequency**  
**Source:** Status of Digital Literacy in Indonesia 2021

Solutions from the Government and Individuals in Overcoming the Digital Divide in Indonesia. The digital divide has become an important topic of discussion for today's leaders. Three digital issues were raised at the G20 forum, namely uncontrolled fake news related to Covid-19, and the absence of anticipation of non-uniformity of access to knowledge and inappropriate policies applied related to digital literacy. This causes gaps and results in equal access to digital technology that can be enjoyed by all groups. The government, individuals, and communities have provided a lot of support in the form of sustainable programs that can support equitable distribution of internet access and digital technology carried out during the pandemic to be able to overcome the digital divide (Jayanti.R.,& Dinaseviani.A, 2022: 194).

Such support can be in the form of regulation, infrastructure, and human resource skills. In Indonesia, there are 2 strategies to overcome the digital divide, namely top-down and bottom-up strategies. Through Kominfo RI, as an accelerator, facilitator, and regulator of digital transformation, to increase equity between regions, in addition to the Smart City and Smart Village Programs, another formal instrument with a top-down strategy is the Palapa Ring which reaches 34 provinces in Indonesia. Palapa is a large project called the Sky Toll or Submarine Fiber Optic Cable Project that has been carried out is Palapa Ring I in 2007-2019, Palapa Ring II which provides internet connection in 3T which is divided into West, Central, and East Indonesia packages (Jayanti.R.&Dinaseviani.A, 2022: 194). In addition, there is also a telecommunications service provision fund program called Universal Service Obligation (USO). The source of financing comes from USO fund contributions obtained from telecommunications operators. Universal Service Obligation (USO) is a concept in the field of telecommunications that requires telecommunication service providers to provide telecommunication access and services to all communities, including people in remote and less developed areas. The Telecommunication Service Provision Guarantee Fund (DGT) program is a mechanism used by the government to support the implementation of USO. These funds are usually obtained through contributions from telecommunications service providers that have been approved by the government. The goal of the USO and DGT programs is to ensure that all individuals and communities in a country have access to affordable, reliable, and high-quality telecommunications services, including telephone, internet access, and other data services. With the USO program and the Directorate General of PPI, it is hoped that the digital divide between urban and rural areas can be reduced, so that all people can benefit from the rapid development of telecommunications technology.

Government policies have a direct impact on people's economic and social status, especially with regard to the digital divide. In addition to the Ministry of Communication and Information, the online learning policy carried out during the pandemic starting in 2020 also encouraged the Ministry of Education and Culture of the Republic of Indonesia to improve the curriculum that focuses more on STEAM which has been widely adopted by developed countries and improve the quality of vocational schools to improve digital economy skills. The Coordinating Ministry for Economic Affairs of the Republic of Indonesia through the Pre-Employment Card also provides digital skills training which has been started in 2020 until now. In terms of regulation, the Personal Data Protection Bill has been passed (Jayanti.R. & Dinaseviani.A,2022:194)

Based on the annual report of the Ministry of Communication and Information Technology of the Republic of Indonesia in 2020, the following programs have been implemented to anticipate the digital divide. (Jayanti.R & Dinaseviani.A,2022:194-195)

1. Build Base Transceiver Station in 3T area.
2. Accelerate cooperation on ICT infrastructure investment, digital transformation, digital talent, and data privacy with Qatar, France, and the United States.



