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E-Government Policy Planning Analysis in the Archipelago Capital City

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A R T I C L E I N F O

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A B S T R A C T

Many parties question the government's readiness regarding the plan to move Indonesia's capital city from DKI Jakarta to East Kalimantan in 2024, from the general public, businessmen, academics and even politicians. Capital City of the Archipelago (IKN), the name for the capital city of the Republic of Indonesia which will be moved from DKI Jakarta, which is currently being carried out in the construction process in East Kalimantan, based on Law No. 3 of 2022 concerning National Capital, has the concept of Smart City (Smart City) and digital services with an industry 4.0 center and also as a superhub that is locally integrated, globally connected and universally inspired. This research aims to analyze the implementation of E-Government in the Indonesian Capital City (IKN) and how it is developing. The aims of this research are: To find out how E-Government is planned in the capital city of the archipelago, to find out predictions of public service constraints by implementing 100% E-Government in the capital city of the archipelago, and to find out what efforts the government will make to implement E-Government Government in the capital city of the archipelago is optimal and meets expectations

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INTRODUCTION

Background

Many people, including the general public, businesspeople, academics, and even politicians, are questioning the government's readiness regarding the planned relocation of Indonesia's capital from Jakarta to East Kalimantan in 2024. Looking back, this wasn't the first time the nation's capital had been moved. In 1945, Jakarta became the capital, as the site of the proclamation. After Jakarta was taken over by the Netherlands Indies Civil Administration, the capital was moved to Yogyakarta in 1946. Then, in 1948, an Emergency Government was established in Bukit Tinggi due to military aggression in Yogyakarta. After that, in 1949, the United States of Indonesia (RIS) was formed in Yogyakarta after the Netherlands transferred sovereignty to the Dutch East Indies. Because the RIS was deemed inconsistent with the original objectives of the proclamation and the 1945 Constitution, the RIS was dissolved in 1950, and Jakarta once again became the nation's capital.

Not only Indonesia, but several other countries have also moved their capitals. Among them, Brazil moved its capital from Rio de Janeiro to Brasilia in 1960 during the leadership of President Juscelino Kubitschek de Oliveira. Looking at the experiences of other countries that have moved their capitals, it appears that capital city relocation presents complex issues, such as development, budget, population, and even politics and service systems. Regarding service systems, the implementation of the electronic government (e-Government) system in Indonesia began in 2001, referring to Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunications, Media, and Informatics). Initially limited to information transparency through government websites, e-Government in Indonesia has now experienced quite rapid development.

The Archipelago Capital City (IKN), the name for the capital of the Republic of Indonesia, which will be relocated from Jakarta and is currently under construction in East Kalimantan, is based on Law No. 3 of 2022 concerning the National Capital. It has a Smart City concept and digital services, with an Industry 4.0 center and a superhub that is locally integrated, globally connected, and universally inspired. This study aims to analyze the implementation of e-Government in the Indonesian Capital City (IKN) and its development.

Formulation of the Problem

Based on the background that has been explained, the problem formulation in this research is:

1. 1.How is e-Government planning in the Indonesian Capital City??
2. 2.What are the predicted obstacles to public services with the implementation of 100% e-Government in the Indonesian capital?
3. 3.Are the government's efforts to implement e-government in the Indonesian capital optimal and meeting expectations?

Research Purposes

1. 1.To learn about e-government planning in the Indonesian capital city.
2. 2.To determine the predicted obstacles to public services by implementing 100% e-Government in the Indonesian capital.
3. 3.To determine whether the government's efforts to implement e-Government in the Indonesian capital are optimal and meet expectations.

Benefits of Research

The results of this research are expected to provide the following benefits:

1. 1.Theoretical Uses
2. The results of this study are expected to provide insight into the application of theory on how to implement e-Government planning in a region and its analysis.
3. 2.Practical Uses
4. It is hoped that the results of this study can be used as a basis for improving e-government planning to ensure greater efficiency and optimal performance in the future.

LITERATURE REVIEW

Public Policy

The definition of public policy is fundamentally limited by political science studies, so this definition provides varying emphases, resulting in differing opinions from experts with differing backgrounds (Winarno & Budi, 2014). Furthermore, the approach and model used also determine how public policy is interpreted. For example, public policy can be defined as a set of decisions made by the government or actions that may be anticipated.

Laswell and Kaplan, in Abidin (2016), define government policy as a means to achieve goals, as well as a projected program of goals, values, and practices. For Friedrich, the most fundamental aspect of a policy is its goals, objectives, or purpose.

