Good Governance Substance Principle on Digital Based Public Services in DKI Jakarta

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Abstract. The public service developed in DKI Jakarta through a digital ecosystem, its main value is as an innovation in public services. In the context of the Covid 19, digital-based public services are considered more dynamic, but on the other hand there is also the potential for stagnation, especially during the transition to a "new normal". A study of the substance of the principles of good governance is needed to assess the implementation of digital-based public services in DKI Jakarta and its relation to Central Government public services. This study uses doctrinal legal research methods through a conceptual and statutory approach to examine integration of the public service system based on good governance principles. In conclusion: First, digital-based public services for DKI Jakarta during transition from covid 19 to "new normal" is special determined by the area of principles implementation, namely accountability for building government capacity, access to wider participation, transparency of service information, and predictability of every decision or/and government actions during the transitional period; Second, the connectivity of digital public services between DKI Jakarta and the Central Government is still at the "interaction" stage, to establish the "transaction" stage the synchronization of legal instruments is needed.

Keywords: Digital Government, Good Governance, Public Service

1   Introduction

The application of digital information technology infrastructure or Information Communications Technologies (ICTs), has fundamentally shifted the paradigm of government, both in the internal and external context as an institution that performs public service functions (Milakovich, 2022). Public information policy as an effort that involves all elements of government at both the central and local government levels, certainly requires a fast-paced response in connection with the dynamic development of Public Service needs by the government through its institutions.

The presence of Law No. 25 of 2009 on Public Services is an important instrument for defining tasks and responsibilities and ensuring that the government's digital Information Strategy Policy is coherent with broader goals in public services provided to the community, including individual sectoral policies, regional/territorial strategies and other national strategies.

Bappenas through the press conference said that public services are more directed to the use of digital services, the form of services provided is still referring to law No. 25 of 2009 on Public Service (hereinafter referred to as Law No. 25 of 2009), which includes service standards, facilities and infrastructure, service tariff fees, complaint management, and others (Bappenas, September 25, 2020).

One of The Commitments of the Open Government program is the realization of virtual infrastructure development at the digital layer which includes smart technology components or interconnected service networks and is the key to the formation of smart government in public services to the community (Bappenas, 2022). The change of Public Information System from centralized government that is" institution-oriented "that is driven hierarchically, to intelligent government based on high technology that is" customer-focused "and" results-oriented" that is decentralized and involves other stakeholders (civil society - private sector) towards good governance.

According to the Ministry of National Development Planning/Bappenas (2018), digital information and communication technology, or "e-government," is technology developed by the government that primarily aims to facilitate citizens' access to policies, support more effective government management, and enhance communication between the government and the business and industrial sectors).

It is interesting to note that when the DKI Jakarta Provincial Government's primary accomplishment is its digital information technology infrastructure) to achieve excellent public services by the government through various high-technology-based applications, the challenge is actually present in the issue of implementation (Disway, July 23, 2022). In fact, the development of digital technology information infrastructure within the scope of e-government between units within institutions, as well as between government institutions seems to be separate from each other (Klik Kalsel, July 18, 2022), so it has the potential to cause overlap and maladministration of public services.

Based on data from the 2022 final report, the Central Ombudsman and representative offices as a whole handled 22,197 cases, ranging from community reports of 6,767, non-report consultations of 11,427, rapid response of 1,437, investigations on their own initiative 88, and copies of 2,478 cases (Ombudsman, 2022). Furthermore, data from the legal and Human Rights Information System (SIPKUMHAM) shows that between the period April-June 2023 there were still 292 negative public sentiments from a total of 1296 news and tweets on the scope of public services in the DKI Jakarta area (SIPKUMHAM, 2023).

The DKI Jakarta Provincial Government as a public service provider in the region, also develops digital information technology infrastructure into various forms of public service applications. The latest developed information application is through the digital ecosystem, namely JAKI, the main value is as a form of public service innovation and commitment to smart government in the region (Kumparan, July 26, 2022)

Furthermore, in the institutional context, an integrated public service digital information system policy is certainly needed, as an effort to avoid overlapping various programs that have been determined and realize good governance of public services to the community.

