

TRANSFORMING TO BETTER SERVE THE NATION

Digital Government's Long Term Plan

Jakarta, February 26, 2026

Paradigm Shift in Digital Transformation: From Procedural Compliance to Impact Orientation

A New Era of Governance: Human Centric Design in Government

- The "New" National Development Pathway: Based on Law 59/2024 (RPJPN 2025–2045) and Presidential Decree 12/2025 (RPJMN 2025–2029).
- Global Public Policy Trends: Shifting toward **Human-Based Public Policy, Co-Creation, Digital Public Infrastructure, Govtech**
- Synchronizing with the National Bureaucratic Reform Grand Design through a **digital government ecosystem**.

eGovernment (SPBE)



Digital Government

1. Focused on digitizing existing procedures.



1. Focused on digital sovereignty, public benefit, and inclusion.

2. Administrative efficiency through SPBE management.



2. Creation of a digital ecosystem through integrated governance and applied architecture.

3. National and Institutional SPBE Coordination Teams.



3. National Digital Government Coordination Team, Acceleration Committee, and Digital Agencies.

4. Conventional funding models.



4. Innovative funding and procurement supporting digital principles.

5. Focus on IT Management Maturity (Upstream).



5. Focus on User Satisfaction and Service Impact (Downstream).

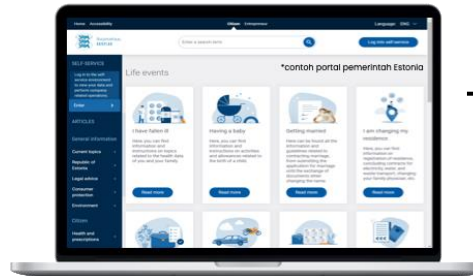
FROM FRAGMENTED SERVICES TO LIFE-EVENT JOURNEYS

**Focus on Citizens' Needs,
Not Institutional Authority.**

The public service portal menu is clear and practical:

- Services for medical needs
- Marriage services
- Steps to change address
- Services in case of unemployment
- And more

International Best Practice:
Public Service Portal

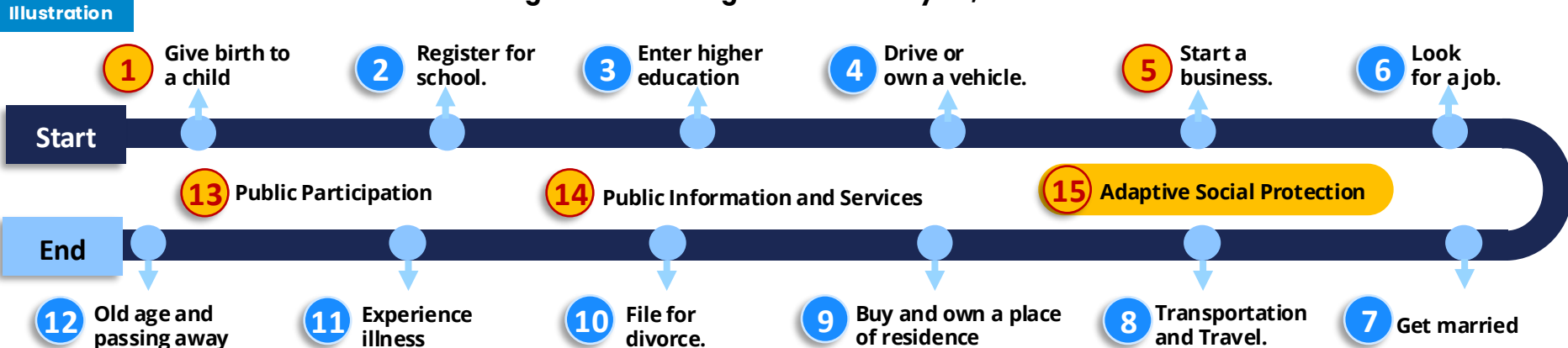


**THE STATE IS PRESENT
ANYTIME, ANYWHERE.**

**EASY
FAST
AFFORDABLE**

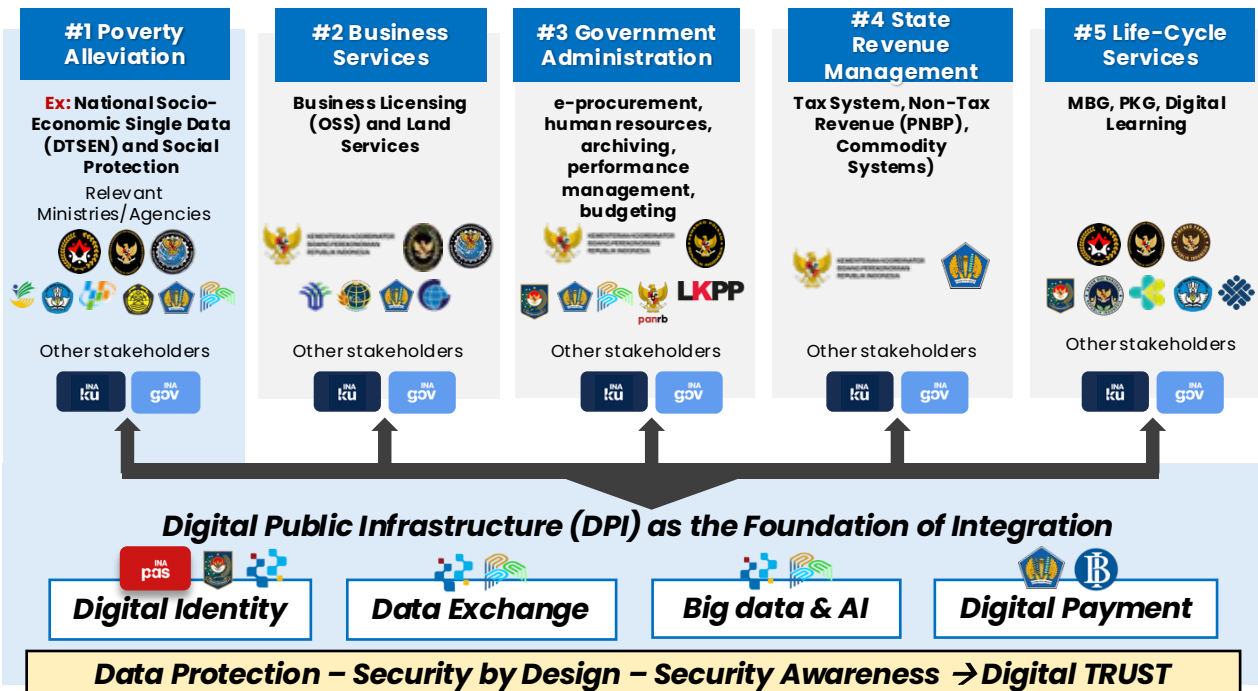
Massive Transformation of
State Services with Digital
Technology.

The government needs to provide user-centric services—proactive, personalized, and integrated—covering the entire life cycle, from birth to death.



DRIVING FASTER, SMARTER INTEGRATION — THE KEY DIGITAL FOUNDATION BEHIND THE PRESIDENT’S PRIORITY PROGRAMS.

Five National Priority Use Cases for Digital Government



“ We are also making dedicated efforts to advance digitalization and harness technology to promote a government that is more efficient, transparent, and responsive to the needs of its citizens. ”

President Prabowo Subianto’s Directive at the Plenary Cabinet Meeting Monday, 20 October 2025



**Transformation is not who shines the most bright,
but who joins the journey to make things right.
It's not one hand that builds the way,
but thousands of wills that choose to stay.**

THANK YOU