Public policy within contemporary political systems does not emerge by chance; rather, it is the product of deliberate planning by various political actors. Furthermore, policy should be regarded as an ongoing course of action or pattern of conduct pursued by government authorities, rather than a single, isolated decision. Thus, policy encompasses not only the creation of legal frameworks but also the practical steps taken to implement them. In this respect, policy reflects what the government actively carries out such as regulating commerce, stabilizing inflation, or fostering tourism rather than what it merely proclaims. For instance, if a legislature mandates the payment of a minimum wage yet fails to ensure its enforcement, thereby producing no tangible effects on economic behavior, such a case would exemplify non-regulation of wages. Finally, public policy may assume either a positive or a negative orientation.

The importance of public policy in maintaining national sovereignty, preventing interference and conflicts of interest from other countries, is one reason why public policy is necessary and an irreplaceable task for government. Anderson and Dye (1987) identified three classifications: First, scientific reasons, which require public policy to gain in-depth knowledge of the nature, sequence, and impact of public policy on society. This knowledge will ultimately lead to a good understanding of the political system and society in each region. Within this context, public policy involves variables that influence and those that are influenced.

Public policy functions as an overarching framework that guides decisions within hierarchical structures. At the highest level, the president formulates broad policies. These are then translated into implementing policies by ministers, and subsequently into technical policies by echelon I and II officials. Technical policies consist of detailed implementation guidelines and instructions. In this way, general policies belong to the top leadership, implementing policies operate at the intermediate level, and technical policies are situated within the operational level of an organization. This terminology is often used in bureaucratic settings to describe subordinate policies that require approval or authorization from higher-ranking officials.

Capital of the Archipelago

According to the Big Indonesian Dictionary (KBBI), a capital city is defined as a city where the center of government of a country is located or where the administrative, executive, legislative, and judicial branches are gathered. The existence of a capital city in a country usually symbolizes the identity of the nation that forms that country. Bartolini (2005) states that a national capital is a significant component in depicting national identity, as the location of a country's power or representing the extent of its power, and also as a focal point for the existence of support groups, conflicts, and cohesion between groups that make up a country/nation. The national capital is also a political center, playing a crucial role in power debates to legitimize that power.

The prospective capital city of the Republic of Indonesia is envisioned as a representation of the nation's collective identity. With a population of approximately 237 million, Indonesia possesses a profound cultural wealth consisting of around 1,100 ethnic groups, 700 vernacular languages, 300 traditional dance forms, 400 regional songs, and 23 customary communities. This plurality has historically coexisted within the framework of a single nation and state, unified through Pancasila as the philosophical foundation and national ideology, and harmonized under the guiding motto Bhinneka Tunggal Ika (Unity in Diversity).

The National Capital is the capital of the Unitary State of the Republic of Indonesia, as stated in Law of the Republic of Indonesia Number 3 of 2022 concerning the National Capital. The National Capital, named Nusantara, and hereinafter referred to as Ibu Kota Nusantara (IKN), is a special regional government unit at the provincial level whose territory serves as the location of the national capital, as determined and regulated by this Law. The name Nusantara was revealed by the Minister of National Development Planning or

Head of the National Development Planning Agency, Suharso Monoarso, stating that the name was chosen based on President Joko Widodo's decision after eliminating 79 other names proposed by language and history experts, including Negara Jaya, Nusa Karya, Nusa Jaya, Nusantara Jaya, Pertiwi Pura, Kertanegara, and others.

The etymology of the word "nusantara" comes from Old Javanese, influenced by Sanskrit: "dwipantara." "nusa" means island, and "antara" means between, so "nusantara" can be interpreted as "between islands." According to Indonesian historians, although the word "nusantara" was first recorded in the "Negarakertagama" by Mpu Tantular during the Majapahit Empire, the concept of "nusantara," uniting islands, originated with King Kertanegara of the Singasari Kingdom, as recorded on the Penampihan inscription.

The IKN area is zoning-wise divided into three parts: the West IKN Area, which consists of offices, business districts, talent development centers, and universities; the Central Core IKN Government Area, which includes ministry and agency offices, as well as the presidential office; and the East IKN Area, which also houses offices, talent development centers, and a tourism center (MICE). The IKN area is designed for walking, with 75% of the city's natural landscape within forests, making it a top 10 livable city. Civil servant housing is designed with a sustainable design, supporting the concept of walkability and facilitating social interaction.