As a benchmark for the relationship between government, society and the private sector requires a good dialectic between stakeholders to achieve its goals, it is feasible to put forward a good governance-based analysis as a guide for the establishment of digital information system integration in the DKI Jakarta Provincial Government. If referring to the description that has been described, then it would be logical and feasible to do a study related to "Good Governance Substance Principle on Digital Based Public Services in DKI Jakarta" as a scientific and academic effort to seek to understand: first, how the concept of digital information systems based on good governance during transition from covid 19 to "new normal" in DKI Jakarta; and second, how the connectivity of digital information systems based on good governance in the DKI Jakarta Provincial Government and the DKI Jakarta Kemenkumham Regional Office.

2   Method

According to Soekanto (2006), legal research is a scientific endeavor that employs methods, systematics, and specific ideas with the goal of analyzing and studying one or more particular legal phenomena.. This study looks at how the Jakarta Provincial Government has integrated digital information systems based on good governance practices for public services. This kind of study, known as doctrinal legal research, looks at laws that are conceptualized as standards or guidelines that serve as a barometer for what constitutes proper human behavior. It also looks at legal concepts that are already present in positive law or written in legislation (law in books) (Amiruddin & Zainal, 2006).

Because the methodology employed greatly influences the ability to assess the scientific value of a discussion and problem-solving of the legal issue under investigation, this study employs: first, the statute approach (approach to legislation) as the main identity that distinguishes legal research from other social research, about the various rules of law that become the focus as well as the central theme of a study; Second, the conceptual approach (conceptual approach) which moves from the views and doctrines that develop in the science of law. The concept is a mental integration of two or more units that are united by a distinctive definition and can serve as a means to bring up, objects that attract attention from a practical point of view and the angle of knowledge in the mind and certain attributes (Johnny Ibrahim, 2005) and Third, The comparison is an approach that compares one of the legal institutions of one legal system with other legal institutions. From these comparisons will be found differences and similarities. By doing the comparison will be concluded: universal needs (the same) will lead to the same ways of arrangement and special needs based on differences in atmosphere and history.

3   Result and Finding

3.1   Review the Concept of Good Governance Digital Information System Public Services

The Concept 0f Good Governance and Its Implementation

Good governance sebagai satu diantara pilar utama negara modern, selain demokrasi dan negara hukum, sesungguhnya tumbuh berkembang dari kenyataan sejarah bahwa penyelenggaraan negara cenderung tidak tanpa batasan dan merugikan warga negara, dengan mengatas-namakan pembangunan, Formulasi khusus bentuk dari good governance dikemukakan oleh Bakry & Erliyana (2018, p.45) "The principles of good governance give rise to the rights of citizens and the norms of governance that are subject to specific formulations, such as international, regional, and national laws" Pada negara hukum modern di mana hukum administrasi negara didefinisikan sebagai seperangkat undang-undang yang mengatur pemerintahan, dinamika yang berlaku adalah di mana ada penegasan komitmen bangsa untuk menciptakan good governance.

Some views on experts formulate good governance at the level of "legal norms "and within the framework of the" rule of law " as a principle on the rights can not be implemented by law. In line with the decision made by Bakry & Erliyana (2018, P.50) states the legal aspect in the concept of good governance that "good governance embodies the philosophy, knowledge and idealism expressed through doctrine and theory to achieve proper governance...good governance is included in state governance, disciplines and is a clan (general), as it can include legal, political, economic, social and administrative".

Safraz Khawaja (Khawaja, 2011) states that the implementation areas of the principles of good governance are as follows:

- Accountability (enhancing the ability of government). Economic and financial performance evaluation helps public sector organizations become more accountable. The efficient use of resources and the efficacy of policy formulation and implementation are central to the concept of economic accountability. In addition, internal and external audits as well as an accounting system for spending control are included in financial accountability. the necessity of developing standards for evaluating public officials' performance and holding them responsible for their actions as well as the needs of the general public. It also entails the creation, execution, and efficient use of resources in policies. Public sector administration, public enterprise administration, public finance administration, and public service provider reform are important areas to concentrate on;

- Engagement (creating a pathway to engagement). Participation at the grassroots level indicates that government systems are adaptable enough to give beneficiaries and other parties impacted by policies access, as well as the chance to enhance the creation and execution of public initiatives and programs. Yields rise as a result, and the feeling of "ownership" grows. The national movement's center moved to society. In addition to being a beneficiary of development, society also brings

about change. It establishes ownership over policies and programs. The involvement of beneficiaries and impacted groups, public-private sector interfaces, decentralization of public service functions (empowering local governments), and collaboration with non-governmental organizations are the main areas to concentrate on;

