



2016 Open eGovernance Index (OeGI) Indonesia Country Report

ICT Watch | Indonesia

Abstract

This document is the report of Open eGovernance Index (OeGI) Research in Indonesia as part of global OeGI research project by Foundation for Media Alternatives; Making All Voices Count, 2016

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Table of Contents

List of Picture	ii
List of Figure.....	iii
List of Tabel	iv
OeGI Local Context.....	1
Indonesia Regional Context Characteristics & Landscape	1
Indonesia Political Context : Reformation 1998 and regional autonomy.....	2
Internet in Indonesia.....	3
Road to National policy of eGovernment and to eGovernance	6
Open eGovernment & Open Government Partnership.....	10
Open eGovernance Index (OeGI) Framework.....	13
Research of OeGI Process	15
Indonesia : OeGI Scores	16
Dimension 1 : Meshed eGovernment.....	16
Dimension 2 : eParticipation Channel.....	20
Dimension 3 : Digital Inclusion.....	23
Dimension 4 ICT Empowered Civil Society.....	24
Dimension 5 : Enabling & Constraining Environment for eGovernance.....	28
Recommendation & Future Projects	34
Challenges & Prospects of OeGI in Indonesia.....	34
Annexed	36
List of Literatures	38

List of Picture

Picture 1 Indonesia Provinces.....	1
Picture 2 People power demanding reformation in Jakarta, May 1998.....	2
Picture 3 Students and civil societies taking over the parliament building, Jakarta, May 1998.....	3

List of Figure

Figure 1 Digital in Indonesia.....	4
Figure 2 Places to connect to the Internet in Indonesia.....	4
Figure 3 Reasons to connect.....	5
Figure 4 Internet users by occupations.....	5
Figure 5 Indonesia eGovernment Structure	6
Figure 6 Indonesia eGovernment Roadmap 2014-2019	8
Figure 7 Networked Readiness Index : Indonesia stats.....	9
Figure 8. International Government Rankings, Indonesia.....	9
Figure 9 Global Open Data Index : Indonesia.....	11
Figure 10 Current eServices example in Indonesia	12
Figure 11 Open eGovernment Dimensions	15

List of Tabel

Tabel 1 Key Success Factors and Recent Condition.....	7
Table 2 Indonesia eGovernment Measurement Rankings PeGI.....	10

2016 Open eGovernance Index (OeGI) Indonesia Country Report

OeGI Local Context

Indonesia Regional Context Characteristics & Landscape

Republic of Indonesia - a nation of about 17,500 islands in South East Asia, is the world's largest archipelagic state. With a population of 258 million spread over in 34 vast provinces, Indonesia is the world's fourth most populous country and the most populous Muslim-majority nation. The vast areas plays important factor to sophisticated and extremely high degree of social, cultural and geographical complexity. The infrastructures development for different parts of Indonesia is very challenging and also costly. The capital is Jakarta, surrounded by commercial and commuting satellite cities of Bogor, Tangerang, Depok, and Bekasi (networked in Jabodetabek area), the country shares land borders with Papua New Guinea, East Timor, and Malaysia. By sea Indonesia neighbours are Singapore, The Philippines and Australia.



Picture 4 Indonesia Provinces

Politically, the shift of power from the New Order era to the Reformation era has ushered Indonesia in some significant changes. The reformation of May 1998 is shaping Indonesia and a stepping stone

of contested policies because information is now everywhere and equals. People now demanding better governance, including better services of e-government with openness, accountability and transparency. With a democratically elected parliament and president and more than ten political parties, Indonesia is considered the world's third largest democracy (after India and the United States).

Indonesia Political Context : Reformation 1998 and regional autonomy

Democratic reforms change of paradigm in Indonesia since Reformation (1998), where the political system has shifted from one of hegemony to a fragmented multi-party system. The pendulum of centralisation now shifted toward extreme decentralisation where some regions were asking for a "Federal states". Nonetheless, the process of political autonomy given to the regions now resulted in many new cities and regencies that become new autonomous regions.

The latter political decentralisation option is considered as the consensus of power relations between central and local authorities, with some regions received the status of special autonomous regions, such as Papua, West Papua, Yogyakarta and Aceh. This process also has affected the characteristics of the civil service and relations between the executive and legislatives.



Picture 5 People power demanding reformation in Jakarta, May 1998

In the change, Indonesia adopt quasi-bicameralism where despite still in presidential system of government, not parliamentary, Government of Indonesia (GoI) is now obliged to consult and gain approval from the Parliament before it undertakes major policy change and initiatives.

The reformation with the regional autonomy in Indonesia has resulted in 34 Autonomous Provinces, 415 Autonomous Regencies, 1 Administrative Regency, 93 Autonomous Cities, 5 Administrative Cities, 72.944 Villages. Indonesia national government has also 34 Ministries, 30 Non-Ministerial Government Institutions, 21 State Institutions, and 15 major Political Parties (latest election, KPU, 2014).



Picture 6 Students and civil societies taking over the parliament building, Jakarta, May 1998

In the context of policy formulation, the changes of inter institution communication makes proses of enacting laws to respond to a certain policy is both protracted and complicated. While policy-making process during the New Order regime was technocratic and based on academic rationality and objectivity, in the reformation era right now, the decision is more likely as the result of and to consider the political process through discussion with politicians.

The inclusion of any issue on the agenda requires a long process of negotiation in both the executive and legislatives. If both parties consider the issue is lacking in urgency, it will only put aside and shelved, and will have little chance to deliberated again.

In local and regional government, policy implementation is influenced by stronger powers vested in local governments making them difficult to work with and complication the efforts of the central government to coordinate policies. Therefore, in the context of eGovernment and eGovernance, local and regional usually rely on the local demand of ICTs as enabler of economic development, the use of ICT to support local small and medium enterprises for example.

This condition differs among local regions, and political will from local government leader plays a significant role in the development of people oriented development and participative development using ICTs as enabler tools for communication of government and citizen.

[Internet in Indonesia](#)

Indonesia Internet Service Providers Association (APJII) in Indonesia announced that Internet penetration in Indonesia has now reached 51,8 percent of the population, or 132.7 million Internet users. This 2016 survey is outstanding, means that it reached more than half of population in the country. This milestone is the result of the joint efforts the government, Internet services providers

and other stakeholders to make Internet access available across the archipelago and create a conducive regulatory environment. However, digital divide occurs that 65 percent of Internet users are still in Java Island which consist of 86,3 million users.

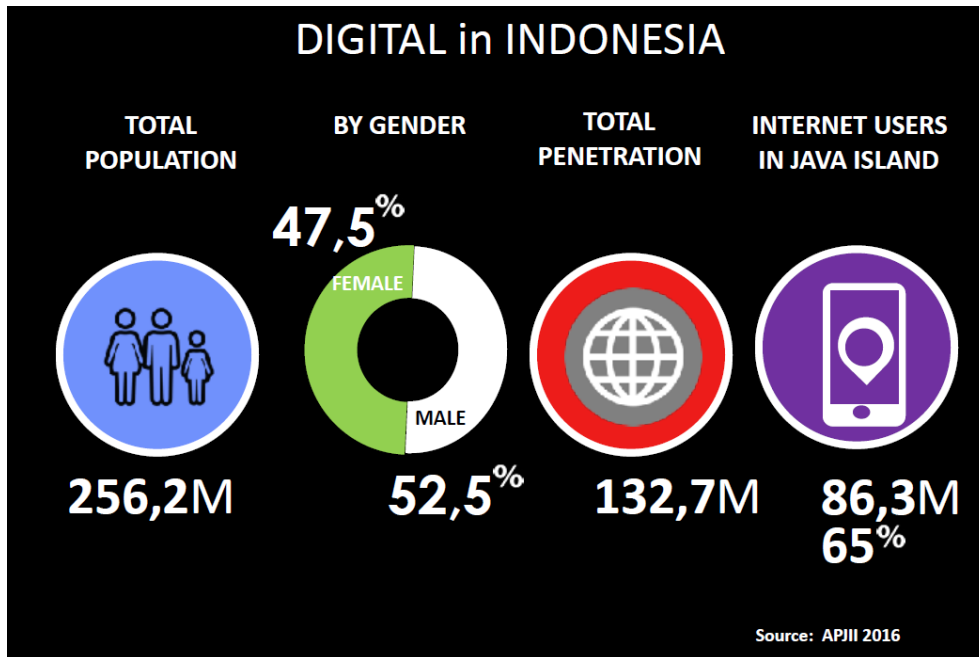


Figure 5 Digital in Indonesia

APJII also report that these users are connected through several different places. Most of it from mobile phone, 92,8 million internet users are connected through their mobile phone. Home internet, office, and campus access to internet in the middle of the statistics. Warnet (Internet cafe, where usually there are PCs to connect to the Internet and online games via LAN cable) and Cafe (Coffee Shop, Restaurant) are also become places to connect to the internet via wifi.



Figure 6 Places to connect to the Internet in Indonesia

Searching for information and work related tasks are the main reasons of Internet users connect online. Leisure and socialise also favorit among Internet users on their reason to connect to the digital world. Users of Internet in Indonesia ranges from business sectors to students and housewives.



Figure 7 Reasons to connect

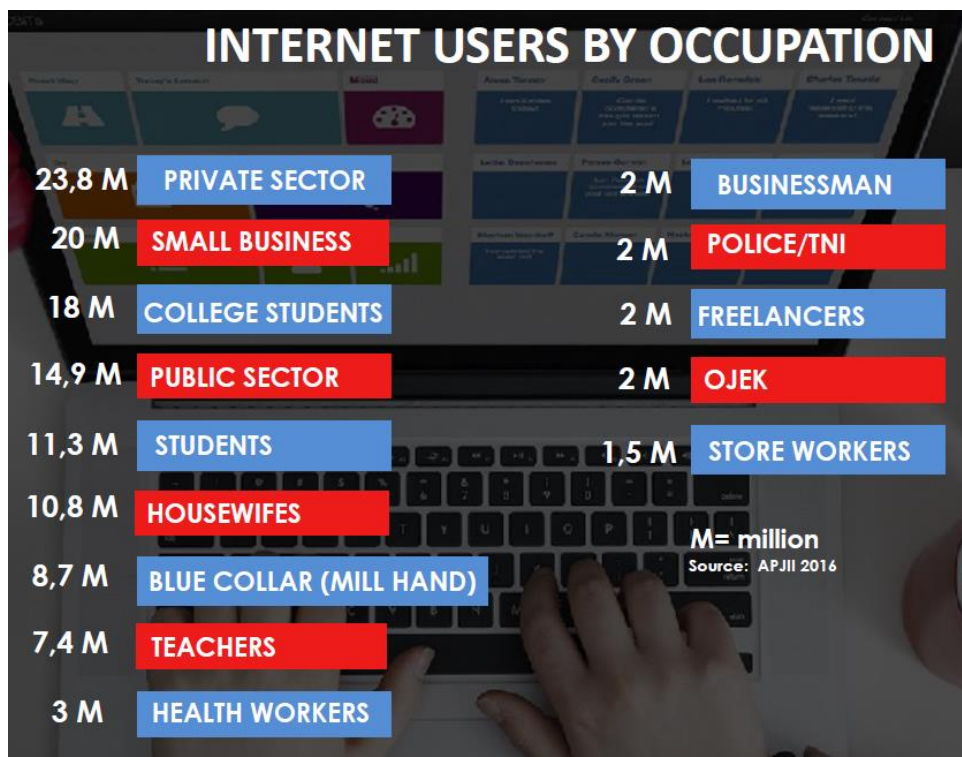


Figure 8 Internet users by occupations

Road to National policy of eGovernment and to eGovernance

High use of ICT (Internet, gadget, mobile phone, laptops) and other devices with technological innovation among citizen has been gradually growth as urban lifestyle event communication lifestyle across the archipelago. Therefore, the existence of Presidential Decree No.3/2003 on National Policy and Strategy Development of e-Government is one of national scenario to implement eGovernment services. However, experts in validation were agreed that the decree is not a “national policy” of eGovernment, it still on the move towards national policy though.