Public Service

The term "service" in English is "service." A.S. Moenir (2002:26-27) defines "service" as an activity carried out by a person or group of people based on a specific basis, where the level of satisfaction can only be felt by the person serving or being served, depending on the service provider's ability to meet user expectations. "Service is essentially a series of activities; therefore, the service process occurs routinely and continuously, encompassing all aspects of organizational life in society. The intended process is carried out in connection with mutually fulfilling the needs of the recipient and the service provider.

In the Indonesian Dictionary (1990), public service is defined as follows:

1. Service is the matter or way of serving.
2. Services are facilities provided in connection with the buying and selling of goods and services.
3. Medical services are services a person receives in connection with the prevention, diagnosis, and treatment of a particular health disorder.
4. Public means the general public.

According to Inu Kencana Syafi'ie et al. (1999:18), the definition of public is: "A group of people who share common thoughts, feelings, hopes, attitudes, and actions that are right and good based on the values and norms they hold."

E-Government

E-Government is more than just the use of websites and the internet (Basu, 2004), but also a form of government capability in carrying out its goals and functions by utilizing information technology with the aim of bringing the government closer to its citizens (World Bank in Richardus EKo, 2002). Therefore, a government must be managed progressively, with regard to a structured virtual institution whose capacity depends not only on the power of the internet and websites but also on a network of relationships between public, private, and other institutions (Fountain, 2001).

The implementation of e-Government in the new capital city (IKN) is intended to serve the Indonesian people, as a government step in innovatively utilizing IT infrastructure (Gil-Garcia and Martinez-Mayano, 2007). The objectives and benefits of e-Government implementation are based on Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy. The development of e-Government is based on the rapid advancement of communication and information technology and the potential for its widespread use, opening up opportunities for accessing, managing, and utilizing large volumes of information quickly and accurately. The use of communication and information technology in government processes (e-Government) will increase the efficiency, effectiveness, transparency, and accountability of government administration and good governance, and improve effective and efficient public services. E-Government development policies and strategies are required.

According to Samirt et al (2012), there are three categories of benefits from e-Government, namely:

1. For the government, the goals are to empower every government employee with the support of existing information and communication facilities, to facilitate coordination between government institutions, to increase transparency and competition, especially in public procurement, to integrate marginalized regions and their citizens within a framework of equitable resource distribution, to facilitate effective decentralization, to increase public participation in policy formulation and program implementation, to transform government services to be more cost-efficient and citizen-oriented, to assist the government in providing higher-quality and accountable services, to improve oversight of citizen activities, and to prevent crime by utilizing digital facilities.
2. For Business Entities, the goal is to strengthen large-scale and traditional industries, penetrate new markets through internet-based sales channels, develop more modern sales channels that can significantly reduce costs for importers and exporters, make businesses more competitive and attractive to investors, especially foreign investors, reduce transaction costs in business activities, and create a communicative environment that provides significant opportunities for businesspeople to engage in e-commerce.

3. For citizens, this includes increasing public knowledge and insight about their government, improving the accessibility of services to citizens so they have equal rights to receive government services, creating a conducive environment that provides significant opportunities for citizens to actively participate in today's global life, whether in the economic, social, cultural, or other fields, and facilitating citizens in meeting their needs more easily, effectively, and efficiently

Modern and Sustainable City

The idea of modernity has been explained by scholars such as Webber, Harrod and Domar, Rostow, Hoselitz, and Inkeles and Smith as representing a more advanced, developed, and non-traditional stage of society one that transitions from rural to urban life and from agriculture to industry. A modern city is thus understood as a socially advanced urban space that motivates its citizens to engage in global development with a common vision. Its defining feature is the presence of a modern community that shares progressive aspirations and pursues them through innovation, particularly by applying technology in city planning, management, architectural design, and solutions to urban social issues. Furthermore, modern cities are distinguished by systematic planning, measurable stages of growth, and the achievement of development goals.

The modern city paradigm is closely linked to the sustainable city paradigm. The Brundtland Report, presented at the 1987 UN session, defined sustainable development as a development process based on the principle of meeting the needs of the present without compromising the needs of future generations. A sustainable city is also defined as a city designed, built, and managed to meet the environmental, social, and economic needs of its citizens without threatening the sustainability of the natural, built, and social environmental systems (European Commission, 1996). The sustainable development agenda for cities has been outlined in the 2030 Sustainable Development Goals. The urban and settlement development agenda within the SDGs aims to create inclusive, safe, resilient, and sustainable cities and settlements by 2030. The SDGs for sustainable urban development include housing development, prioritizing public transportation, settlements, protecting natural and cultural heritage, enhancing disaster mitigation and adaptation, building clean urban environments, and building safe, inclusive, and affordable public spaces.