- Predictability (the legal system's framework). In order to govern society, laws, rules, and policies must (i) exist and (ii) be applied equitably and consistently. This is what is meant by prediction. It becomes imperative that predictability be maintained because without it, institutions and citizens cannot exist ordinarily. Well-defined rights and obligations, as well as procedures for upholding them and impartially resolving conflicts, are all part of the rule of law. The development of law, the legal foundation for the development of the private sector, the availability and caliber of service provision, and public-private partnerships are important areas to concentrate on;
- Transparency (information sharing). Theoretically, transparency in public policy implementation and government decision-making lowers uncertainty and can aid in discouraging official corruption. To this end, rules and procedures that are simple, straightforward, and easy to im-plement are more focused, rather than those that give discretionary powers to gov-ernment officials or that are prone to different interpretations. The key areas to focus on are information disclosure, access to information, disinformation and justice by the media (media trial), and reliability.

Picture 1.
Implementasi Area Good Governance
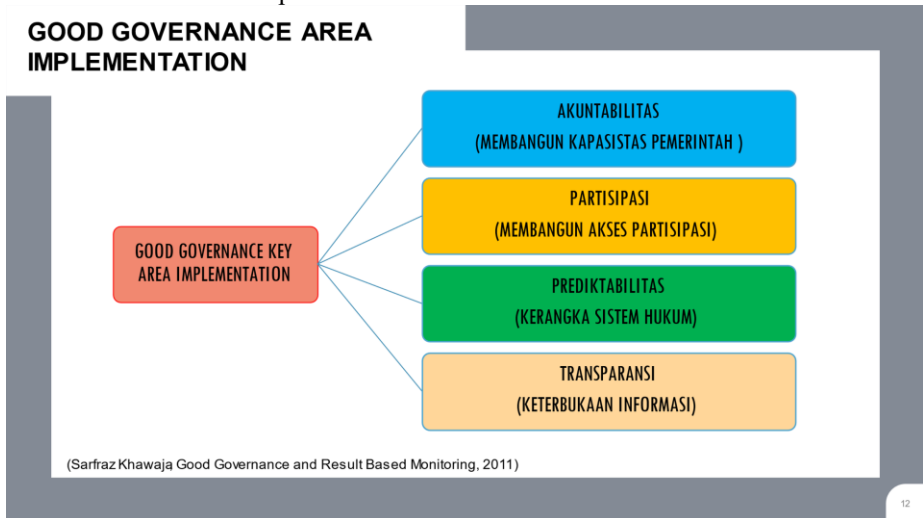
3.2 Government Public Service Information System Based On E-Government

Conceptually the term 'public service' refers to services provided to the public by the central or local government, including for public services related to law, health and various social services such as housing, education, welfare and environmental health (Cornellis. 2008). The scale and scope of public service activities will certainly always evolve in line with increasingly complex Government Affairs.

- Government as one of the elements of the state according to Beloff and Peele serves to formulate, Express and realize the aspirations of the people manifested in the form of power to control and coordinate (Thompson, 1997):
- Defence, law and order, is the role of government to maintain the rule of law and its enforcement;
- Taxanion, is to run a taxation scheme for government financing sourced both domestically and abroad;
- Provision of welfare service, regulating the welfare of its community and ensuring that every individual in the community at least gets the minimum limit of sufficiency of its basic needs;
- Protecting individuals, the government protects each individual based on the law both in the context of interpersonal relationships, as well as between government and private;

1. Regulating the economy, the government has the duty to regulate and guarantee the economic movement so that it is smooth and provides benefits;
2. Provision of certain economic services, special arrangements regarding certain economic services that require attention; and
3. Development of human and physical resources, developing the potential of Human Resources and Natural Resources

In the context of the modern state, these functions are generally implemented in the form of public services through the mechanism of policy making and policy implementing powers. Furthermore, technological developments have at least changed the concept of "government" to "e-government" and the transition of conventional public services to digital public services. Such changes in the framework of Khan's thought in Milakovich (2022) are understood as an attempt to build smart government with the following essence:

The core of smart government is the collaborative use of advanced networks, systems, and integrated technologies by well-versed and experienced professionals to oversee the executive, legislative, and judicial branches. (such as artificial intelligence (AI), blockchain, cloud computing, geographic information systems (GIS), sensors, virtualization, and voice recognition) to collect and evaluate data and utilize the Internet of Things to connect information, institutions, processes, and physical infrastructure.