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3. Accelerate the development and expansion of internet access in 2,192 health facilities. This is still in the national economic recovery work program.
4. Transformation of analog television into digital television.
5. The plan to build a National Data Center in Greenland International Industrial Center, as well as Deltamas in Cikarang and Batam, which is expected to provide efficiency related to information technology for ministries and other institutions.
6. PPP project (government cooperation with business entities / PPP) is to build the Great Indonesia Multifunctional Satellite (SATRIA). The SATRIA I project is a collaboration between BUP and the Satellite Factory with the support of the Asian Infrastructure Investment Bank (AIIB) which is planned to have 11 earth stations/gateways and 150,000 public facility points.
7. One thousand IoT-based smart machines are deployed in a number of cities. An Internet of Things (IoT)-based smart machine is a device or system that is connected to the internet and equipped with sensor and connectivity capabilities that allow it to collect data, communicate, and make decisions automatically.
8. This digital platform related to handling Covid-19 also presents the Pedulilindungi application accompanied by telemedicine services (a collaboration between the Ministry of Communication and Information, and the Ministry of SOEs with Good Doctor Technology Indonesia and GrabHealth), Chatbot Covid19.go.id. In addition, there is also the SMILE application (Electronic Immunization and Logistics Monitoring System from the Ministry of Health and the Primarycare application from BPJS Kesehatan for vaccination services.
9. Until 2022, some of these activities will continue to be carried out to reduce the digital divide in Indonesia. Many digital-related skills have emerged due to digital transformation. McKinsey Global Institute (2017) states that many jobs are lost and replaced by automation. But on the contrary, there are also millions of new jobs created from the technology. Currently, the gap between digital technology knowledge and people who understand it is still high (Karaboğa et al. 2021) To face these demands, in 2021 through 'Indonesia Makin Cakap Digital', several agendas to bridge the digital divide include several trainings and programs in the context of developing digital human resources evenly in the territory of Indonesia (Jayanti.R.&Dinaseviani.A., 2022:195).

The first phase, GNLD, began in 2017. GNLD (Global Network for Learning and Development) launched a program aimed at addressing the digital divide. This program is designed to provide access and technology training to individuals or communities who previously did not have adequate access to digital technology. GNLD is implemented and classified in various classes. With this program, GNLD seeks to reduce the digital divide between those who have digital access and skills and those who do not. Through these efforts, it is hoped that more people can benefit from digital technologies and participate in the information society more effectively.

There are four pillars that are the main targets in digital literacy, namely: digital ethics (ie ethics related to digital technology), digital safety (related to security and data access), digital skills (related to skills and science), and digital culture (which becomes a good habit and has a positive influence in forming a new digital culture) (Ultimate, 2021).

1. Mid-level digital skills through the Digital Talent Scholarship (DTS) since 2021, the target is new graduates, technician-level workers, and professionals. This scholarship program aims to improve skills and competitiveness to compete with other human resources in the field of ICT which is one of the main ones in national development.
2. At an advanced level, digital skills are aimed at policymakers through the Digital Leadership Academy (DLA). The output of DLA is policy planning tailored to the needs as well as changes in project design of the participants.
3. Finally, specifically for MSMEs, a Digital Technopreneur program was formed to encourage digital startups to move up. This program continues the existing Go Digital MSME program.

The "**Indonesia Makin Cakap Digital**" program is an Indonesian government program that aims to improve digital literacy and access to information technology in Indonesia. The program was launched in 2017 by the Indonesian Ministry of Communication and Information Technology and is part of the government's efforts to drive digital transformation in Indonesia. The "Indonesia Makin Cakap Digital" program has several components, including:

- a. Digital Literacy Training: This program aims to increase public knowledge about information and communication technology (ICT), including the internet and social media. An example is through the "Palapa Ring" program that expands telecommunications infrastructure.
- b. Internet Access: This program aims to improve internet access throughout Indonesia, especially in remote and hard-to-reach areas.
- c. ICT Infrastructure Development: This program aims to improve ICT infrastructure in Indonesia, including the construction of telecommunication and internet networks, as well as the provision of better ICT services.
- d. Digital Content Development: This program aims to encourage the development of useful and quality digital content, such as

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educational applications, educational games, and online learning platforms. For example, there is digital literacy training and education for the community, including training on the use of the internet and digital technology for Micro, Small and Medium Enterprises (MSMEs).

With the "Indonesia **Makin Cakap Digital**" program, the Indonesian government hopes to increase people's digital literacy and reduce the digital divide in Indonesia. This program is also expected to support the growth of the digital economy and strengthen Indonesia's position in the era of the global digital economy. In addition to solutions from the government, individual and community-based bottom-up strategies have also been widely carried out. Informal instruments run by grassroots communities working with local governments and the private sector to address the digital divide in several regions include the following (Jayanti.R.& Dinaseviani.A, 2022:195-196)