METHODOLOGY

Research Approach

This research uses a qualitative method. Bogdan and Taylor (1982) state that qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior; the approach is directed at the setting and individuals holistically. Kirk & Miller explain that qualitative research is a particular tradition in the social sciences that fundamentally relies on observing people in their own contexts and relating to those people using their language and terminology.

Judging from its nature, this research is descriptive. Descriptive research focuses on a systematic explanation of the facts obtained during the research. Descriptive research provides an explanation of the social phenomena being studied by describing the variable values based on the indicators studied without establishing relationships or comparisons with other variables.

Data Source

Source The data used in this study consists of:

a) Primary data sources were obtained through interviews and direct field observations. The primary data source consisted of interview results.
b) Secondary data sources were obtained through documentation and literature studies, both online and in print. Secondary data sources included notes and documentation.

Data Collection Technique

Data collection methods are techniques or methods researchers can use to collect data, while data collection instruments are tools selected and used by researchers in their data collection activities to make the activity systematic and easier.

The data collection method indicates the methods used to obtain the required data. Data collection in this study was conducted through observation, interviews, and documentation.

Data Analysis Techniques

Data analysis techniques are a series of activities that process data collected from the field into a set of results, either in the form of new findings or hypothesis confirmation. The data analysis techniques used in this study are triangulation to test data validity and qualitative analysis using the theory of Miles and Hubberman, which involves data collection, data reduction, data presentation, and drawing conclusions.

RESULTS AND DISCUSSION

Indonesian Smart City Blueprint

The government is planning to implement e-Government in the new capital city (IKN). Among other things, the Indonesian Capital City Authority has published the Indonesian Smart City Blueprint document. This guide is a crucial component for establishing an orderly urban plan and good accessibility, supported by a technology-based information system, thereby fostering digital inclusion and citizen engagement.

The development of the Indonesian Smart City is planned to encompass six strategic domains: Smart Governance, Smart Living, Smart Industry and Human Resources, Smart Built Environment and Infrastructure, Smart Natural Resources and Energy, and Smart Transportation and Mobility.

The blueprint is a conceptual framework that represents an innovative solution for the Indonesian Smart City. It provides an in-depth analysis of the various technologies implemented, from core Smart City technologies such as telecommunications networks, data centers, and cybersecurity, to support technologies such as the Internet of Things (IoT), Autonomous Driving, and Urban Air Vehicles (UAVs).

There are three layers to the implementation of the Indonesian Smart City: passive infrastructure in the form of a Multi-Utility Tunnel (MUT), which will support the energy, water, wastewater, gas, and telecommunications connectivity network systems using fiber optics to connect buildings within the IKN. Active infrastructure is a broadband infrastructure component, consisting of 5G BTS towers (5G Non-Standalone Base Transceiver Stations) or other next-generation mobile networks. Furthermore, there is a fiber optic cable network, both of which support the implementation of 5G connectivity sourced from the Command Center and Data Center. Finally, there is a smart city application layer that encompasses six strategic domains and 21 subdomains of innovative solutions for the Indonesian Smart City.

Smart Governance has four subdomains: City Management & Planning Services, Digital Services for Citizens, Smart Business Permit, and Smart OIKN.

City management and planning services include an integrated command and control center that will monitor service infrastructure, serve as an information center during emergencies and critical situations, and oversee health and food services, among other things. It also includes a centralized occupancy reporting system and a city-wide planning system that will ensure that all development is aligned with spatial planning.

Digital services for the public include the IKN smart city application, which will integrate administrative processes and population services, creating a space for interaction between the government and the public. It also includes a one-stop service center system, a digital identity system, and a help desk system, all of which accommodate support services for city residents in all aspects.

The digitalization of business licensing encompasses business permits, taxes and levies, building permits, and government policy information, all of which provide relevant service facilities to facilitate business operations in the new capital city (IKN) area, including for startups and SMEs.

The final smart governance subdomain is the digitalization of the Indonesian Capital City Authority (OIKN), which includes a data sharing service system, an OIKN office management system, a learning management system for OIKN employees, and smart applications for OIKN employees. This subdomain also provides a secure and distributed data sharing platform between government institutions and across government institutions in real time.