In the direction of smart government, data connected to technological devices is analyzed to provide more accurate, timely, and comprehensive information so that

governments can act more quickly and make better decisions. Despite some apparent risks, smart government offers a wide range of benefits and opportunities for all levels of government, including: 1) increased direct access to a wider range of government services with a more convenient online connection via a computer or mobile phone; 2) better-informed citizens who, as they become more proficient with the use of new technologies, are more likely to participate in other government activities and are satisfied with improved service provision; 3) integrated operations across public bodies, departments, and jurisdictions, helping to improve intra-agency communication, efficiency, and productivity; 4) lower costs when compared to traditional face-to-face services that consume more; and 5) reduced layers of organizational structure; and increased effectiveness, trust, and quality of service by conducting faster transactions, increasing accountability, and maintaining faster processes.

Due to the linked nature of technology, there can also be major privacy and security concerns because access points are more susceptible to attack and extremely sensitive information is constantly exchanged without the user's knowledge or consent.

Picture. 2

Tahapan E-Governance Pelayanan Publik
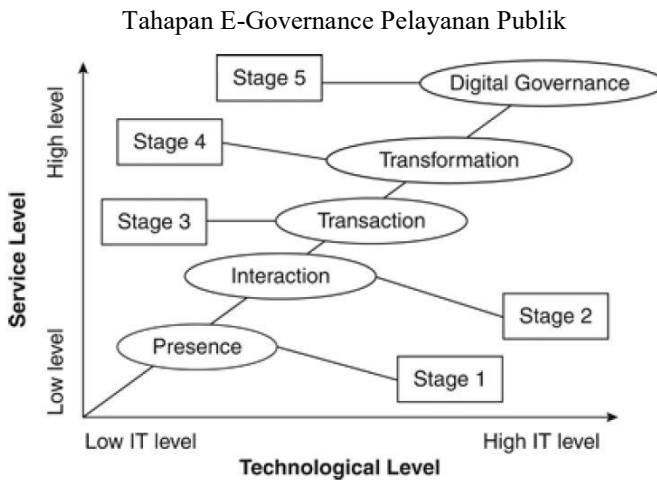
Sumber: Michael E. Milakovich, *Digital Governance: Applying Advanced Technologies to Inprove Public Service*, (New York: Routledge, 2022)

According to Michael E. Milakovich (Milakovich, 2022) as shown in Figure 2, the concept of e government digital Information Systems has several stages that are a measure of the success of smart government, namely:

- Presence: the first stage of e-gov is like forming a "placeholder" to simply convey information. It is a simpler and cheaper entrance to e-government but lacks interactive capabilities. Examples are
- website where the institution posts the hours of operation, addresses and contact numbers of selected and designated public offices.

- interaction: this stage provides information to help citizens such as avoiding trips to the office or the need to request information, forms, and instructions that are commonly requested to get services available around the clock. A successful example is the free online e-filing of tax returns with several tax authorities.
- transactions, the third stage allows citizens or customers to complete all public service tasks electronically 24 (twenty fours) hours in 7 (seven) days. It creates service operations for tasks such as license renewal, paying taxes and fees, and bidding for procurement contracts. The flow of information can be bidirectional but is usually one-way;
- Transformation, the fourth stage is considered the highest evolutionary order for e-government initiatives that use the full capacity of internet technology to transform government service delivery. This stage facilitates the flow of information and decision-making processes between government agencies, both at the central and regional levels. Organizational barriers are removed, employees are retrained and services become citizen-centric.
- Digital governance, the fifth stage as demonstrated by more advanced interactive and transactional exchanges by combining technological developments based on the highest level of service quality to provide two-way and multichannel service delivery to all citizens. Recipients of government services are expected to access technology and make informed alternative choices. Although applications are increasing as a result of the pandemic, operational barriers remain and there is still little.

Analysis of the linkage of the concept of public service digital information system to good governance is based on its implementation area, namely accountability to build government capacity, access to community participation, predictability of public service functions, and transparency of information on every government decision and action is in need of the application of digital information technology excellent public service. Conversely, the development of Public Service information technology without limitation good governance certainly has the potential to create public services without direction and contrary to the essence of the purpose of protecting the public interest.

