Jakarta Smart City as Capital City of Indonesia

E-Government & E-Tax Training Program

Seoul, 11 – 18 November 2018
CITY PROFILE

- 70,200 Officials
- 662.33 km²
- 5 Adm. Cities, 1 Regency (Thousand Island)
- 44 Districts 267 Sub-Districts
- 10 Million Peoples
- +/- 60 Trillion
- +/- 68 Trillion

Revenue 2017
Local Government Budget 2017
PROBLEMS

- Lack of integrated data
- Lack of public facilities
- Illegal payments in licensing
- Lack of waste management
- Flood occurs every year
- Long queues at tax office
POLICY PROJECT

To minimize third parties and Simplified Procedures
9 Trillion (IDR)
1 year
Jakarta Capital Citizen

To efficiency energy and optimizing service
5 Trillion (IDR)
1 year
Jakarta Capital Citizen

No Need to queue at tax offices
42 Trillion (IDR)
1 year
Jakarta Capital Citizen especially tax payer
<table>
<thead>
<tr>
<th>Obstacles And Difficulties</th>
<th>Interests and conflicts among stake-holders</th>
<th>Favorable and unfavorable conditions related to the policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of sophisticated IT Equipment</td>
<td>National Government</td>
<td>+ Simplified Procedures and Efficiency of Time</td>
</tr>
<tr>
<td>Lack of training provided to human resources managing IT</td>
<td>Citizens</td>
<td>- Citizens Who don’t understand IT</td>
</tr>
<tr>
<td>Lack of Human Resources who can handling IT</td>
<td>Entrepreneur</td>
<td>+ All in one of One database, open data for citizens, corporate, private and interconnected with central government.</td>
</tr>
<tr>
<td>Lack of knowledge about smart city, e-government and e-tax.</td>
<td>Private corporations</td>
<td>-</td>
</tr>
</tbody>
</table>
KEY STRATEGIES FOR SUCCESS OF THE PROJECT

- Policy Maker
  - Simplified Procedures
  - Tax Rate Determination
  - Good database and integrated

- Innovation / create new ideas
  - Online Licensing
  - Licence Delivery
  - Free Architect Services
  - Online Taxes
  - Mal Pelayanan Publik

- New management techniques or Technologies
  - Online Tracking Files
  - Online Queue
  - Video Call Center
  - E-Digital Signature
KEY STRATEGIES FOR SUCCESS OF THE PROJECT

Government (As Policy Maker) → Connected System → Citizen
LESSONS & IMPLICATIONS

- Improve Public Services
- System and Data Integration
- Right Policy Analysis
- Quick Response