Vertical structure of institutions with responsibility to develop ICT and eGovernment services are restructurized to comply with the regional autonomy policy. Ministry of Communication and Information Technology (MCIT) has been also revitalised from public relations function only when it was Department of Information in Soeharto era (New Order Era) into MCIT with general responsibilities to develop and to provide policies in ICT and several institutions in sectoral and regional sector to enhance the development of ICT in Indonesia in decentralisation era.

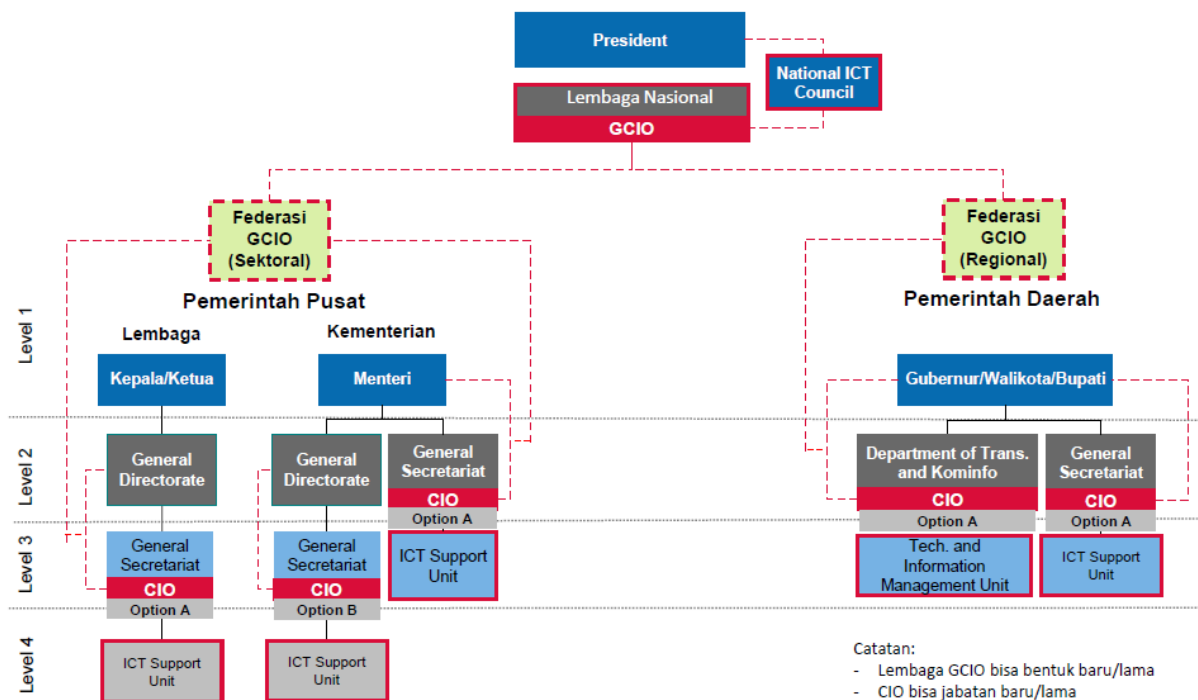


Figure 5 Indonesia eGovernment Structure (Anggono, 2015)

The Government Regulation No. 82 Year 2012 on the Implementation System and Electronic Transactions, where mandated by Law No. 11/2008 on Information and Electronic Transaction which mandatory to the organizer of the electronic system to have governance policies, the operation of the working procedures, and mechanisms for periodic audits of the electronic system.

MCIT has identified essential eGovernment infrastructure components, and currently analyse Indonesia position currently and the developmental needed, a *das sein – das sollen* approach to further develop the ICT in Indonesia, part of modernizing government services into eservices. Further more, framework of eGovernment in Indonesia also develop by MCIT with the roadmap of eGovernment from 2014-2019 under the new installed government as the result of General Election of 2014.

Key Success Factors	As Is	To Be
Interconnected Government?	No, vertical silos	Yes, integrated
Secure Government Network?	No, only public Internet	Yes
Economies of Scale?	No	Yes
Internal Voice/Video?	No, or limited	Yes, Government wide
Local Level Bandwidth	128 kbps – 1 Mbps	100 Mbps – 1 Gbps
Central Level Bandwidth	10-200 Mbps	1-10+ Gbps
Citizen Facing BW	100 Mbps – 1 Gbps	10+ Gbps
Network Reliability	Low, many single points of failure	High, redundant topology
Data Centers	Many, even within a single ministry	Shared central data centers
Back-up/Disaster Recovery	No	Yes
Flexible Capacity	No	Yes
Budget	100% decentralised	Mixed model
Procurement	Individual, at retail level	Frame Agreements
Standards	No	Yes
Interoperability	No	Yes

Tabel 1 Key Success Factors and Recent Condition (Anggono, 2015)

Although frameworks offer sound support for open government and the roadmap also set up, a five year plan from consolidation into physical integration of eGovernment services, the implementation is challenging. With the role of MCIT in developing and disseminate the strategy to regional and sectoral implementation, the implementation of the roadmap also largely depends on several factors. Availability and capacity of regional resources such as budget and local development plan, human resources, and the various social economic development style of policy makers.

Also to ensure that the various ongoing initiatives are implemented completely and effectively. To build a truly transparent and participative public administration, Indonesia will need to continue to promote a greater understanding of the value and importance of open government reforms within the public administration in national and regional context. It will also need to ensure that public officials in many regions of Indonesia have the necessary capacity to implement the reforms. For Indonesia to be successful in these efforts, it will have to rely more on its well-established civil society and encourage the emergence of more non-governmental actors capable of playing a positive role in the country's open government agenda¹.

¹ OECD Public Governance Reviews Open Government in Indonesia, 2016

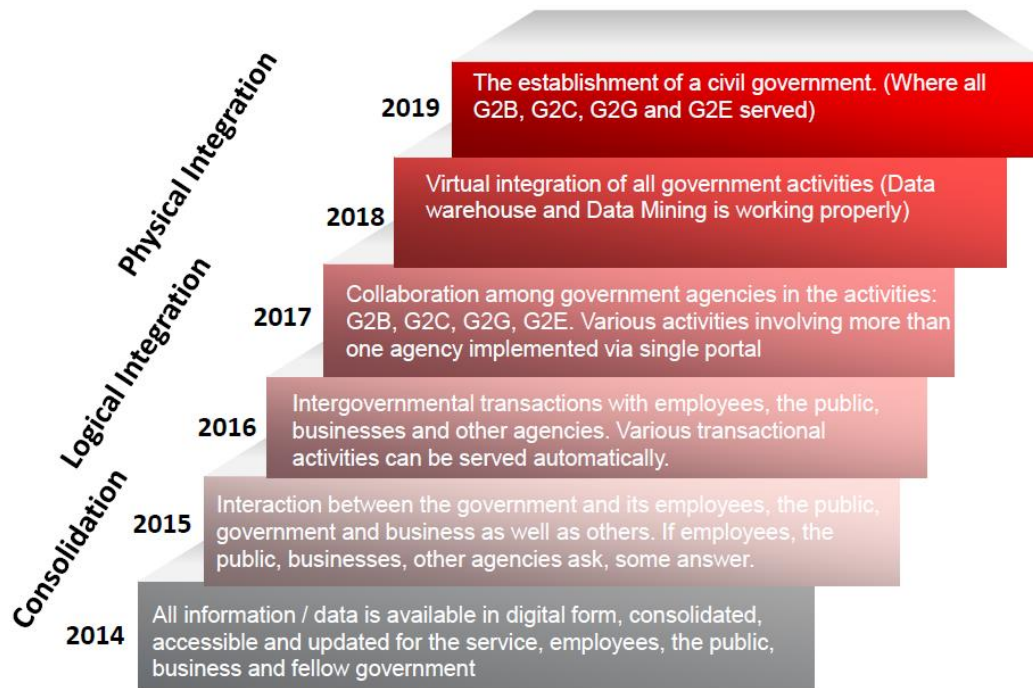


Figure 6 Indonesia eGovernment Roadmap 2014-2019 (Anggono, 2015)

According to WEF's Networked Readiness Index 2016, Indonesia moves up six spots to 73rd place this year, driven in part by improvements in affordability and an accompanying strong rise in individual usage (92nd, up five spots). In order to capitalize on this positive trend, infrastructure will need to keep up; as the number of users is increasing, the existing infrastructure is starting to be stretched, which has the country dropping seven spots to rank 105th in this particular pillar. Business and government usage are already high at 34th and 65th rank, with a flat trend line for business and one that has been slightly on the decline for government².

Whereas, according to Waseda University- IAC International e-Government Rankings 2016, Indonesia currently number 32 with score 58.3 the same score as Macau (also ranked 32) slightly under Malaysia which ranked 31.

Indonesia in 2015 also has eGovernment Measurement Index (PeGI), developed by eGovernment directorate, Ministry of Communication & Information Technology (MCIT) to measure national and local government e-services and readiness. However this index has been stop by the MCIT as the authority for the budget reason.