3.3   Digital Information System Integration of Public Services in Jakarta Provincial Government And Regional Office of Kemenkumham Dki Jakarta Based On Good Governance

The condition of public services in the DKI Jakarta area shown through the SIPKUMHAM system owned by the Regional Office of the DKI Kemenkumham is an important material for analyzing the portrait of the implementation of local government functions. Based on sipkumham data on public services for the period April 1-June 12, 2023 in Figure 1, through the application of artificial intelligence and data crawling mechanisms to inventory, identify and classify public services from online and social media, it automatically showed 292

negative public sentiments out of a total of 1296 news and tweets on the scope of public services in the DKI Jakarta area (SIPKUMHAM, 2022, June 15, 2023).

Figure. 1

Public services in DKI Jakarta Province 1 April - 12 June 2023,

SIPKUMHAM

Pelayanan Publik : 1 April 2023 - 12 Juni 2023

Refer to the regulatory framework of Law No. 25 of 2009 as the basis for the government in carrying out its governance functions, then some of the applications formed must substantially provide protection and Article 15 letters d and e of Law No. 25 of 2009, which states that the organizer shall provide facilities, infrastructure, and/or public service facilities that support the creation of an adequate service climate and provide quality services in accordance with the principles of public service delivery, especially in the regions, provide legal certainty for the community in the implementation of public services.

To carry out public service functions based on data from the official website of the DKI Jakarta Provincial Government, several digital information systems have been developed through the JAKI application (JAKI Jakarta, 2023, June 20, 2023):

- Jaklingko, a unique public service feature for public transportation in Jakarta that shows schedules, prices, and route information for three different modes of transportation: the Transjakarta, LRT, and MRT. Features of JakLingko require collaboration from multiple parties, including PT MRT Jakarta, PT Kereta Api Indonesia, PT Transportasi Jakarta, and Jakarta Smart City as a system developer. In order to ensure that the information you receive is accurate, including any updates to routes, schedules, or fleet rates, this feature has been integrated with the systems of every form of transportation.
- Jaksehat namely the features of public health services consisting of: First, Ambulan to make it easier to call an emergency ambulance for 24 hours. Simply enter the

mobile phone number that can be contacted, press the emergency button for 3 seconds, and the Jakarta Health Office Emergency Ambulance (AGD) team will immediately respond to the ambulance request; second, Antrean Faskes to register for consultation or treatment visits online from home to 317 Puskesmas/clinics and 32 hospitals that are integrated with JakSehat features. This online registration is valid for all Polis in Puskesmas, clinics, and hospitals, such as public Polis, Dental Polis, and other Polis; Third, PMI to help see blood donor information in Jakarta. Through this service, the public can check the latest blood stock and find out the schedule and location of donors in the PMI Jakarta unit car; Fourth, Sahabat Jiwa for online mental health services with qualified professional counselors, so that people can take tests to recognize psychological conditions, and get the right help; Fifth, Aku Bugar for health screening services, such as stroke, and others, without the need to go to a health facility. This service can also be used by PTM patients to monitor their health periodically; Sixth, JakTrack for services to accelerate HIV/AIDS prevention in Jakarta in the form of examination services related to HIV and STIs, and can see a map of the distribution of mobile doctors in Jakarta who are in charge of checking HIV / AIDS to register online before consulting.

- Digital ID, namely digital account services for Jakarta residents to access family data, population documents and other NIK integration documents, as well as Get personalized information. various information can be known and personalized, such as Home Information, Health, Food Security, DTKS Status, social, and education.
- Pantau Banjir, namely information services for flood emergency conditions that are supported by disaster map features, emergency calls, disaster data access, and questions and answers about floods in the DKI Jakarta area.