1. Kampoeng Cyber in Yogyakarta partnered with the Yogja Cyber Province Provincial Government program assisted by Microsoft in realizing it, which was also visited by Mark Zuckerberg. Microsoft with the "Generasi Bisa" CSR program with YCAB Foundation empowers the community through strengthening local talents in the fields of technology, digital literacy, and community competence (Swa.co.id, 2018).
2. Kampoeng Cyber in Blitar (Gedog Sananwetan Blitar) (cyberblitar.com).
3. PT. Telkom Digital Valley as an ICT business incubator developed in four major cities (Raja, Sutyaningsih, and Oktaviani, 2022).
4. The Indonesian Digital Literacy Activist Network initiated by academics in collaboration with the Ministry of Communication and Information Technology to introduce digital literacy in the education sector through syllabus making (Kurnia and Astuti, 2017).
5. Cyber City and Smart City in Bandung, and Smart City in Mataram City.
6. Mobisaria Digital Platform collaborates with Telkomsel, a financial application for rural communities and remote areas (Google Playstore).
7. Smart Kampung in Banyuwangi collaborates with several local startups (Baru, Djunaedi, and Herwangi, 2019).
8. Payment Point Online Bank (PPOB) community-based electronic money (Yunistira and Fudholi, 2020).
9. Makassar Cyber City (Nurdiassa.A, et al, 2021).
10. As well as programs held by local governments, nationals, NGOs, and other local government startups.

Overcoming the Digital Divide, one of the solutions carried out, the Minister of Communication and Information Encourages Inclusive Digital Transformation. The Government of the Republic of Indonesia is building a strong and inclusive digital infrastructure to improve telecommunications connectivity in bridging the digital divide. Minister of Communication and Information Johnny G. Plate stated that the Government of Indonesia took advantage of the pandemic momentum to accelerate digital transformation. The government has even implemented strategies to address the digital divide through strengthening digital infrastructure, developing digital talent, and forming appropriate laws to complement key regulations. At the basic level, the Ministry of Communication and Information Technology implements the Indonesian National Digital Literacy Movement named "Siberkreasi". The Cybercreation Program is a national digital literacy movement in Indonesia that aims to improve people's understanding and skills in using digital technology intelligently, safely, and usefully. This program is supported by the Ministry of Communication and Information Technology of the Republic of Indonesia. Through the Cybercreation Program, it is hoped that the Indonesian people can develop the knowledge and skills needed to face challenges and take advantage of opportunities in the digital era. With the increase in digital literacy, it is hoped that the digital divide can be reduced, access to digital technology will be more evenly distributed, and people can actively participate in an increasingly advanced information society.

At the middle level, the Ministry of Communication and Information has prepared a stimulus to train digital talents through the 2021 Digital Talent Scholarship (DTS) Program. The Digital Talent Scholarship (DTS) program is a scholarship program organized by the Ministry of Communication and Information Technology of the Republic of Indonesia. This program aims to increase the number and quality of human resources (HR) in the field of information and communication technology (ICT) in Indonesia. With the increasing number and quality of human resources in the ICT field, it is expected that Indonesia's competitiveness in the digital industry can increase both at the national and international levels.

Among them are Big Data Analytics, AI, Cloud Computing, and Cyber Security training to capture new digital talents. At the advanced level of digital literacy, the DTS program is aimed at leaders at the strategic level, to help them optimize digital technology in decision making. All of the above solutions and efforts in addition to increasing access to ownership, are also aimed at overcoming the problem of digital skills (talent) and uneven access frequency in all regions in Indonesia. Talent illustrates that no matter how sophisticated the technology is, but not accompanied by the skills of humans themselves, the technology becomes useless (Nafi'ah, 2021). Therefore, the millennial generation (digital native) is expected to have social care and responsibility to bridge the digital divide in their respective regions. It is expected that from this training will also emerge social capital from digital