² World Economic Forum, Networked Readiness Index 2016. Available at http://www3.weforum.org/docs/GITR2016/WEF_GITR_Chapter1.1_2016.pdf

Indonesia

	Rank (out of 139)	Value (1-7)
Networked Readiness Index	73 ..	4.0
Networked Readiness Index 2015 (out of 143).....	79	3.9
Networked Readiness Index 2014 (out of 148).....	64	4.0
Networked Readiness Index 2013 (out of 144).....	76	3.8
A. Environment subindex	62	4.1
1st pillar: Political and regulatory environment.....	65	3.8
2nd pillar: Business and innovation environment.....	64	4.4
B. Readiness subindex	81	4.6
3rd pillar: Infrastructure.....	105	2.9
4th pillar: Affordability.....	38	5.9
5th pillar: Skills.....	65	5.1
C. Usage subindex	78	3.8
6th pillar: Individual usage.....	92	3.3
7th pillar: Business usage.....	34	4.1
8th pillar: Government usage.....	65	3.9
D. Impact subindex	78	3.5
9th pillar: Economic impacts.....	85	3.1
10th pillar: Social impacts.....	73	4.0

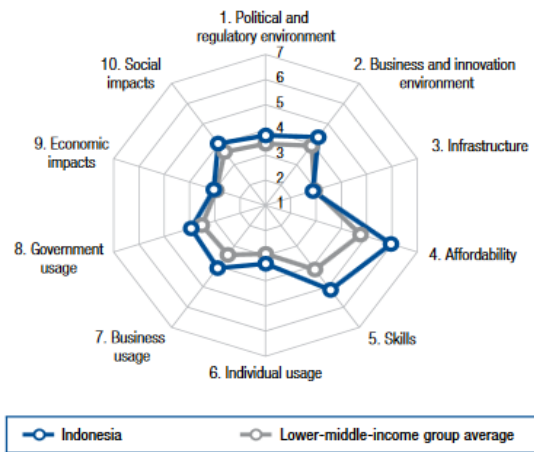


Figure 7. Networked Readiness Index : Indonesia stats (WEF, 2016)

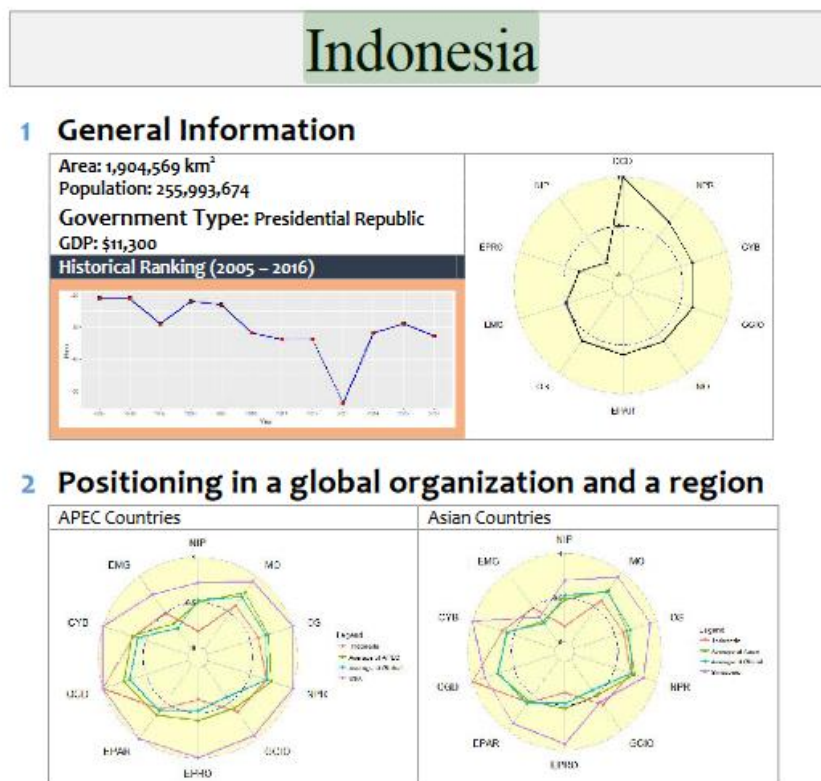


Figure 8. International Government Rankings, Indonesia (Waseda-IAC, 2016)

PeGI Tingkat Kementerian Tahun 2015

NO	KEMENTERIAN	DIMENSI				NILAI RATA-RATA	KATEGORI	
		KEBUAKAAN	KELEMBAGAAN	INFRASTRUKTUR	APLIKASI			
1	Kementerian Keuangan	3.60	3.73	3.67	3.60	3.73	3.67	SANGAT BAIK
2	Kementerian Kebudayaan, Pendidikan Dasar dan Menengah	3.20	3.53	3.53	3.50	3.27	3.41	BAIK
3	Kementerian Luar Negeri	3.30	3.40	3.23	3.27	3.40	3.32	BAIK
4	Kementerian Perencanaan Pembangunan Nasional	3.27	3.20	3.33	3.20	3.20	3.24	BAIK
5	Kementerian Pekerjaan Umum dan Perumahan Rakyat	3.07	3.10	3.43	3.03	3.17	3.16	BAIK
6	Kementerian Komunikasi dan Informatika	3.15	3.24	3.20	3.18	2.88	3.15	BAIK
7	Kementerian Kelautan dan Perikanan	3.20	3.07	2.97	3.23	3.07	3.11	BAIK
8	Kementerian Kesehatan	3.03	3.00	3.17	3.03	2.83	3.01	BAIK
9	Kementerian Pribungan	3.07	3.00	3.13	2.73	2.87	2.96	BAIK
10	Kementerian Perdagangan	2.80	2.67	3.07	3.13	2.80	2.89	BAIK
11	Kementerian Pertanian	2.67	2.80	2.87	2.93	3.00	2.85	BAIK
12	Kementerian Badan Usaha Milik Negara	2.80	2.80	2.87	2.80	2.87	2.83	BAIK
13	Kementerian Pertahanan	2.60	2.67	2.73	2.53	2.87	2.68	BAIK
14	Kementerian Hukum dan HAM	2.78	2.42	2.53	3.03	2.57	2.67	BAIK
15	Kementerian Sekretariat Negara	2.63	2.63	2.55	2.85	2.40	2.61	BAIK
16	Kementerian Desa, Pembangunan Daerah Tertinggal dan Transmigrasi	2.20	2.33	3.33	2.53	2.33	2.55	BAIK
17	Kementerian Koordinator Bidang Perekonomian	2.42	2.18	2.30	2.57	2.95	2.48	KURANG
18	Kementerian Agama	2.47	2.20	2.80	2.93	1.80	2.44	KURANG
19	Kementerian Ketenagakerjaan	2.27	2.20	2.33	2.53	2.40	2.35	KURANG
20	Kementerian Pemberdayaan Perempuan dan Perlindungan Anak	2.43	1.98	2.34	2.40	2.07	2.14	KURANG
21	Kementerian Koordinator Bidang Pembangunan Manusia dan Kebudayaan	2.07	2.07	2.20	2.07	2.00	2.08	KURANG
22	Kementerian Pemuda dan Olahraga	2.30	1.70	2.13	2.27	1.83	2.05	KURANG
23	Kementerian Pariwisata	2.27	1.93	2.20	2.07	1.73	2.04	KURANG
24	Kementerian Sosial	1.73	2.00	2.60	1.87	1.93	2.03	KURANG
25	Kementerian Dalam Negeri	1.77	2.13	2.27	2.40	1.53	2.02	KURANG
26	Kementerian Koperasi dan Usaha Kecil dan Menengah	1.73	1.73	2.43	2.37	1.53	1.96	KURANG
27	Kementerian Riset, Teknologi dan Pendidikan Tinggi	1.53	1.73	2.07	1.87	1.53	1.75	KURANG
RATA-RATA		2.6	2.6	2.8	2.7	2.5	2.7	BAIK

Sumber: PeGI Kemkominfo, 2015

Table 2 Indonesia eGovernment Measurement Rankings PeGI (MCIT, 2015)

However, all of these measurement and index are lack of consent on the openness and participative and collaborative action in shaping eGovernance. Not only eGovernment. Therefore, developing an Open eGovernance Index (OeGI) framework is necessary to measure the gap of eGovernment excellent services with the open, participative eGovernance which includes multistakeholders, especially civil societies.

Open eGovernment & Open Government Partnership

Since the fall of Soeharto in 1998, Indonesia has moved its development strategies, interaction with the public and legal foundation toward openness and transparency. Importantly, legal, policy and strategic framework has explicitly identified in several documents and policies toward openness and transparency. Indonesia boasts a solid legal foundation for access to information (ATI), which is enshrined both in the 1945 Constitution (Article 28F) and in Law No. 14 of 2008 on Freedom of Information (FOI). Article 28F recognises the right to associate, assemble and express opinions which were practically limited in New Order regime. Subsequent laws have further clarified and delineated the public's right to monitor the delivery of public services and participate in policy planning and evaluation (notably Law No. 25 of 2004 on National Development Planning). The legal and strategic framework for open government in Indonesia has been further articulated in the government's strategy documents, and codified via a number of laws, regulations, presidential decrees and ministerial regulations³.

³ OECD Public Governance Reviews Open Government in Indonesia, 2016

Open Data Index ranked Indonesia as 40% open, in term of openness of eGovernment services and ranked 41 in 2015 Index of Openness⁴. Nevertheless, for over the last decade, the effort of Gol toward openness also agile and has shown a strong commitment to applying the principles of good governance to become a modern democratic state that delivers efficient and effective services to citizens. Indonesia has also recognised the value of open government principles to generating inclusive growth by promoting transparency, accountability and stakeholder engagement.

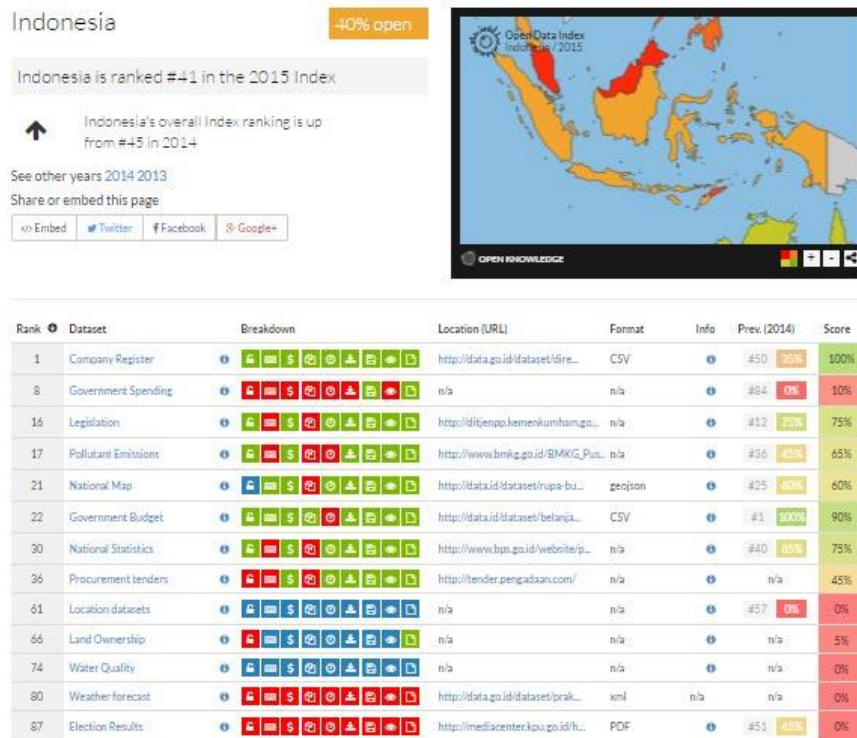


Figure 9. Global Open Data Index : Indonesia (Open Knowledge Foundation, 2015)

The Government of Indonesia has been able to produce digital public services that represent an important step in the design of more citizen-oriented services, supporting greater transparency and citizen engagement. For instance, the Ministry of Religious Affairs developed SISKOHAT, an innovative application that is helping Indonesian citizens monitor their status on the waiting list for the Hajj pilgrimage and LAPOR, online reporting system for public services complaints⁵.