Based on the analysis of Digital Governance approach proposed by Michael E. Milakovich to JAKI put forward the following:

Tablel. 1
Analysis of the stages of development of Digital Public Service information in the Jakarta Provincial Government

TAHAPAN PELAYANAN PUBLIK	KARAKTER	INFORMASI DIGITAL PELAYANAN PUBLIK PEMPROV DKI JAKARTA			
		JAKLINGKO	JAKSEHAT	DIGITAL ID	PANTAU BANJIR
PRESENCE	1. Simple Deliver Information 2. Simple and less expensive 3. Lack interactive 4. Limited task using internet	√	-	-	-
INTERACTION	1. Moderate information 2. Reasonable expensive 3. Commonly interactive 4. Partly task by internet	-	-	√	-
TRANSACTION	1. High information 2. Expensive 3. Commonly interactive 4. Entire task internet done 5. 24 hours/7 days service	-	√	-	√
TRANSFORMATION	1. Intelegence information 2. High expensive 3. High interactive 4. No Boundary system between government agencies and	√	-	-	-

For comparison, within the scope of the DKI Jakarta Kemenkumham Regional Office, several digital information systems have been developed as a comparison to realize smart government such as (Kemenkumham, June 20, 2023):

- E-MPDN is an information system that accommodates many resources (databases, web-based applications, data processing features) so that the follow-up process of incoming letters or reports, monitoring and reminders for members of the regional supervisory council of notaries of DKI Jakarta based on the countdown time method and simplify the work process of employees related to administrative systems of the Regional Office of the Ministry of Law and Human Rights in Jakarta;
- Hai Penyuluh is an information system that accommodates many resources (databases, supporting applications, interactive features) to the public to obtain legal consulting services, legal counseling requests and legal information that is integrated quickly measurable. Hai extension application can facilitate the work process of employees of the Regional Office of the Ministry of Law and Human Rights in Jakarta, especially the legal extension;
- Si Ki Be Lacak atau The Immigration residence permit Information application is a sub-system application of the Intelligence Daily Report application that is integrated directly into the Intelligence Daily Report application to facilitate setting up and managing services for consumers to find out information about the status and position of information through the "whatsapp" application after registering the request for permission status information;
- Si Ki Be Harmoni it is an information system related to the input process and stages of the application for harmonization of draft regional regulations and monitoring the application process and ongoing stages. Harmonization service of regional regulation draft (Raperda) online through a website-based application that can be accessed through www.jakarta.kemenkumham.go.id;
- Applicants for the harmonization of the draft law, namely the DKI Jakarta Provincial Secretariat and The Jakarta DPRD Secretariat, can Log in to upload the necessary files and will subsequently be verified by the Regional Office of the Ministry of Law and human rights of DKI Jakarta; in addition, the community and the applicant can monitor the process of harmonizing the proposed draft law;
- Kupat Tahu, who is well-versed in the law, offers legal counseling videos on YouTube that address a variety of legal topics and clarify legal principles pertaining to the responsibilities and roles of DKI Jakarta's Regional Office of the Ministry of Law and Human Rights;
- The Digital Library Application is used to store a list of literature available in the library of the Regional Office of Kemenkumham DKI Jakarta;

Furthermore, a review of the Digital Governance approach proposed by Michael E. Milakovich against the DKI Jakarta Provincial Government through the JAKI application can be presented as follows:

Table. 2
Analysis of the stages of development of Digital Information Public Services the Regional Office of Kemenkumham DKI Jakarta

TAHAPAN PELAYANAN PUBLIK	KARAKTER	INFORMASI DIGITAL PELAYANAN PUBLIK KANWIL KEMENKUMHAM DKI JAKARTA						
		E-MPDN	Hai Penyuluh	Si Ki Be Lacak	Si Ki Be Harmoni	Kupat Tahu	Perpustakaan Digital	SIPKUMHAM
TAHAP I PRESENCE	1. Simple Deliver information 2. Simple and less expensive 3. Lack interactive 4. Limited task using internet	-	-	-	-	√	√	-
TAHAP II INTERACTION	1. Moderate information 2. Reasonable expensive 3. Commonly interactive 4. Partly task by internet 5. Work hours	-	√	√	-	-	-	-
TAHAP III TRANSACTION	1. High information 2. Expensive 3. Commonly interactive 4. Entire task internet done 5. 24 hours /7 days service	√	-	-	√	-	-	-
TAHAP IV TRANSFORMATION	1. Intelligence information 2. High expensive 3. High interactive 4. No boundary system between government agencies 5. Full capacity by internet 6. 24 hours /7 days service	-	-	-	-	-	-	√
TAHAP V DIGITAL GOVERNANCE	1. Advanced intelligence information 2. Super expensive 3. Advanced interactive 4. No boundary system between government agencies and private 5. Full capacity by internet 6. 24 hours /7 days service	-	-	-	-	-	-	-