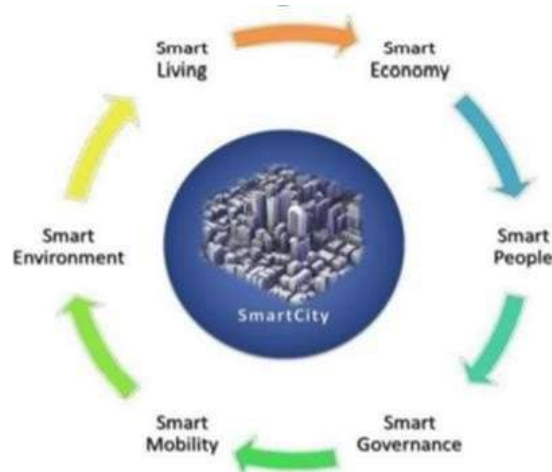
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natives who can advance their regions through digital technology. (Jayanti.R. and Dinaseviani.A, 2022:196) The findings of this study illustrate clearly that the second level of digital divide, namely digital literacy, still dominates throughout Indonesia, especially rural areas. This is due to the lack of digital skills and training obtained to improve these skills. With the development of media and technology, now, where economic growth is getting higher, a more capable urban system is needed. For this reason, in this all-digital era, surveillance capabilities from the government at all levels need to be improved. With real-time supervision so that it can solve problems effectively and efficiently. In overcoming this, the Government develops supervisory conditions, one of which is the Smart City program, where all Regional Apparatus Organizations (OPD) in each local government are well monitored. The Minister of Home Affairs (Mendagri), wants each region to implement the concept of 'Smart city' or smart city to face the challenges of the ASEAN Economic Community (AEC). A city can be said to be smart if the city can really know the state of the city in it, understand the problem more deeply, and can take action on the problem. Smart city or smart city is defined as a concept of city development and management by utilizing Information and Communication Technology (ICT) to connect, monitor, and control various resources in cities throughout Indonesia, more effectively and efficiently to maximize services to its citizens to support the running of the wheels of development in all regions / regions that are sustainable. In the digital age and amid the rapid development of technology, the need for concepts such as smart cities is increasingly urgent. Smart concepts are not only applied to each individual or several devices, but are applied in a city as a whole and integrated with each other. Society is an important part of creating smart cities, because then old habits begin to be abandoned. Smart city projects impact the quality of life of citizens with the aim of making a city more efficient. The community is also required to participate in the active management and administration of the city. Society is also the most determining factor for the success or failure of the creation of smart cities. Policies to move from ordinary cities to smart cities require the interaction of technological components with politics and institutions. The political component represents various external elements and pressures, such as political policies that can influence the idea of creating a smart city. Policy context is critical to understanding the use of information systems. Innovative governments that participate in building smart cities emphasize changes in policy. (Nurdiassa.A, et al, 2021: 42).

The existence of the smart city concept in several cities in several regions in Indonesia is even used as a solution to solve urban problems and to improve public services. To become a smart city, a city must meet several requirements such as having a smart environment, smart village, smart subdistrict and smart city. If one of the conditions is not met, there will be inequality in realizing a smart city. The Movement Towards 100 Smart Cities is a joint program of the Ministry of Communication and Information, the Ministry of Home Affairs, the Ministry of Public Works and Public Works (PUPR), Bappenas and the Presidential Staff Office. This movement aims to guide districts / cities in preparing Smart City Master Plans in order to maximize the use of technology, both in improving community services and accelerating the potential that exists in each region. The Smart City Master Plan is a strategic plan detailing the vision, goals, and steps to develop and implement the Smart City concept in a region, which contains important documents that direct the development and transformation of the city into a smart, sustainable, and inclusive city. Through a structured master plan, regions can integrate technology and innovation to improve the quality of life of residents, efficiency and sustainability of the urban environment. A city can be said to be a Smart City if it is complete with basic infrastructure, also has a more efficient and integrated transportation system, so as to increase people's mobility.

In Indonesia, the Smart City Concept was initiated by an expert from ITB, Suhono S. Rank. Smart cities are the cities that provide the fastest and most appropriate solutions to their citizens. Suhono said that the smart city concept consists of supporting components, namely: smart economy, smart people, smart governance, smart government, smart mobility, smart environment, and smart living. In addition, Smart City is the development and management of cities by utilizing information technology (IT) to connect, monitor, and control various resources in the city more effectively and efficiently to maximize services to its citizens and support sustainable development. But IT systems are not the main goal, many cities use IT but do not manage it optimally. Therefore, smart cities are not always for cities that must have adequate internet access and are IT-based. However, smart cities can also utilize and manage Natural Resources (SDA), Human Resources (HR) and other resources so that their citizens can live comfortably, safely and sustainably. Smart cities are expected to help solve urban constraints and provide benefits to the government and society, namely improving the quality of life such as efficiency and effectiveness of regional resource allocation, reducing inequalities in society.