In addition to publishing the Indonesian Smart City Blueprint, the Indonesian Capital City Authority also published the Indonesian Smart Building Guidelines, which aim to encourage the implementation of smart buildings that contribute to the growth of a sustainable and smart built environment. Smart buildings are based on six principles: Automation, Multifunctionality, Adaptability, Interactivity, Inclusivity, and Efficiency.

Smart buildings have a centralized control panel system that allows them to manage and monitor digital activities from a single control system. Furthermore, smart buildings are expected to reduce operational and maintenance costs through the use of appropriate technology

Ministry of Communication and Informatics Strategic Plan 2020-2024

To support the e-Government implementation plan, the Ministry of Communication and Informatics (Kemenkominfo) has prepared a Strategic Plan (Renstra) for 2020–2024, considering the achievements of the 2015–2019 Strategic Plan. National Digital Transformation is expected to optimize the role of national digital technology in increasing the nation's competitiveness and as a source of Indonesia's future economic growth.

Table 1. Strategic Plan Preparation

POLICY DIRECTION	STRATEGY
Complete the provision of fast, high-quality internet in underserved villages, including public service locations.	1. Accelerate the provision of fast and high-quality internet in areas that are economically less viable for operators, including public service locations. 2. Accelerate the digitalization of broadcasting (analig switch off) to achieve digital dividend and 3. Frequency farming and refarming for fast and quality internet services
Encouraging the application of forward-looking technology	1. Arranging frequency allocations to meet the implementation of next-generation broadband (5G) 2. Developing and implementing national 5G technology 3. Providing content control technology on the internet for a clean and safe internet
Developing digital talent and a digital economy ecosystem	1. Accelerating the competency of digital talent and improving the community's digital literacy

	2. Accelerating digital transformation in economic and business sectors
Integration of national data centers and government digital transformation	1. Accelerating the development and utilization of national data centers towards a single data Indonesia 2. Supporting the accelerated implementation of the Electronic-Based Government System (SPBE)
Accelerating the completion of primary legislation	1. Encourage the completion of ICT-related policies and regulations, both Presidential Regulations and Ministerial Regulations, and improve coordination with relevant stakeholders.
Orchestrating public communication involving central and regional government agencies	1. Building effective and organized public communication management 2. Building a solid and responsive team to counter hoaxes and disseminate government policies
Improving the quality of internal management services	a) Encourage innovation in internal management, including the implementation of smart services and innovation in budget planning.

Predicting Public Service Obstacles by Implementing 100% E-Government in the Indonesian Capital

The implementation of e-government in public institutions began to be introduced towards the end of the 20th century, specifically in the late 1990s, especially in developed industrial countries. The implementation of e-government in the form of information technology in government institutions was an effort to revitalize the implementation of public administration tasks and functions in policy management and service delivery, in response to strategic environmental changes that demanded efficient, effective, transparent, and accountable public administration (LAN RI, 2003).

The main factors hindering the provision of public services can be seen from two perspectives: bureaucracy and public service standards. It is common knowledge that the Indonesian government, at all levels and types, has a long, complex, and cumbersome bureaucratic structure, which results in complicated processes within public service institutions that require more time and high costs.

Public services face enormous challenges in the information age. Before the information age, the state always positioned itself as the most dominant, forcing citizens to accept the conditions of public services provided. Many citizens felt disappointed with public services that favored certain groups, and service providers who were often unfriendly and complicated. As time progressed, public services began to receive much criticism, and efforts were made to improve communication and quality.

Public services in almost all developed countries in America and Europe have utilized information and communication technology. This means that all public service processes can be accessed by all citizens in a fast, integrated manner. This service system is known as an e-government system.

E-government development as the utilization of information technology includes two related activities, namely:

a) Data processing, information management, management systems, and electronic work processes
b) Utilizing advances in information technology to ensure public services are easily and affordably accessible to people throughout the country.

The National Information and Communication Technology Council (WANTIKNAS) is a multi-stakeholder institution in the field of technology, information, and communication. Its vision is to efficiently accelerate the growth of information and communication technology (ICT) in Indonesia by developing national ICT policies through synchronizing ICT programs across all ministries and agencies. Wantiknas will develop and publish recommendations for a roadmap for Indonesia's digital transformation in 2020.