Based on the description that has been submitted, the analysis of the Digital Governance approach from the comparative data of digital information systems in the Regional Office of the Ministry of Law and Human Rights of DKI Jakarta can be stated as follows:

- Stages of the Presence of Digital information Jaklinglo public services in DKI Jakarta Provincial Government with Kupat Tahu and Digital Library in the Regional Office of Kemenkumham DKI Jakarta is entered in Stage 1 Presence, because it still characterizes simple in conveying information, less interactive and limited to the use of internet technologyStages of Interaction Digital Public Service Digital ID in the DKI Jakarta Provincial Government with Hi extension and Si Ki Be Track in the Regional Office of Kemenkumham DKI Jakarta is entered in Stage 2 Interaction, because it is characterized by a depth of information is quite good and has been Interactive to users, some stages of the work can be completed through, on the basis of working hours
- Stages of Transaction Digital information Jaksehat Public Services and flood monitoring in the Jakarta Provincial Government with E-MPDN and Si Ki be Harmoni in the Regional Office of the Ministry of Law and Human Rights of DKI Jakarta is entered in Stage 3 Transaction, characterized by excellent depth of information and interactive to users, all stages of work can be completed through internet, and has a 24 hours/7 days services.
- Stages of digital Transformation of Public Services SIPKUMHAM in the Regional Office of Kemenkumham DKI Jakarta is entered in Stage 4 Transformation, characterized by the use of information implementing artificial intelligence mechanisms and crawling data to inventory, identify and classify and already Interactive to users, all stages of work can be completed through internet technology, without borders between government agencies, private and public, and has a 24 hours/7 days services
- Stages of Digital Governance Digital Public Services in the DKI Jakarta Provincial Government and the Regional Office of the DKI Jakarta Ministry osf Law and Human Rights have not reached this stage.

Innovation efforts in the development of digital information systems within the DKI Jakarta Provincial Government and the Regional Office of the Regional Office of the DKI Jakarta Ministry of Law and Human Rights in the context of comparison, it can be drawn important substance that the universal needs (the same) will lead to the same ways of regulation and special needs based on differences in the atmosphere in the form of integration of the joint development of digital information systems. The potential to increase the flow of information and decision-making processes between each environmental sector of the DKI Jakarta Provincial Government and the DKI Kemenkumham Regional Office certainly shows the need for improvement towards the realization of Public Services: First, accountability in building capacity between the two institutions of the DKI Jakarta Provincial Government and the DKI Kemen-kumham Regional Office; Second, wider participation; Third, the predictability of Public Administration through the digital information system of public services be-tween the DKI Jakarta Provincial Government and the DKI Kemenkumham Regional Office; and fourth, transparency to the public with the digital system of public services that is open to access both in the DKI Jakarta Provincial Government and the DKI Kemenkumham Regional Office.

4   Conclusion

the concept of public service digital information system based on good governance within the scope of government is based on its implementation area, namely account-ability to build government capacity, access to community participation, predictability of public service functions, and transparency of information on every decision and action of government;

The form of integration of digital information systems of public services in the DKI Jakarta Provincial Government and the DKI Jakarta Kemenkumham Regional Office based on good governance is through synergy into a comprehensive applica-tion to: first, the "presence" stage of Jaklinglo Digital Public Service information in the DKI Jakarta Provincial Government with Kupat Tahu and Digital Library in the DKI Jakarta Kemenkumham Regional Office; and second, the "interaction" stage of Digital Public Service Digital ID in the DKI Jakarta Provincial. The connectivity of digital public services between DKI Jakarta and the Central Government is still at the "interaction" stage, to establish the "transaction" stage, the synchronization of legal instruments is needed between the two institution.

Recomendation

DKI Jakarta province and the Regional Office of Kemenkumham DKI Jakarta should be committed to synergize to build a joint system of digital-based public ser-vices through the development of digital information technology infrastructure into the form of public service applications. It is important to maintain the alignment of the integrated system between the DKI Jakarta Provincial Government and the DKI Jakarta Regional Office as the foundation for forming an e-government structure that

leads to the decentralization of regional tasks and functions based on the implementation area of good governance, namely accountable, participatory, predictable and transparent, so that a good Digital Governance of public services to the community is formed.

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