Gambar 2 : Cycle 6 Pillars of Smart City According to Bappenas



Source: Mataram City Smart City Masterplan Book 2018

In implementing the Smart city concept, there are several elements that need to be developed, one of which is Smart Government. The concept of smart government concerns one of the important urban elements, namely government institutions / agencies developed based on the function of information technology so that it can be accessed by interested parties effectively and efficiently. (Bappenas, 2015) The concept of a smart city or smart city is mainly because during the pandemic it is very helpful in handling the spread of the Covid-19 virus, by carrying out several functions, including as a means of public information, a means of public participation and a means of public services. Although the application is still not fully optimal, this is because the support from all Regional Equipment Organizations (OPD) and stakeholders has not all understood the concept of smart city. There are still limited applications of smart cities in cities in several regions in Indonesia, of course, all parties need to sit together in making a smart city model that will be implemented, especially in the current post-Covid-19 pandemic conditions. The smart city concept is built starting from identifying problems, making plans, mapping, making a road map for each OPD and the next step is to execute the smart city program. Smart city development in each region is built based on the RPJMD and RPJPD that have been set in each region so that it is in accordance with the vision and mission of the region. Smart cities are built into a planning book called the Smart City Masterplan. Thus, solving various problems in society, especially those related to economic conditions after the Covid-19 pandemic, can be done quickly, efficiently, effectively and transparently With policy innovations in public services, of course, the targets contained in development planning documents in each region such as:

- Improve people's quality of life
- Improve the economy of the community
- Improving environmental sustainability can be achieved in accordance with the Vision, Mission and Goals in each of these regions.

Smart city is a competitive and information technology-based city supported by smart governance, increasing smart regional competitiveness (Smart Branding), synergy of smart economic development (Smart Economy), support for smart living ecosystem management (Smart Living), smart community participation (Smart society), natural resource management and smart environmental maintenance (Smart environment). The concept of this smart city is now the dream of many big cities in Indonesia. This concept is considered a solution in overcoming creeping congestion, littering garbage or monitoring environmental conditions in a place. The journey towards the smart city concept is also going slowly but surely from the pandemic period to post-pandemic as it is today. Application support that continues to grow and the creation of a creative ecosystem in the field of technology, is a good first step towards a smart city.

In Indonesia, several public service policies have been implemented post-pandemic, namely by ensuring smooth services to the community. Some of these public service policies include:

1. Online services: The Indonesian government encourages the use of online services in public services, such as mobile applications, official websites, and social media to make it easier for people to access public services without always having to come to the service office.
2. Technology capacity building: The government increases technological capacity in public service institutions, such as e-KTP and e-SIM services, to facilitate the public in carrying out administrative management.

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3. Increased transparency: The government also increased transparency in public services by providing clear and easily accessible information to the public regarding available public services.

Some public service policy innovations that are currently being intensively carried out in several regions in Indonesia are::

1. National Program for Community Empowerment or Program Nasional Pemberdayaan Masyarakat (PNPM) Mandiri Urban: This program is a government program that aims to improve community welfare through sustainable urban development. This program covers various activities, such as building facilities and infrastructure, skills training, and providing capital assistance.
2. One-Stop Service: This service aims to facilitate and facilitate the community in carrying out administrative management and public services. Through one-stop services, people can access various public services provided by various agencies in one place or through one online portal.
3. National Health Insurance - Healthy Indonesia Card or Jaminan Kesehatan Nasional-Kartu Indonesia Sehat (JKN-KIS): This program is a government program that aims to provide better access to health for the people of Indonesia. Through this program, people can get health insurance that includes medical examinations, medication, and treatment at various health facilities.
4. Family Hope Program or Program Keluarga Harapan (PKH): This program is a government program that aims to help the poor and vulnerable, such as the elderly, children, and people with disabilities. Through this program, the poor can get financial assistance and health services.
5. People's Online Complaint Service or Layanan Pengaduan Masyarakat (LAPOR!): This service aims to make it easier for the public to submit complaints and complaints related to public services. Via REPORT! The public can submit complaints online and get responses from related parties.

