

## Analysis of the Implementation of Digital Governance in Surabaya City

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### Abstract:

This study investigates the implementation of digital governance in Surabaya City, focusing on the electronic-based licensing system. It explores how digital governance impacts public administration efficiency and transparency while addressing bureaucratic hurdles. Significant advancements in service delivery have been noted, though challenges such as the digital divide persist. Proposed solutions include fostering interagency collaboration, staff training, and enhancing digital infrastructure to optimize technology adoption.

**Keywords:** Digital governance, electronic licensing, Surabaya, bureaucratic efficiency, transparency, digital divide

### 1. Introduction

In the current era of globalization and digital revolution, digital governance has emerged as a critical component in modernizing public administration worldwide. Local governments in Indonesia, including Surabaya City, have started integrating digital technology to improve public service efficiency and effectiveness. Digital governance refers to employing information technology in public administration to streamline bureaucracy, enhance accountability, and broaden service accessibility.

Surabaya City is recognized as a pioneer in implementing digital governance in Indonesia. Initiatives such as the *Surabaya Single Window* (SSW), designed to simplify licensing processes for citizens and businesses, reflect the city's commitment to digital transformation. Despite its positive outcomes, implementation faces challenges, particularly concerning human resource adaptation and digital infrastructure readiness.

One prominent application of digital governance in Surabaya is the electronic licensing system. It addresses public grievances about prolonged bureaucratic processes and potential corruption. This system enables users to apply for permits online, ensuring faster and more transparent processing without requiring physical visits to government offices.

However, despite its advantages, obstacles such as the digital divide persist. Certain segments of society, particularly those lacking technological literacy or internet access, struggle to benefit from these services. Additionally, inadequate training and awareness among government employees hinder the system's full potential. A thorough analysis of digital governance implementation is therefore essential to provide appropriate solutions.

Beyond efficiency, digital governance in Surabaya also aims to enhance transparency and accountability. Digital systems minimize direct contact between officials and citizens, reducing corruption risks and strengthening public service integrity. These systems automatically record and audit licensing processes, providing citizens confidence in government accountability.

This article delves deeper into how Surabaya's electronic licensing system exemplifies effective digital governance. It analyzes the system's impact on efficiency and transparency while addressing challenges and proposing solutions for further improvement.

## **2. Discussion**

### **a. Electronic Licensing System as a Case Study**

The implementation of the electronic licensing system in Surabaya represents an innovative step towards simplifying previously cumbersome licensing processes. Through the SSW platform, citizens and businesses can apply for permits quickly and efficiently, with real-time updates on application status enhancing transparency.

The digitization of licensing processes has significantly reduced completion times. Previously requiring weeks, permits can now be processed in days, showcasing the direct impact of digital governance on bureaucratic performance.

However, digital governance's benefits are tempered by challenges such as the digital divide. Certain segments of society, particularly those unfamiliar with technology, find it challenging to access these services. This issue is further exacerbated by limited internet connectivity in some areas of Surabaya.

Moreover, digital literacy among government staff poses another challenge. Many employees lack the necessary skills to operate digital systems effectively, impacting service delivery quality.

### **b. Supporting Policies and Regulations**

Surabaya's local regulation, *Peraturan Daerah Kota Surabaya No. 6 Tahun 2018* on Public Services, provides the legal basis for digital governance implementation. While the policy supports technological adoption, continuous training for public officials is crucial to ensure sustainability.

Ensuring the sustainability of digital governance requires not only system implementation but also consistent updates and digital infrastructure enhancements. Addressing the digital divide involves expanding internet access across Surabaya and offering technology training for citizens. Digital literacy programs are essential to empower individuals unfamiliar with technology.

Prioritizing staff training and competency development in digital technology usage is equally important. Certification programs and intensive training tailored to operational needs can significantly improve public service quality. Success in digital governance relies not only on technology but also on interagency coordination to ensure seamless integration across government units.

## **3. Conclusion**

The implementation of digital governance in Surabaya, exemplified by the electronic licensing system, has significantly improved public service efficiency and transparency. Despite challenges such as the digital divide and limited technological literacy among employees, solutions like training, infrastructure development, and interagency collaboration can bolster digital governance efforts. With strong commitment, Surabaya can serve as a model for other cities aiming to establish effective and inclusive digital governance.

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