Indonesia was one of the 8 (eight) founding states of the Open Government Partnership. The partnership is a multilateral initiative that aims to secure concrete commitments from governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance.

Indonesia also was OGP Lead Chairmanship in 2014, with some breakthrough of open government, such as Indonesia had launched “Open Government Indonesia” and there are several open and

⁴ Open Data Index, Indonesia, Open Knowledge Foundation, 2015, available at <http://index.okfn.org/place/indonesia/>

⁵ OECD Open Government Reviews Indonesia Highlights, 2016

collaborative project such as OpenStreetMap, LAPOR (<http://lapor.go.id>) which is a portal for citizens to report any wrong-doing found in government service.



Figure 10. Current eServices example in Indonesia

Indonesia launched Freedom of Information Act (Law No. 14/2008) to participate in the Freedom of Information Act movement around the world. To strengthen the implementation of these act, Indonesia has established Open Data Portal (<http://data.go.id/>) to provide public with government information. Jakarta City also developed Open Data at <http://data.jakarta.go.id>. To keep the information up-to-date, Indonesian government involves community and volunteers in the projects, in the area of Open Data to standardize and reformat all interesting data available on the government website to be displayed on the Open Data Portal.

In this year (2017) there will be enacted “One Data Policy” to ensure the interoperability and the use of government data. Through One Data, Office of the Presidential Staff (KSP) seeks full support to make improvements on Indonesian government data. Data will be available in an open format and easily reused, with the aim of enhancing the transparency and accountability of government, as well as to promote public participation in development. The entire data is set in www.data.go.id and categorized as public domain so it is not allowed to contain information containing state confidential data, personal confidential data and other matters that are regulated in Freedom of Information Act (Law No.14/2008).

The data portal, Data.go.id was opened to the public in 2014, in an initiative supported by the World Bank. Currently, t over 1,200 datasets provided by 32 central and local government institutions are shared on the portal. Data Portal Indonesia initiated by the Presidential Work Unit for Development Monitoring Control (UKP-PPP) now integrated into KSP as one of the government's commitment to Open Government Partnership.

Current development of eGovernment Openess is also encouraged by the OECD to scale up to the next level, a focus on citizen participation: from information and consultation to active involvement. Strategies, plans, programmes are encouraged the relations between citizens and public administrations in terms of increasing levels of engagement. Generally, when governments encourage public consultation and engagement, they are able to receive new ideas and feedback from citizens on policies and services, thereby enhancing both their quality and compliance⁶. The idea of an

⁶ OECD Open Government Reviews Indonesia Highlights, 2016

condition whereas multistakeholders engagement not only informational but also participation and involvement means that moving from eGovernment as the backbone/supplier side of ICT services toward eGovernance.

Therefore, an Open eGovernance Index (OeGI) Framework is useful to measure the openness and the participation of civil society, citizens and digital inclusion and surrounding environment that enable or constraining the eGovernance process.

Open eGovernance Index (OeGI) Framework

There are effort towards notion of eGovernance concept through out the world. This notion considerably better than “just” eGovernment from various reasons. When analysing and discussing about government, this notion sometimes interchangeably with governance, where as, it is not the same. The concept of open, egovernment and egovernance is different.

eGovernance goes beyond the concept of eGovernment. Governance is about people, institutions and financing development: how people, through institutions, decide how to obtain, produce, use and distribute resources (AusAID, 2011). While eGovernment is deal with online services to citizens, eGovernance as the broader spectrum of networks within government regarding use and application of ict with other stakeholders. eGovernance as “series of activities composed of coordinating, arbitrating, networking and regulating with and of ICTs, not only the state, but also non-state actors, including business, civil society and communities”. The notion also imply that governance as the process whereby societies or organisations make important decisions, determined whom they involved and how they render account, and it can be applied to the business community, not-for-profit and voluntary sectors, and government. It is a fluid concept that is still being defined (Plumptre, 2007 in Scholl, 2015).

Non-state actors comprise of the the economy and civil society, that goes beyond the state actor (government). The economic sphere includes, for example, markets and a broad range of profit motivated organizations and activities embracing, for example, finance and industry. The civil sphere comprises non-governmental organizations (NGOs), charities, trusts, foundations, advocacy groups and national and international non-state associations (Hutter and O’Mahony, 2004: 2; Anheier, 2002; Bruyn, 1999 in Hutter, 2006).

Open eGovernance is the union of two streams. Transparency & Accountability and ICT in Governance. Openness as a political value that expands beyond respect for human rights towards the use of social technologies and innovative ICT applications to deepen democracy. Open eGovernment Index (OeGI) therefore rationale, because in populer eGovernment measurement and index, usually it only measure only eGovernment services aspects. But lack of measurement of many aspects of Open eGovernance. Many indicator systems focus more on infra and actual usage of ICTs only by government and business, and lack of civil society utilisation of ICT measurements. It also usually do not taken into account legal and policy environment in assessing politico- economic and socio-cultural ecosystem that allow for ICT strategic use.

Exisiting eGovernment indicator system such as E-Government Index (Brown University), E-Government Survey (UNDESA/UNPAN), E-Participation Survey (UNDESA/UNPAN), E-Readiness Index (Economist Intelligence Unit), ICT Development Index (ITU), and Networked Readiness Index (WEF),

and E-Government Index (Waseda University) do not taking into account the environment and the role of civil society to support the “ open eGovernment”. These measurement indices focus on the assessment of use and access of ICTs by general population, presence of government policies that allow for ICT use, but other indices do not analyze whether there are policies and programs that allow for broad participation of citizens in knowledge and information. These indices also do not assess the use of civil society of access and use of ICTs for participation.

Open, in this measurement, is where anyone can freely access, use, modify, and share of any purpose (subject, at most, to requirements that preserve provenance and openness.⁷ And more people can actively participate and/or collaborate⁸. Governance, includes all of processes of governing whether undertaken by a government, market or network, whether over a family, tribe, formal or informal organization or territory and whether through the laws, norms, power or language.

It is clear that governance is not government only, but in short, involvement of also non-state actors. eGovernment are beyond government, it included the the use of ICTs by government, civil society, and political institutions to engage citizens in political processes and to the promote greater participation of citizens in the public sphere. Open eGovernance is how the use of ICT in the inclusive (democratic) steering of society. The political actors in steering the society is demanded to make contributions for the “good life in a good state”. The very pure concept of State, as being taught in ancient wisdom of Greek city states as Aristotle says in the *Politika*, “a state comes into existence for the purpose of ensuring life, and it continues to exist for the purpose of the good life” (I 1252b in Drechsler, 2001).

Open eGovernance Index (OeGI) is assessment tools to measure the ability of different political actors to participate in decision making about societal goals through the use of ICT. OeGI should provide data of measurable indicators/metrics for the various domains of “Open Government/Open Governance”, as practical application of the conceptual framework. OeGI compile these into an assessment tool to assess public administrations and their policy/regulatory environments, and relevant non-State actors.

There are five dimensions of OeGI.

1. Meshed eGovernment: refers to government policies and programs that would enable the development of citizen-facing applications or front-office eGovernance mechanisms
2. eParticipation channels: refers to the provision of on-line services to the general public
3. Digital inclusion: refers to universal access regulations that allow for wider public ICT use
4. ICT empowered civil society: refers to the use of ICTs by civil society organizations
5. Enabling Environment: refers to the presence of power structures that constrain/socio-economic freedoms that allow for greater use of ICTs and the wide range of policies that allow access of the general population to information and knowledge

Methodology for assessment is using an assessment tool , used to compute a country OeGI. Each item has an equivalent score between 0 to 1, depending on the response choice. Dimensional score is calculated as the sum of the mean item scores of respondents. The country index score is a weighted average of the dimensional scores Validated by experts/ informants.

⁷ <http://opendefiniton.org>

⁸ <http://itidjournal.org/itid/article/viewFile/692/290>

At the project level, the activities are review of the concept of Open eGovernance, research of current ICT indicator systems, development of assessment tool, country research desk studies and validation FGD, Cross-country synthesis workshop, Finalization of the project report and dissemination of results.

Research of implementation of OeGI in different countries are aimed to further develop and enhance new concept/notions of Open eGovernance to integrate new aspects of openness enabled by ICTs and the emergent “network society”, test the tools in countries beyond asia, update the framework and assessment tool to refine better framework, consolidate the results to strengthen OeGI instrument, advocate policy changes in countries that embrace eGovernance, and provide policy recommendations to ensure government adoption.

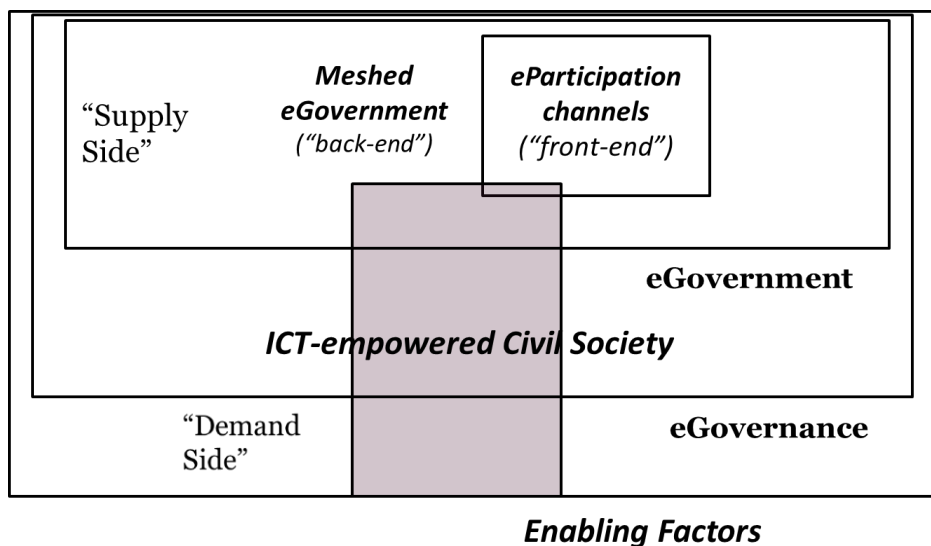


Figure 11. Open eGovernment Dimensions (Lallana, 2017)

Research of OeGI Process

A Desk Study research has been selected to gain scores from all the OeGI framework questions for all dimensions. Secondary data was done through screening and analysed of all cabinet level/national level government agencies websites to find data on several issues related to the questionnaire. Therefore, ICT Watch has concluded the analyses of cabinet level government, including 34 Ministries, 30 Non-Ministerial Government Institutions, 21 State Institutions, and 15 Political Parties (the majority based on the latest general election result).

Then, ICT Watch test the social media channels of selected governmental institutions and political parties to find how interactive are those websites and its social media channels. The third process is scoring the OeGI from ICT Watch perspectives, and presented in the validation workshop to be discussed and fixing the scores if there are score that is not suitable according to expert in the validation workshop.