The National Program for Community Empowerment or Program Nasional Pemberdayaan Masyarakat (PNPM) Mandiri Urban in Indonesia is implemented through several stages, including:

1. Planning: The government plans and sets targets for the PNPM Mandiri Urban program to be implemented in certain areas. This is done by considering various factors, such as community needs, availability of resources, and development potential in the region.
2. Implementation: After planning, the PNPM Mandiri Urban program is implemented in a predetermined area. This program involves active community participation in the development process, from planning, implementation, to monitoring and evaluation.
3. Supervision and monitoring: The government and related agencies conduct supervision and monitoring of the ongoing PNPM Mandiri Urban program. This is done to ensure the program runs according to the plans and targets that have been set.
4. Evaluation and improvement: After the PNPM Mandiri Urban program is completed, an evaluation of the results that have been achieved is carried out. The results of this evaluation then become the basis for future program improvement and development.

In its implementation, the PNPM Mandiri Urban program involves various parties, such as local governments, communities, community organizations, and non-governmental organizations. Through this program, it is hoped that the community can get better benefits from sustainable urban development, such as easy access to facilities and infrastructure, improved economic welfare, and improved quality of life.

The implementation of One-Stop Service (LSP) in Indonesia is carried out through several stages, including:

1. Planning: The government plans and establishes policies related to LSP that will be implemented in certain areas. This planning includes collecting data and information related to community needs for available public services.
2. Infrastructure and System Provision: After planning, the government builds the infrastructure and systems needed to support LSP. This infrastructure and system includes the procurement of equipment, such as computers and internet networks, as well as the development of applications and information systems to facilitate the public in accessing public services.
3. HR Training and Development: The government conducts HR training and development to manage LSP. This is done to improve the quality of public services and ensure that services provided through LSP can run well.
4. Implementation and Supervision: Once the infrastructure and human resources are prepared, LSP is implemented in predetermined areas. The government supervises and evaluates the implementation of LSP to ensure that public services provided through LSP run well.

In its implementation, LSP involves various parties, such as local governments, related government agencies, and the community. LSP can be accessed through several Through LSP, the public can access various public services provided by government agencies, such as applying for permits, birth registration, and paying taxes. With LSP, it is hoped that people can get easier, faster, and more efficient public services. The following is data on the implementation of LSP in Indonesia for 2020-

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2023 as follows:

1. Number of LSPs: Currently there are more than 200 LSPs spread throughout Indonesia. The government continues to develop LSP in various regions to provide convenience and comfort in obtaining public services.
2. Types of Services Available: LSP provides various types of public services, such as the creation of birth certificates, death certificates, marriage certificates, driver's licenses, and others.
3. Number of Services Provided: The number of services provided by LSP continues to grow year by year. In 2021, there are about 1,000 types of services provided by LSP. Meanwhile, in 2022, the number of services provided increased to around 1,200 types of services.
4. Technology Used: LSP uses information and communication technology (ICT) to make it easier for people to get public services. Some of the technologies used include public service management information systems, mobile applications, and website-based services.
5. Service Quality Improvement: The government continues to improve the quality of service at LSP by conducting officer training, improving infrastructure, and conducting periodic evaluations. This is done to provide satisfaction and trust to the public in using public services at LSP. The above data may change along with the development of the LSP program and the situation on the ground. Therefore, it is important to always monitor the development and evaluation of the LSP program regularly to determine the effectiveness and efficiency of the program.

The Government of Indonesia through the Ministry of Health has implemented a national health insurance service program under the name Kartu Indonesia Sehat (KIS) since 2014. The following are the stages of implementing KIS guarantee services in Indonesia:

1. Planning: The government conducts planning and policy determination related to the KIS program, which includes the development of regulations, infrastructure, and human resources needed.
2. Participant Registration: People who want to join the KIS program can register at the nearest BPJS Health office. KIS participants will receive a health identity card and a unique identity number that will be used to access health services.
3. Payment of Fees: Every month, KIS participants must pay contributions according to the rates determined by BPJS Kesehatan. This fee varies depending on the category of KIS participants, such as private workers, independent workers, or poor families.
4. Utilization of Health Services: KIS participants can take advantage of health services at various health facilities that have collaborated with BPJS Kesehatan, such as hospitals and clinics. Participants can access the service by using a KIS card or unique identity number. In its implementation, the KIS program involves various parties, including BPJS Kesehatan, health facilities, and the community. The KIS program aims to provide better and affordable access to health for the community, especially for those who come from poor and underprivileged families. vulnerable families. Through this program, it is hoped that everyone in Indonesia can get quality health services without having to worry about high costs.