The primary goal of the digital transformation strategy is sustainable and equitable economic growth and improved social welfare and environmental sustainability, which can only be achieved by involving various stakeholders, such as the government, businesses, communities, and academics. These stakeholders will be directly involved in the transformation of public services, optimization of the business ecosystem, and empowerment of resources. Trust in the digital transformation process is essential, thus ensuring cybersecurity, stable internet connectivity, qualified digital human resources, and good governance.

In its recommendations, Wantiknas outlined several phases: the first phase is digital foundation, which requires a strong foundation for digital transformation; the second phase is digital acceleration, particularly in public services; the third phase is digital innovation, which explores the potential for digital advancements to drive innovation; and the fourth phase is digital optimization, optimizing digital transformation to benefit sustainable services.

The Ministry of Communication and Informatics is focusing its budget allocation on completing the 2021-2024 Digital Indonesia Roadmap, which is classified into four strategic programs: provision of ICT infrastructure, restructuring of postal and informatics management, utilization of information and communication technology, and public communication programs. The objective of the 2021-2024 Digital Indonesia Roadmap is to provide an explanation of the policy direction, implementation, and target achievements to accelerate Indonesia's digital transformation.

To realize the 2021–2024 Digital Indonesia Roadmap, the government has outlined six main strategic directions. These include developing inclusive digital infrastructure and reliable connectivity; strengthening competitiveness by enhancing digital capacity in key sectors; fostering a digital culture while leveraging the demographic dividend; empowering citizens to take part in shaping the digital ecosystem; shifting Indonesia’s role from consumer to producer through greater investment; creating open and integrated digital

governance for improved public services; and aligning regulations while expanding funding to drive innovation.

Efforts Made by the GovernmenttTo Implement E-Government in the Indonesian Capital

To ensure 100% eGovernment implementation in the new capital city (IKN) is in accordance with the planning outlined in the Smart Archipelago City Blueprint and Smart Archipelago Building Guidelines, the government, through the Ministry of Communication and Informatics, has completed the design of the telecommunications network infrastructure based on the master plan of the National Development Planning Agency (Bappenas). This includes connecting the existing Palapa Ring line to the new capital city via the Balikpapan city line. The government has also collaborated with several technology giants such as Cisco, Autodesk, and ESRI.

Furthermore, the government is targeting the development of 100 smart cities with robust infrastructure by utilizing satellite technology, which is considered suitable for a country as large as Indonesia because it can reach areas difficult to reach by terrestrial infrastructure. Furthermore, it requires effective and efficient frequency spectrum management and the implementation of compatible ICT device standards. The Deputy for Cybersecurity and Cryptography of the Government and Human Development of the National Cyber and Crypto Agency (BSSN), Sulistyo, stated in a dialogue at the Merdeka Barat 9 forum in November 2023 that the development of digital infrastructure and smart cities in Indonesia requires not only strong digital infrastructure and talent but also guaranteed data security.

CONCLUSIONS AND RECOMMENDATIONS

E-Government planning in the Indonesian Capital City is well underway, with the development of the Indonesian Smart City encompassing six strategic domains: Smart Governance, Smart Living, Smart Industry and Human Resources, Smart Built Environment and Infrastructure, Smart Natural Resources and Energy, and Smart Transportation and Mobility. All of this aligns with the blueprint and guidelines for the development of the Indonesian Smart City.

The main factors hindering the provision of public services can be viewed from two perspectives: bureaucracy and public service standards. The solution to this problem is e-Government, which allows the government to be more transparent and efficient in providing public services. The Ministry of Communication and Informatics has focused its budget allocation on completing the 2021-2024 Digital Indonesia Roadmap, which is classified into four strategic programs: provision of ICT infrastructure, restructuring of postal and informatics management, utilization of information and communication technology, and public communication programs.

The government's efforts to implement e-government have been quite optimal. The government has developed building guidelines and a blueprint for the Indonesian Smart City, ensuring that the development of the new capital city meets standards. The government has also completed the design of the telecommunications network infrastructure based on the National Development

Planning Agency (Bappenas) master plan and is collaborating with several technology giants, such as Cisco, Autodesk, and ESRI.

E-Government planning in the Indonesian capital city already has guidelines that comply with international standards, but its implementation requires very strict supervision to ensure smooth development.

E-Government-based public services in the Indonesian capital are expected to operate in accordance with international standards, and all officials serving the public must also be trained according to international standards.

The government's current efforts have been quite optimal. It is hoped that in the future, the government can attract more investors, both domestic and international, so that the development of the Indonesian capital city will not be hampered.

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