Scoring the OeGI from ICT Watch perspectives through desk study as initial scores, the next step is to ask opinion/confronting it to selected informants before conducting validation workshop. Nonformal Discussion with selected informants was arranged with : Damar Juniarto, SAFENET South East Asia

Freedom of Expression Network, Leonardus Nugraha & Mona Usmani, CIPG Center for Innovation Policy & Governance, Bambang Hanggono, Director Infrastructure, Directorate of eGovernment, Ministry of Communication & Information Technology (MCIT) Republic of Indonesia with agenda of discussing about the issues evolving around 5 dimensions of OeGI.

Validation workshop was held in 28th February, 2017 at Ibis Hotel Tamarin, Jakarta. 21 Participants from Academic, Business, Government, and Community/CSOs were invited. They are Government : Ministry of National Planning, Ministry of Communication & Information Technology, National ICT Council, Academia : University of Indonesia, Business : Internet service provider, ISP association, business firm, CSOs : PWD group, faith-based organisation, women empowerment organisation, transparency issues NGO, professional association. All Participants were agree to discuss and make consensus to score in every questions of OeGI.

Indonesia : OeGI Scores

Dimension 1 : Meshed eGovernment

Meshed eGovernment is the dimension to measure the supplier of eGovernance, which is the government. Questions in this section are related to the role of government as supplier of eGovernment and eGovernance services. Most of the questions are fixed to YES or NO. There are two questions on the end of the dimension about degree of implementation of existing eGovernment project and eGovernment project with gender based approach.

Indonesia has some supporting policies toward the eGovernment and eGovernance. However, in term of presence of national eGovernment framework/plan and presence of national eGovernment architecture framework/plan, the milestone of Indonesia eGovernment plan is very near to “YES”. However, recent public policies have only provides “instruction” not “national eGovernment plan”. Therefore, experts in validation workshop were agree that Indonesia has not yet have the National eGovernment framework and its eGovernment architecture plan. Policies such as Presidential Instruction no. 3 2003 National Policy and Strategy Development of E-Government, is considered as the roadmap document for the preparation to develop a “master eGovernment plan”.

These scores reflects the “not there yet” milestone of Indonesian eGovernment project. Nonetheless, effort to the eGovernment framework/plan/strategies is more than halfway, that scoring system for YES or NO but no range makes the score for most of the dimension of Meshed eGovernment are “0”. Should the framework revised, it has to include the range of implementation to score better for Indonesia’s meshed eGovernment. Timeseries research also valuable to conduct, to present more actual information on meshed eGovernment development. For example, first four questions could be scored “1” (YES) because the recent development of eGovernment plan and strategies are undergoing and publicly considered has been implemented through programmes from various government institutions nationally and regionally.

Dimension		Question	Score
1.1.1	Presence of national eGovernment framework/plan	Does your country have a National/ Federal eGovernment Plan/Strategy?	0

Dimension		Question	Score
1.2.1	Presence of national enterprise architecture framework/plan	In implementing the eGovernment strategy, is government guided by blueprint or a document that “explains how all the information systems, processes, agencies and people in government function as a whole” (i.e., is there a National Enterprise Architecture plan)?	0

MCIT has an “architecture plan”, even a “broadband plan”, however it is an institutional strategy that affected by the regional government leadership to implement. The autonomous regions, while usually adopted an eGovernment strategies, are not mandatory to doing so, depends largely in the capacity of local and regional government.

Dimension		Question	Score
1.3.1	Presence of government interoperability framework/plan	In undertaking its eGovernment strategy, is government guided by a set of standards that allows agencies to exchange and make use of digital information (i.e., is there a Government Interoperability Framework - “a set of standards and guidelines that specifies the preferred way that government agency, citizens and partners interact electronically with each other)?	0

The government interoperability plan also discussed and summarized as “not exist yet”, even though a government bus is ready. Data Integration and Data Exchange Management (MANTRA), an application used by Ministry of Communication & Information Technology (MCIT) has been helpful to bridge the exchange of data among government agencies.

Despite of the active role of Indonesia in Open Government Partnership, the policy for open standards has also scored 0. Eventough the Indonesia National Standard (SNI) for government office suites and application is Open Documen Format⁹, the implementation of the format is still a big challenge. Local and regional government is still using Microsoft office standard for their document, and PDF to published and interchange their data within bureaucracy. Indonesia National Standard (SNI) for Office suites is Open Document Format (ODF).

Dimension		Question	Score
1.4.1	Presence of Open Standards Policy	Is government mandating the use of Open Standards (as opposed to Proprietary or Commercially-owned standards) in its eGovernment initiatives? N.B. Open standards are easily accessible for all to read and use; developed by a process that is open and relatively easy for anyone to participate in; and not control or tied-in	0

Indonesia is member of Open Government Partnership, and also was taken the chairmanship of Open Government Partnership in 2014. Indonesia also ensuring the step to accountable, open, governance

⁹ Indonesia Nasional Standard (SNI) SNI ISO/IEC 26300:2011
http://sisni.bsn.go.id/index.php?/sni_main/sni/detail_sni/11722

with action plan to Government Openness 2016-2017. However, the reusable format for open data is still locked in to PDF and vendor based DOC. The use of CSV for the open and reusable format is not there yet. However, in <http://www.data.go.id> developed by government (Presidential Staff Office/KSP) there are large database of government open data, to ensure the availability of data and ensure transparent, accountable and open data.

Dimension		Question	Score
1.5.1	Presence of an Open Data Policy	Is there an open data policy in government which mandates the release of public information and government data to the public in a regular, accessible, and non-discriminatory manner, to ensure transparency and accountability?	1
1.5.2		Does the national government publish government data in an electronic, reusable format?	0
1.5.3		Is the government a member of the international Open Government Partnership (OGP)?	1

In order to carry out the mandate of Article 15 paragraph (3) of Government Regulation No. 82/2012 concerning the Implementation System and Electronic Transactions, Minister of MCIT Regulation No. 20/2016 on the Protection of Personal Electronic Data has been implemented, and still on process into national law.

Dimension		Question	Score
1.6.1	Presence of Data Privacy/Data Protection policy	Is there a data privacy or data protection policy in place to safeguard citizens' personal information within government via a national strategy/plan, or specific policy instrument?	1

Cyber security policy such as Regulation of the Minister of Defense no. 38 of 2011 on the Defense Information Systems Policy, and also discourse on the making of National Cyber Agency collaboration of MCIT and Ministry of Defense. Indonesia also collaborate in many ways such as Indonesia has ratified several laws related to cybersecurity. Some of them are Electronic Transaction Act No. 11/2008; Electronic Transaction and System Provider Regulation No. 82/2012; Information Security Guideline, Gov-Cert, ID SIRTII, ID CERT. Also in addition, Indonesia has strengthened organization capacity for cybercrime countermeasure by setting up CERT-Indonesia and give a mandate to ID-SIRTII to exercise supervision over the continuous application of security measures.

Dimension		Question	Score
1.7.1	Presence of Information Security/Cybersecurity policy	Is there an information security/ cyber security policy in place to protect the national information infrastructure and critical systems via legislation, national strategy/plan, or specific policy instrument?	1

eProcurement system in Indonesia as instruction of Presidential Decree No. 80 of 2003 on Procurement of Government Goods/Services, also Presidential Decree Number 54 Year 2010 on Procurement of Government Goods / Services, now Presidential Decree No. 70 of 2012 on

Procurement of Government Goods/Services. National Procurement Agency (LKPP) is established to develop policies and tools for the national eprocurement system.

Dimension		Question	Score
1.8.1	Presence of eProcurement system/s in government procurement	Is there a functional eProcurement system in place that allows for electronic bidding and/or purchases of goods and services by government agencies online?	1
1.8.2	Presence of ePayment system/s in citizen's transactions with government	Is there a functional ePayment system in place that allows for payment by the general public of goods and services from the government online?	1
1.8.3	Presence of eFiling system/s for official documents	Is there a functional eFiling system in place that allows electronic submissions by the general public of official documents (e.g., income tax returns) or requests to the government online?	1

Government Regulation No 80/2008 about Internal Controlling Government System, constitutes several agencies mechanism to coordinate and collaborate in oversee eGovernment plans, such as BPKP (Financial and Development Supervisory Agency), Bappenas (National Development Planning Agency) and KSP (Presidential Staff Office) and National ICT Council.

Dimension		Question	Score
1.9.1	Presence of institutional mechanisms and policies to oversee eGovernment plans, policies and programs	Is there a national or federal government agency that oversees and coordinates the eGovernment strategy/strategies, policies and programs within the bureaucracy?	1

The last two questions in Meshed eGovernance dimension are expected to score the degree of implementation of existing eGovernment projects and also specifically, eGovernment projects with a clear gender orientation/dimension. In Indonesia context, the research scored 1 which means more than 75% implemented.

This score reflects the government authority implementation of eGovernment projects in national level from all cabinet level governmental institutions. The condition also added by some local and regional government that also implemented eGovernment projects from national programmes. However, for the local and regional, it mainly depends on the local and regional development scenario related to ICT implementation.

However, from the positive implementation of eGovernment projects in Indonesia, research also noted that there are very insufficient gender orientation to these eGovernment projects. The score for the gender dimension of the projects is 0.25 or less than 25% because the plan, strategies, programmes of eGovernment with gender orientation still evolve around few institutions such as Ministry of Women Empowerment and Children Protection (Kemen PPPA), Indonesian Children Protection Commission (KPAI) and Ministry of Social (Kemensos). At the local level, a few department related to women and children also social only.

Dimension		Question	Score
2.1.1	Degree of implementation of existing eGovernment projects ²	What percent of the Cabinet-level national/federal government agencies are implementing eGovernment	1

Dimension		Question	Score
2.2.1	Degree of implementation of eGovernment projects with a clear gender orientation/dimension ⁴	What percent of the Cabinet-level national/federal government agencies are implementing eGovernment projects that specifically address women's issues and concerns?)	0.25

Subindicators score for dimension 1 “Meshed eGovernment” = **0.538** Means that average score of Indonesian OeGI in eGovernment support to create eGovernance is still low, only slightly above fifty from maximum of 100 score. This condition is dynamics, since the eGovernment plans and strategies are being implemented and more eGovernment policies are coming up from central government. For example, Law on “one data policy” and “data privacy policy” which will contribute significant impact for the boost of meshed eGovernment dimension. The number also only reflects the national condition of eGovernment implementation, not regional eGovernment policies, strategies, plans and programmes.

Dimension 2 : eParticipation Channel

eParticipation Channel is the second dimension that provides communication from Government to Citizen in eGovernance context. The channel measures how citizen participate in ICT policies and strategies, especially online eGovernment services.

The use of basic Information and Communications and Technologies (ICTs) for citizen feedback are scores evenly with 1. For YES and NO question, research shown that there is a centralized/unified/contact/call center service for all citizens' (voice-based) communications with central government. The contact center is, however, different in every cabinet level government. For example, Parliament has their own unified contact center, while other national institution has their own.