The Family Hope Program (PKH) is an Indonesian government program that aims to reduce poverty and provide social protection to poor and vulnerable families. The following is the implementation of PKH in Indonesia:

1. Target Family Identification: The government identifies poor and vulnerable families who are eligible to receive PKH assistance. Identification is done through various indicators such as income level, health, and education.
2. Family Registration: Families who have been identified as PKH targets, register themselves at the nearest post office with predetermined requirements.
3. Family Verification: The government verifies family data of PKH recipients through interviews and direct visits to family homes.
4. Aid Distribution: PKH assistance is distributed by transfer to the bank account of the recipient's family. The amount of aid varies depending on the category of recipients, such as pregnant women, toddlers, and school-age children.
5. Monitoring and Evaluation: The government monitors and evaluates the implementation of PKH to ensure that aid is received by eligible families and that the assistance is used appropriately.

In its implementation, PKH involves various parties such as local governments, communities, and partners such as community organizations and universities. Through PKH, it is hoped that poor and vulnerable families can get enough assistance to meet basic needs and improve their quality of life. In addition, PKH also provides support in terms of health and education for the children of recipient families so that it is expected to increase access to health services and education. According to data from the Ministry of Social Affairs of the Republic of Indonesia, in 2021, the number of beneficiary families of the Family Hope Program reached around 10.6 million families spread across all provinces in Indonesia. This program aims to provide social assistance to families who are below the poverty line and vulnerable to poverty. The assistance provided includes cash transfers, food assistance, and non-cash assistance such as access to health services and education.

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This program is expected to help poor families to get out of poverty and be economically independent. The People's Online Complaint Service or LAPOR is one of the public service innovations in Indonesia that aims to make it easier for the public to report complaints and complaints related to public services provided by the government.

1. **USER Registration:** LAPOR users register by creating an account using their ID card number and email address.
2. **Complaint Reporting:** LAPOR users can make complaints by selecting the type of complaint they want and filling out the complaint form completely and clearly. In addition, users can also attach relevant evidence such as photos, videos, or supporting documents.
3. **Complaint Investigation:** Once the complaint is received, it will be examined by the competent authority to ensure that the complaint is valid and meets the complaint criteria received by LAPOR.
4. **Follow-up Complaint:** After the complaint is declared valid, the complaint will be forwarded to the competent authority for follow-up. The competent authority will then provide information related to the follow-up of the complaint through the user's LAPOR account.
5. **Reporting Evaluation:** LAPOR evaluates complaints that have been followed up to ensure that they have been received and followed up properly by the competent authorities.

Through LAPOR, it is hoped that the public can get better services from the government, as well as provide access for the public to provide input and complaints on public services provided by the government. LAPOR also makes it easier for the government to collect and follow up complaints more effectively and efficiently. In addition, LAPOR also provides transparency for the public in viewing and monitoring the follow-up of complaints submitted. Based on an official report from the Ministry of PANRB, in 2019, there were around 345,000 public complaints submitted through the LAPOR! This number shows a significant increase from the previous year which was around 234,000 complaints. Complaints submitted through LAPOR! covers various issues such as public services, population administration, infrastructure, education, health, and others.

The Indonesian government also has a "Protect Your Interests" program that allows the public to report cases of corruption and other unlawful acts that occur in the neighborhood. This program is also managed by the Ministry of State Apparatus Empowerment and Bureaucratic Reform and can be accessed through the official website "Keep Your Interests". "Keep Your Interests" is a complaint program managed by the Ministry of State Apparatus Empowerment and Bureaucratic Reform that allows people to report cases of corruption and other unlawful acts that occur in the neighborhood. The program was launched in 2016 and aims to increase people's active participation in combating corruption and other unlawful acts.