Contact center is divided in relevant agencies as well as to the respective local governments. Indonesia also has an association “Indonesia Contact Center Association”¹⁰ Minister of Communications and Information Technology Regulation No. 17/2014 states that the number “1XY” (number 1, followed by two other numbers) is an access code for the public service center for government agencies, State-Owned Enterprises and Private Owned Enterprises.

¹⁰ see the website <https://icca.co.id/layanan-masyarakat/>

Dimension		Question	Score
2.1.1	Use of basic Information and Communications and Technologies (ICTs) for citizen feedback ⁶	Is there a centralized / unified contact/call center service for all citizens' (voice-based) communications with government?	1
2.1.2		What percentage of national/federal government agencies utilize mobile text/short messaging systems/SMS to gather/collect queries/feedback/suggestions from the public?	1
2.1.3		What percentage of national/federal government agencies make use of major social media platforms (incl. instant messaging/IM) to gather/collect/queries/feedback/suggestions from the public?	1

When it comes to percentage of updated and interactive government websites and social media platforms, Indonesian government (cabinet/national level government) are at their best. Through the screening and analysing of government agencies websites and social media channels, the percentage of update of national/federal government agency websites are scored 1.

The percentage of national/federal government agency websites that are 'interactive' (i.e., provides an integral level of usability which allows for dynamic interaction between the site and the user) are also scored 1. National/federal government agencies also utilize major social media platforms as part of their web strategy, and engage their users over these platforms regularly and in a timely manner. It scored also 1, means that more than 75% of government agencies are having their websites and social media platforms updated and taken cared.

However, the condition should be improved to the next level. Because using social media and channeling to their websites, in most of government agencies are intended to inform citizens and engaged with public relations matter. Those agencies should have also forums, media hearings, citizen gathering and discussion to government agency's services. It should also encourage participation and collaboration, not only one sided information or question-answer information but to collaborative actions between government and citizen.

Dimension		Question	Score
2.2.1	Updated and interactive government websites and social media platforms ⁷	What percentage of national/federal government agency websites are regularly updated (i.e., new content uploaded at least weekly)?	1
2.2.2		What percentage of national/federal government agency websites are 'interactive' (i.e., provides an integral level of usability which allows for dynamic interaction between the site and the user)?	1
2.2.3		What percentage of national/federal government agencies utilize major social media platforms as part of their web strategy, and who engage their users over these platforms regularly and in a timely manner?	1

In regard of Government websites/online channels and platforms accessible for persons with disabilities (PWD), from validation workshop/FGD, People with Disability (PWD) also came and had opinion that usually it comply to the international and/or national standard of PWD accessibility.

However the issue is PWD access to Internet infrastructure to access websites and online platforms. While websites and online channels are comply, those websites and online channels mostly do not have women specific content, pages, or channels. Only less than 25% websites and online channels has women contents, those from Minsitry of Women empowerment and Child Protection (Kemen PPPA) social media channels and website. It also clear that 100% cabinet level/national government agencies are using BAHASA Indonesia as their language in the websites.

Dimension		Question	Score
2.3.1	Government websites/online channels and platforms accessible for persons with disabilities (PWD)8	What percentage of national/federal government websites comply with international and/or national standards for PWD accessibility i.e., have special channels/features which specifically cater to persons with disabilities?	1

Dimension		Question	Score
2.4.1	Use of national language/s in government websites/online channels and platforms	What percentage of national/federal government websites/social media channels/online channels have content which are in the national language/s (i.e., in local/official languages, particularly those other than English)	1

Dimension		Question	Score
2.5.1	Government websites/online channels and platforms with women-specific content/channels	What percentage of national/federal government websites/social media /online platforms have women-specific content/pages/channels?	0.25

eParticipation in online citizen engagement resulted in mean score 0.67. This result come from three questions, only two scores 1. National/federal government websites/online platforms allow/encourage citizens and civil society groups to comment/give feedback on important aspects of policy and governance (i.e., existing or proposed laws/regulations) in the websites and other online channels. This condition also allows enable effective citizen monitoring of implementation of government programs and projects (i.e., through transparency and accountability mechanisms online). However, government do not encourage citizens and civil society groups to participate in rule-making, by online tools such ase (e.g. online petitions, collaborative wikis, etc) because the rule-making process will be bring to public trough public hearing but not online.

Dimension		Question	Score
2.6.1	ICT-enabled/Online Citizen Engagement:	Do national/federal government websites/online platforms allow/encourage citizens and civil society	1

	<ul style="list-style-type: none"> - Feedback mechanisms - Participatory monitoring and evaluation - Participatory rule-making 	groups to comment/give feedback on important aspects of policy and governance (i.e., existing or proposed laws/regulations)?	
2.6.2		Do national/federal government websites/online platforms) enable effective citizen monitoring of implementation of government programs and projects (i.e., through transparency and accountability mechanisms online)?	1
2.6.3		Do national/federal government websites/online platforms) encourage citizens and civil society groups to participate in rule-making, i.e., by proposing amendments of laws, policies, or rules, or the suggestion of new ones; and provide online tools to enable such participation (e.g. online petitions, collaborative wikis, etc)	0

Subindicator Score for Dimension 2 : eParticipation Channel = **0.820** Means that the participation channel to engage, communicate between government and citizen in the framework of Open eGovernance is open and accessible. The high score of eParticipation also means that some features between users and servers of online/digital platform are exist to support a user friendly websites. For example, there are various ways on the website to show embedded social media channels, youtube videos and picture/gallery with access for participation of users to comments, polling/surveys, whistle blowing systems, Government PR services, complaints forms, contact us forms, information on how to contact through phone calls, email, etc.

Dimension 3 : Digital Inclusion

In **Dimension 3 : Digital Inclusion**, two of the first questions was existence of government policy/ies, plans and strategies to enable reasonable access to affordable internet service for all and strategies to promote universal ICT literacy are scored 1. This is because Indonesia has mechanism of Universal Service Obligation (USO) and also participants in validation workshop were agreed upon the jobdesc and function of Infomatics Empowerment division in Ministry of Informatics and Information Technology (MCIT) for the “universal ICT literacy”.

Dimension		Question	Score
3.1.1	Existence of government policy/ies, plans and strategies to enable reasonable access to affordable internet service for all	Does the national/federal government have existing policies/plans/strategies to provide reasonable access to affordable internet service to all citizens (e.g., universal access policy, affordable internet policy, promotion of community access centers/ telecenters)?	1

Dimension		Question	Score
3.2.1	Existence of government policy/ies, plans and strategies to promote universal ICT literacy	Does the national/federal government have existing policies/plans/strategies to promote universal ICT Literacy meant to develop basic ICT knowledge and skills of all citizens?	1

However, there is no policies, plans, nor strategies addressed to women specific ICT access or literacy policies; only in several ministries that identified as “programmes”. This section scores 0.

Dimension		Question	Score
3.3.1	Existence of women-specific ICT access policy/ies, plans and strategies	Is there a women-specific access policy/ies, plans and strategies within the national ICT framework?	0

Dimension		Question	Score
3.4.1	Presence of women-specific ICT literacy policy/ies, plans and strategies	Is there a women-specific ICT literacy policy/ies, plans and strategies within the national ICT framework?	0

There is also no policy, plan, nor strategy addressed to specific disadvantages groups for ICT access or literacy policies; only in several ministries that identified as “programmes”. This section also scores 0.

Dimension		Question	Score
3.5.1	Presence of ICT access policy/ies, plans and strategies focused on specific disadvantaged groups	Is there a specific ICT Access policy/ies, plans and strategies focused on specific disadvantaged groups (i.e., persons with disabilities, indigenous peoples, sexual minorities)?	1

Dimension		Question	Score
3.6.1	Presence of ICT literacy policy/ies, plans and strategies focused on disadvantaged groups	Is there a women-specific ICT literacy policy/ies, plans and strategies within the national ICT framework?	0

Subindicator Score for Dimension 3 : Digital Inclusion = **0.500** Means that an average treatment for all the citizen without exception to address issues of opportunity, access, knowledge, and skill at the level of policy. Digital inclusion’s three broad facets: access, adoption, and application is not implemented very well, that the ultimate goal of creating digitally inclusive communities is still far. These digital inclusion should be enhance more by providing free/cheap internet access and digital literacy services from multistakeholders together.

Dimension 4 ICT Empowered Civil Society

In Dimension 4 : ICT Empowered Civil Society, OeGI index scores on the use ICTs for internal organizational use, communication and coordination (internal and external), for engagement and action (online and offline) and for online resource-building/fund-raising. Score in the use ICTs for

internal organizational use are 0.58. It is because the score of political parties is 1, while other questions are answered as 0.50.

There are 10 political parties¹¹ that considered as “major” political parties in Indonesia. Those political parties that gained voted in significant percentage to passed the electoral treshold of 2% votes from citizen and could collaborate to pick, collaborate, define, and negotiate their presidency candidate in the general election. In research estimation, there are 100% of political parties are using ICTs for their internal organisational use.

It is contrasted to other major civic groups, people’s organizations/ community organizations, civil society organizations/ non-government organizations, religious/faith-based organizations, and gender based organisations which only estimated half (scores : 0.50) of all organisations accross Indonesian archipelago which use ICTs such as computer, laptops to run their daily organisational activities. Because in validation workshop, all agreed that not all organisations should use ICTs in their organisation. Some like farmer wives communities are not using ICT but direct engagement with other members in the same areas.

Dimension		Question	Score
4.1.1	Use ICTs for internal organizational use	By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?	1
4.1.2		By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?	0.50
4.1.3		By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?	0.50
4.1.4		By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?	0.50
4.1.5		By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal organizational use (i.e., document processing, accounting systems, databases)?	0.50
4.1.6		By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal	0.50

¹¹ These political parties are : PDIP, Golkar, Gerindra, Demokrat, PKB, PAN, PKS, Nasdem, PPP, Hanura. (Indonesia General Election Commission, Final data, : 10 May, 2014, 00.36 Western Indonesia Time)

		organizational use (i.e., document processing, accounting systems, databases)?	
			Score 4.1 0.58

In validation workshop, all agreed that from all organisations, should only be a half of all major organisations that use ICTs to communicate and coordinate in internal and external to partners and other entities.

Dimension		Question	Score
4.2.1	Use of ICT for communication and coordination (internal and external)	By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	0.50
4.2.2		By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	0.50
4.2.3		By your estimation, what percent of major people's organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications	0.50
4.2.4		By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	0.50
4.2.5		By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	0.50
4.2.6		By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for internal and external messaging and communications?	0.25
			Score 4.2 0.46

50% of major political parties, civic groups, and gender-based organisation, according to validation workshop are using ICT for public engagement and action (online and offline). This makes roughly 0.50 on the scores. However, experts also stressed that on gender based organisations, the number should be less. Consensus agreed upon the scores of 0.25 (25%) of gener based organisations are using ICTs for their internal and external messaging communication, based on the diversity of gender based organisations across Indonesia

Dimension		Question	Score
4.3.1	Use ICT for public engagement and action (online and offline).	By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	0.50

4.3.2		By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	0.50
4.3.3		By your estimation, what percent of major people's organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	0.75
4.3.4		By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.)for public engagement and action (i.e., advocacy, lobbying)?	0.75
4.3.5		By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	0.25
4.3.6		By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for public engagement and action (i.e., advocacy, lobbying, volunteer recruitment)?	0.50
Score 4.2			0.54

In regard to the use ICTs for online resource-building/fund-raising, six different civil societies are score differently. Political parties are using none of it. Because the characteristics of political parties in Indonesia that they already have channels of resources to their fund. Access to their fund are built by strong political party mechanism trough donations of cadres and close acquaintances, also from various business.

Civic groups is considered by expert in validation workshop using 50% of online to raise fund, and religious faith group almost like the political parties. They rarely using online media for resource building and fund raising. Their solid organisation basis, through educational institutions, donations, and members are enough to grease the activities. Gender-based organisations, according to experts in validation workshop have larger percentage of using ICTs for online resource building/fund-raising.

Major civil society organisations and communities are the highest users of online resource building and fund raising. Eventhough mechanism that built in online platform is limited to raise "awareness" while transferring the donations are in conventional manner, through bank account transfer.

Dimension		Question	Score
4.4.1	Use ICTs for online resource-building/ fund-raising	By your estimation, what percent of major political parties use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility,	0

		“crowd-funded” microdonations through external sites, etc.)	
4.4.2		By your estimation, what percent of major civic groups use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	0.50
4.4.3		By your estimation, what percent of major people’s organizations/ community organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	1
4.4.4		By your estimation, what percent of major civil society organizations/ non-government organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	1
4.4.5		By your estimation, what percent of major religious/ faith-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	0.25
4.4.6		By your estimation, what percent of major gender-based organizations use ICTs (PCs and laptops, cellular phones, other mobile devices etc.) for online fund-raising (e.g., web-based solicitation, online donation facility, “crowd-funded” microdonations through external sites, etc.)	0.75
Score 4.4			0.58

Overall Subindicator Score for ICT Empowered Civil Society (Dimension 4) calculated as : **0.54** Means that, Civil societies in Indonesia is not have much power to leverage the eGovernance as demanders, however this condition is the same with the Government as the suppliers of eGovernance. This condition shows that Indonesia need further enhancement of leverage civil societies to take larger role in eGovernance strategies, plans and programmes.

Dimension 5 : Enabling & Constraining Environment for eGovernance

This dimension is the environment that enabling or disabling the eGovernance process between government with eservices and egovernment as supplier to the citizen and civil societies as stakeholders and demanders of eGovernance.

Dimension	Question	Score
5.1.1	Freedom of Information/ Right to Information Does a national law exist (e.g. Freedom of Information Act, beyond an Open Data policy) that guarantees citizens or civic groups the right to demand	1

		information from government as a matter of public policy?	
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Law No. 40/1999 about Press (Press Law) guarantees freedom of the press. However, there are indications of the Press Council, has policy of labeling / approval for media that "reliable and trustworthy" because many media especially online media, inform "hoax news".

Dimension		Question	Score
5.2.1	Freedom of Expression/ Opinion: Media Freedom	Does a national law exist that guarantees a free and independent media, according to universally accepted standards and principles?	1
5.2.2		In your estimation, are the significant media channels (Traditional tri-media—TV, Radio, Print; Community media; Online media) reasonably free to publish content with minimal restrictions and State intervention?	1

Censorship is exist, through some national law such as Law No 11/2008 about Information and Electronic transaction, Law 32/2002 (boadcasting Act), also Bill on Amendments to Law No. 15 of 2003 on Stipulation of Government Regulation in Lieu of Law (Government Regulation) No. 1 Year 2002 on Combating Terrorism Become Law (Draft Anti-Terrorism).

Dimension		Question	Score
5.3.1	Freedom of Expression/ Opinion: Censorship/Prior Restraint	Does a national law exist that functions as a general restriction to citizen's in their freedoms of opinion and of expression? (e.g., Anti-terror, internal security, cybercrime legislation etc.)	1

In this sets of questions, about website content that are subject to government limitation or control, Yes means "0" and No means "1". It is the opposite of previous scoring that Yes means 1 and No means 0. In this case, government through Law 11/2008 about Information and Electronic Transaction (UU ITE) restricted websites that have content of sexual, online gambling, promoting alcoholic beverages and/or prohibited drugs, and racial prejudice.

There is no article in the Law that Government limiting content promoting religious views and beliefs, dissent/ perspectives espousing opposition to the dominant political dispensation, and Content promoting alternative/non-traditional life choices i.e., catering to sexual minorities (e.g., LGBTI). Therefore, score in this section is "0". However, there are debate over the function of government and their activity blocking websites. It was said that ISPs also can blocked websites, whenever in some circumstances, ISPs think that it is necessary to block websites for awhile, without authority of government (MCIT).

Dimension		Question	Score
5.4.1	Selective content regulation : Types of website content that are subject to government	Is government limiting or controlling websites which have the following (i.e., yes or no responses only): a) Content with sexual content (e.g., of an "explicit nature", constituting "public indecency", "obscenity" etc.)	0

	limitation or control		
5.4.2		b) Online Gambling	0
5.4.3		c) Content promoting alcoholic beverages and/or prohibited drugs	0
5.4.4		d) Content promoting alternative religious views or beliefs	1
5.4.5		e) Content promoting dissent/ perspectives espousing opposition to the dominant political dispensation	1
5.4.6		f) Content promoting racial prejudice/racism or degrading to other races	0
5.4.7		g) Content promoting alternative/non-traditional life choices i.e., catering to sexual minorities (e.g., LGBTI)	1

Internet Service Providers (ISPs) in Indonesia could be blocked, prevent access and so on, as long as they can be responsible for the action. Some websites that they think “plaguing” and make unrest in the society, can be blocked (usually for a while). Because Government through MCIT can only act after “public complaints”.

Dimension		Question	Score
5.5.1	Adherence to the principle of “Net Neutrality” (also “network neutrality”)	Does a law/policy exist that ensures ensures the principle of net neutrality, i.e., that Internet service providers should enable access to all content and applications regardless of the source, and without favoring or blocking particular products or websites?	0

In accordance to privacy/data protection, there are some national law such as soon Law No 14/2008 on Public Information Disclosure (KIP), Minister of CIT Regulation No. 20/2016 Personal Data Protection in Electronic Systems which still on process to become national law.

Dimension		Question	Score
5.6.1	Right to Privacy/Data Protection	Does a national law exist (e.g., Privacy Law, Data Protection Law) that guarantees citizens the right to privacy of personal information (e.g., personal correspondence, privacy of abode, economic transactions, etc.) in the public and private sector	1

The lawful surveillance is regulated in Law No. 30 of 2002 about Corruption Eradication Commission (KPK).

Dimension		Question	Score
5.7.1	Right against unlawful surveillance	Does a national law/do national laws exist to clearly circumscribe the parameters of legal surveillance (i.e., clearly outlines the circumstances and legal processes where surveillance may be availed of by the State), in accordance with universally accepted standards and principles? (E.g., “Anti-Wiretapping” legislation, provisions in Anti-Terror legislation, limits to internal	1

		security legislation, etc.)	
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The right to freedom of association, assembly and expression, as written in the 1945 Constitution, Article 28 E paragraph 3. In that paragraph, it says that "every person has the right to freedom of association, assembly and expression". Therefore, there is NO restriction by the government so the score is 0.

However, in implementation should consider the existence of Act No. 17/2013 on Civil Society Organizations that was set on more restriction of the establishment of foreign organizations compared to the previous Mass Organizations Law No. 8 of 1985 and Law No. 24 of 2004 on the Foundation. This latest publication of Law CSOs also supported by Government Regulation (PP) No. 59/2016 on Civil Society Organizations (CSOs) established by foreigners.

Dimension		Question	Score
5.8.1	Freedom of Association/Assembly	Is there a national law that empowers government to restrict freedom of movement, assembly, and/or association? (e.g. National Security/ Internal Security law)	1

There is Law No. 19/2002 about Intellectual Property Rights in Indonesia. However, right now, trends is toward the utilisation of copyleft to boost economic development of creative economy. In this area, using it balancing the copyright and copyleft.

The IPR is under the Ministry of Law and Human Rights, while utilisation of copyleft and creative economy –even it is never mention formally, are domain of Creative Economy Agency (BEKRAF) to boost creative economy through small medium enterprises and tech startups. So, it balanced the score to 0.50.

Dimension		Question	Score
5.9.1	Socio-cultural: intellectual property and the public domain	To what extent is there a balanced intellectual property—i.e., patents, copyrights, trademarks—regime in the country which recognizes the rights of authors/creators to benefit from their creative work, while balancing this with the rights of users to access the intellectual commons for the public good?	0.50

Every government-funded research are mandatory to published online on the institution web, and generally made available to the public free of charge.

Dimension		Question	Score
5.10.1	Socio-Cultural: Open Content	Are reports/findings of government-funded research generally made available to the public free of charge	1

There is policy to allow teachings of local language in the national curriculum of elementary schools in Indonesia. Different provinces have local language class in the elementary school to junior high school. Regulation of Ministry of Education & Culture No. 79/2014 stated about "local content" which can be proposed by local and regional educational department, and some regional government also regulated by governor regulation about local content.

Local content is the study materials or subjects in the educational unit that contains the content and process of learning about the local potential and uniqueness that is intended to form the students understanding of the advantages and wisdom in the area where they lives. Local content may include, among others: a). art and culture, b). craft, c). sports physical Education and health, d). language, and / or e). technology. In the implementation, local language has been preferable local content by the local and regional government.

Dimension		Question	Score
5.11.1	Socio-Cultural: Cultural/ Linguistic Development & Diversity - Right to communicate in mother tongue/Promotion of linguistic diversity	Are there national government plans/policies/programs that guarantee/encourage communication in one's mother tongue?	1

There are various multistakeholders initiatives to cultural development, specially online cultural development such as database of Indonesian heritage and cultural made online. Some of them are “Million Movement Cultural Data” (<http://sejutadatabudaya.com/>); “The Library of Digital Culture Indonesia” (<http://budaya-indonesia.org/>); Indonesian Culture Portal (<http://kebudayaanindonesia.net/>) also cultural heritage database from Ministry of Education and Culture at open data website (<http://data.go.id/dataset/cagar-budaya>)

Dimension		Question	Score
5.12.1	Cultural development online	Are there national government plans/policies/programs to encourage the sharing of culture and cultural practices over the Internet and other digital/electronic platforms?	1

E-commerce policy is presence in Indonesia with Law No. 11/2008 about Information & Electronic Transaction.

Dimension		Question	Score
5.13.1	Presence of e-commerce policy	If there is a national law (e.g., eCommerce Law or similar legislation) or plan/program that recognizes and enables internet-based economic transactions towards promoting the use of ICTs in business/economic activity?)?	1

There was debate over the “healthy competition” and “conductive environment”. However, consensus was made by validation workshop participants that 0.25 is very likely score to a healthy and conducive or not the telecommunication services in Indonesia.