Through this program, the community can report cases of corruption and other unlawful acts that occur in the surrounding environment such as illegal levies, bribes, abuse of authority, and other acts that harm the community. Incoming reports will be followed up by the competent authorities to conduct further investigations and investigations. The "Take Care of Your Interests" program can be accessed through the official website and mobile application that can be downloaded for free. With the "Protect Your Interests" program, it is hoped that the Indonesian people can play an active role in eradicating corruption and other unlawful acts in the surrounding environment, so as to create a clean, transparent, and accountable government. Better public services in today's era really need several things, namely:

1. Availability of multi-channel applications for services
2. Has service centers in each region
3. Have a mobile infrastructure
4. ICT-Based Services to improve service speed and accuracy

Service Information integrated with ICT services

### CONCLUSION

Information and communication technology through internet access is growing faster. However, the acceleration of access is not in line with network stability, and the costs incurred must be quite expensive, especially for the eastern part of Indonesia. The digital divide is a complex and multidimensional problem, requiring consideration of diverse technologies, variables, and regions. Today's digital divide is not only a gap in terms of material access or ownership, but also a gap in terms of skills, abilities, and outcomes of internet use. In fact, more people access the mobile internet for entertainment than for information. This causes digital competitiveness is also low. On the other hand, ICT infrastructure development, although still lagging behind surrounding countries, has begun to be evenly distributed and can be said to be efficient because the pandemic helps avoid this lag in remote areas. In addition, there is still a gap in internet usage among digital natives in rural areas. This certainly requires synergy between

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the central and regional governments in increasing the distribution of digital skills to all corners of Indonesia. Other impacts of rapid digitalization Quite a lot of macro analysis at the national and regional levels states that the potential of Indonesia's digital economy in the future is very promising. However, until now, there are still many who doubt the contribution of the economic value of digital economic activities to the national economy as a whole.

The development of the digital economy that occurs throughout Indonesia, and even globally, also disrupts the world of work. The skills needed for workers have changed, as they have to be technologically literate. As we all know, the quality of Indonesia's human resources is far from good. The digital divide or digital skills gap still exists because mobile phone ownership does not necessarily mean equality in digital use. The technology and devices used as well as the digital skills a person possesses determine their opportunities in everyday life. Those who know how to use the internet will continue to benefit. Furthermore, despite many digital upskilling programs being carried out, the government still cannot fill the digital skills gap. This can be seen from the lack of maximum application of training in the real world of work. Furthermore, the role of the private sector in collaboration with the government is needed in investing evenly so that the benefits of digital technology can be felt throughout Indonesia. The collaboration includes the provision of internet infrastructure that is easily accessible to the community, facilities, and assistance from practitioners for digital literacy, as well as the role of local communities as the driving force of digital literacy to the community.

The Internet is also still considered only as a means of communication. The dominant uses are for social media (87%), entertainment (62%), and news or information (70%). The Internet has not been used as a means to expand opportunities and increase revenue, for example expanding a business. Internet usage for economic transactions is still low, including buying new goods (13%), selling goods (5%), and e-banking (6.5%). This indicates that people's digital literacy is still weak. Overall, the current implementation of public service policies in Indonesia has shown some significant progress.

The digital divide needs to be addressed urgently. First, by creating a digital economy ecosystem that ensures the affordability of internet data packages and digital devices, such as smartphones. Second, efforts need to be made so that network quality is adequate and through digital literacy, internet users are encouraged to expand opportunities (business / business) and increase income. Macro-wise, there needs to be efforts to improve the welfare of poor and marginalized people, such as women, the elderly, and people with disabilities, so that they can access the internet from available networks. The introduction of the digital economy also needs to be done affirmatively, which is aimed at those who have been neglected, as well as the availability of information and communication technology infrastructure facilities and infrastructure that are able to reach all levels of society.

Overall, the implementation of public service policies in Indonesia has shown some significant progress. Several public service innovations such as one-stop integrated services, government e, and LAPOR have provided convenience and speed in obtaining public services needed by the community. In addition, community empowerment programs are also carried out continuously to increase community participation in development and public services. However, there are still several obstacles that need to be overcome, including high levels of corruption in several government sectors, limited human resources and technology, and lack of public participation in public services. Therefore, more serious and continuous efforts are needed to overcome these obstacles, so that public services provided by the government can be more effective, efficient, and quality. In this regard, it is important for the government to actively involve the public in policy making and public service delivery, as well as increase transparency and accountability of public services.

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