Dimension		Question	Score
5.14.1	Effects of private power, especially in	From your observation, is the telecommunication structure in your country conducive to healthy competition which benefits the general public in	0.25

	telecommunications services	providing accessible and quality communications services?	
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From observation, desk study and FGD of validation, it was concluded that YES there are trend towards media concentration in Indonesia. Especially trimedia. Merlina Lym’s league of thirteen¹² and CIPG’s league of twelve¹³. Eventough proliferation of online media is very high, but for tri-media, the ownership of 1400 medias are only to 12 group of media companies.

Dimension		Question	Score
5.15.1	Effects of Private power, especially in media services	From your observation, is there a trend towards concentration of media ownership in your country, such that fewer individuals or organizations now control a growing share of the mass media platforms and outlets (i.e., media consolidation)?	1
5.15.2		From your observation, how diverse is the media in your country, i.e., are the viewpoints/ information sources balanced and sufficiently diverse, as presented in the different media (traditional tri-media: TV/Radio/Print; community media; online media)?	0

Subindicator Score for Enabling & Constraining Environment for eGovernance (Dimension 5) : **0.778**
 Means that there are positive possibilities to foster the eGovernance scenario by strenthening Meshed eGovernment and Civil Society empowerment with ICTs. Environmentally, eGovernance should be implemented well because conditions are favorable for better eGovernance for Indonesian citizen in the future.

Putting it altogether, Overall score of Indonesian Open eGovernance Index is shown in Table below. Overall score of every dimensions is calculated and **the average score** is : 0.64 which means to improve the eGovernance in Indonesia. The Indonesian context research do not take the paradigm of final score but as average score which enable individual dimension to be analysed for the purpose of finding the current level of eGovernment and eGovernance practices. Dimension 2 is contributing the highest score with 0.82 means that in Indonesia, government has provided decent channels to people to participate in public services and communications as part of e-government context.

However the continue effort should be pushing forward to get the digital inclusion and empowered the civil society in the scenario to the e-governance context. These to dimensions, digital inclusion and ICT empowered civil society are the lowest contributors to the scores. Which means that according to

¹² See Lym, Merlina (2012) League of 13 : Media Concentration in Indonesia. Available at <http://merlyna.org/2012/02/21/league-of-13-media-concentration-in-indonesia/>

¹³ Nugroho, Y., Putri, DA., Laksmi, S. (2012). Mapping the landscape of the media industry in contemporary Indonesia. Report Series. Engaging Media, Empowering Society: Assessing media policy and governance in Indonesia through the lens of citizens’ rights. Research collaboration of Centre for Innovation Policy and Governance and HIVOS Regional Office Southeast Asia, funded by Ford Foundation. Jakarta: CIPG and HIVOS. Available at <https://www.escholar.manchester.ac.uk/api/datastream?publicationPid=uk-ac-man-scw:168565&datastreamId=FULL-TEXT.PDF>

the research, it still “partially open” as an open eGovernance, therefore optimum effort for e-government to eGovernance with an “open” eGovernance perspectives should be intensify to elevate it to the e-governance. While research also shows that the environment to pursue the goals is positively supporting (0.78) the effort should be toward higher scores in the future. Therefore, the index should be measure again every year to see and analyse the trends in Indonesian local dynamics of eGovernment to eGovernance to Open eGovernance.

Open eGovernance Index (Indonesia)		Score
Dimension 1	Meshed eGovernment	0.54
Dimension 2	eParticipation Channel	0.82
Dimension 3	Digital Inclusion	0.50
Dimension 4	ICT Empowered Civil Society	0.54
Dimension 5	Enabling & Constraining Environment for Open eGovernance	0.78
Dimension 1-5 Average score		0.64

Recommendation & Future Projects

1. Dissemination and uptake research results in public forum, deliver the country results to informants and related public institutions.
2. Lesson learned from Internet Governance Forum which has output the collaboration of ID CONFIG (Indonesian CSOs Network for Internet Governance), Advocate to the development of better results of OeGI by coordinate several workshops, FGDs for OeGI in regional and local level.
3. Encouraging academia/CSOs in Indonesia to take further research in local and regional context.

Challenges & Prospects of OeGI in Indonesia

1. To ensure a multistakeholders process in on going open government plans and strategies and also to comply with Open eGovernance Index by participation of CSOs, Business etc.
2. Engaging more skilfull people and interest individuals to civic matters, to further unleashing the value of open data for the Indonesian people.
3. Coordination to implement various initiatives ini OeGI index in the decentralisation and regional autonomy era requires political will and collaboration from central authorities and regional/local entities.
4. Strengthening stakeholders role in Open eGovernance also a challenging part to thrive fo better OeGI Index for Indonesia.
5. From the OeGI Index, to improve the scoresheet and to discuss/feedback more on the OeGI index to adjust to Indonesian local context.
 - a. Meshed eGovernment : should be leverage to a new level and a new assesment for indexing it, to improve the score when the national policy, blueprint of development, regulations are enacted.
 - b. eParticipation channel : should be improved by taking the participation of citizens for a much better interaction, and the use of social media is clearly part of web strategies,

and to collaborate with citizens, not only function of “PR of the government”. In this case, there is “Government PR project” already.

- c. Digital Inclusion : there should be a more access and policies to every citizen to engage with government plans and strategies.
- d. ICT Empowered Civil Society : the challenge is to encourage them to use ICT and encourage Government to provide access, collaborate in ICT literacy more and provide better infrastructure for the citizens and CSOs in different part of Indonesia (especially eastern part).
- e. Enabling & Constraining Environment fo Open eGovernance : monitoring and controlling from all stakeholders about freedom of expression and freedom of information

Annexed

Open eGovernance Index, Indonesia, 2016

Meshed eGovernment			
No.	Code	Indicator	Score
Meshed eGovernment Dimension			
1	1.1.1	eGovernment Plan/Strategy	0,00
2	1.2.1	National enterprise architecture	0,00
3	1.3.1	Govt interoperability framework	0,00
4	1.4.1	Open standards policy	0,00
5	1.5	Open data	0,67
	1.5.1	Open Data policy	1,00
	1.5.2	Publication in Reusable Format	0,00
	1.5.3	Membership in OGP	1,00
6	1.6.1	Data privacy/data protection policy	1,00
7	1.7.1	Information/cybersecurity plan	1,00
8	1.8	eProcurement, ePayment, eFiling	1,00
	1.8.1	eProcurement system	1,00
	1.8.2	ePayment system	1,00
	1.8.3	eFiling system	1,00
9	1.9.1	Agency overseeing eGovt	1,00
10	2.1.1	Agencies implementing eGov	1,00
11	2.2.1	Agencies addressing womens's concerns	0,25
Mean Score			0,538

Digital Inclusion			
No	Code	Indicators	Score
Digital Inclusion Dimension			
1	3.1.1	Universal Access Policy	1,00
2	3.2.1	Universal ICT literacy Policy	1,00
3	3.3.1	Women-specific access policy	0,00
4	3.4.1	Women specific ICT literacy policy	0,00
5	3.5.1	ICT policy for specific groups	1,00
6	3.6.1	ICT literacy policy for disadvantages groups	0,00
Mean Score			0,500

Enabling and Constraining Environment for Open eGovernance			
No	Code	Indicators	Score
1	5.1.1	Right to information law/policy	1,00
2	5.2	Freedom of expression	1,00
	5.2.1	National law guaranteeing independent media	1,00
	5.2.2	Publication of content free of state intervention	1,00
3	5.3.1	Law restricting citizen's freed from expression	1,00
4	5.4	Selective content regulation	0,43
	5.4.1	Sexual content	0,00
	5.4.2	Online gambling	0,00
	5.4.3	Promotion of alcohol, prohibited drugs	0,00
	5.4.4	Promotion of alternative religious beliefs	1,00
	5.4.5	Opposition to dominant political dispensation	1,00
	5.4.6	Promotion of racial prejudice	0,00
	5.4.7	Promotion of alternative life style choices	1,00
5	5.5.1	Policy ensuring net neutrality	0,00
6	5.6.1	Policy ensuring right to privacy to personal	1,00
7	5.7.1	Policy circumscribing legal surveillance	1,00
8	5.8.1	Policy restricting freedom of assembly	1,00
9	5.9.1	Extent of balancing IP rights vis-a-vis commons	0,50
10	5.10.1	Govt research available to public	1,00
11	5.11.1	Policy guaranteeing linguistic diversity	1,00
12	5.12.1	Policy encouraging online sharing of culture	1,00
13	5.13.1	Policy encouraging ecommerce	1,00
14	5.14.1	Degree of competition in the industry	0,25
15	5.15	Degree of private power in media	0,50
	5.15.1	Growing concentration of media	1,00
	5.15.2	Diversity in media sources	0,00
Sub Indicator Score			0,779

eParticipation Channels			
No	Code	Indicators	Score
eParticipation Dimension			
1	2.1	Use of call center	1,00
	2.1.1	Unified call center	1,00
	2.1.2	Agencies using SMS	1,00
	2.1.3	Agencies using Social media	1,00
2	2.2	Govt Website interactivity	1,00
	2.2.1	Agencies updating website on weekly basis	1,00
	2.2.2	Agencies allowing interactivity	1,00
	2.2.3	Agencies using socmed to engage users	1,00
3	2.3.1	Govt sites with accessibility for PWD	1,00
4	2.4.1	Govt sites in local languages	1,00
5	2.5.1	Govt sites with women content	0,25
6	2.6	Feedback Mechanisms	0,667
	2.6.1	Govt websites encourage comment	1,00
	2.6.2	Govt sites enable citizen monitoring	1,00
	2.6.3	Govt websites encourage rule-making	0,00
Mean score			0,819

ICT Empowered Civil Society			
No	Code	Indicators	Score
ICT Empowered Civil Society dimension			
1	4.1	Use of ICTs for international organisational	0,58
	4.1.1		1,00
	4.1.2		0,50
	4.1.3		0,50
	4.1.4		0,50
	4.1.5		0,50
	4.1.6		0,50
2	4.2	ICT use for coordination with allies	0,45
	4.2.1		0,50
	4.2.2		0,50
	4.2.3		0,50
	4.2.4		0,50
	4.2.5		0,50
	4.2.6		0,25
3	4.3	Use of ICTs for public engagement and action	0,54
	4.3.1		0,50
	4.3.2		0,50
	4.3.3		0,75
	4.3.4		0,75
	4.3.5		0,25
	4.3.6		0,50
4	4.4	Use of ICT for online resource-building	0,58
	4.4.1		0,00
	4.4.2		0,50
	4.4.3		1,00
	4.4.4		1,00
	4.4.5		0,25
	4.4.6		0,75
Mean Score			0,542

FINAL SCORE	0,64
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List of Validation Workshop / Expert Focus Group Discussion Participants

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FGD Validasi Skor Penerapan Open e-Governance Index (OeGI) di Indonesia
Selasa, 28 Februari 2017
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