



IFKAD 2018

BOOK OF
ABSTRACTS

4-6 JULY

13TH
INTERNATIONAL
FORUM ON
KNOWLEDGE
ASSET
DYNAMICS

DELFT,
NETHERLANDS



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Arts for Business Institute
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INDEX OF ABSTRACTS

- Raminta Jokubauskiene, Rimgaile Vaitkiene* 101
Mechanisms of Customer Knowledge Integration in the Open Innovation Process: Health-Tech Case

Communities and Cities Creating Social and Public Value: People, Design, Knowledge, Technology, Processes and Environment

- Mauro Romanelli* 102
Towards sustainable cities
- Alexandra Zbucea, Mauro Romanelli* 103
The role of NGOs in urban development
- Adriana Zait, Andreia Gabriela Andrei, Elena-Madalina Vatamanescu* 104
Researchers under Lens: Handling Knowledge from the Life of Mind towards Practical Outcomes for Smart Cities

Good for (He)art and Good for Society: Mapping the Societal Impact of Knowledge, Participation, and Entrepreneurship in the Cultural and Creative Sector

- Laura Corazza, Maurizio Cisi, Simone Domenico Scagnelli* 105
The Accounting of Cultural Heritage Assets of Italian Universities' Museums: Groking the Third Mission
- Leticia Labaronne* 106
(Re-)Evaluating the Artistic Value and Societal Impact of the Performing Arts
- Lucia Biondi, Paola Demartini, Lucia Marchegiani, Michela Marchiori, Martin Piber* 107
The Outreach of Participatory Cultural Initiatives: The importance of Creating and Exchanging Knowledge

Healthcare & Public Services

- Elisabetta Benevento, Davide Aloini, Riccardo Dulmin, Valeria Mininno* 108
Improving the Accuracy of Waiting Time Prediction in Emergency Departments
- Milla Ratia, Jussi Myllärniemi* 109
Beyond IC 4.0: The Future Potential in the Private Healthcare of BI-tool Utilization
- Punang Amaripuja, Fauziyah, Majang Palupi, Heru Kurnianto Tjahjono* 110
An Analysis of e-Government Systems in Indonesia: Challenges and Stages of Evolution

An Analysis of e-Government Systems in Indonesia: Challenges and Stages of Evolution

Punang Amaripuja*, Fauziyah, Majang Palupi, Heru Kurnianto Tjahjono

Department of Management, Universitas Muhammadiyah Yogyakarta.
Brawijaya Road, Yogyakarta, Indonesia

* *Corresponding author*

Structured Abstract

Purpose – The number of internet users in Indonesia amounted to 104.96 million people in 2017, with an online penetration in the country at over 50 percent of the population. This number is expected to reach 133.39 million by 2021. Added to the fact that Indonesia has more than 17,000 islands it can thus be conceived that the development e-Government systems would give a major boost the effective and efficient delivery of public services. Unfortunately, Indonesia's ranking in the United Nation's e-Government Development Index has consistently declined since 2003 until 2016. This should be a warning sign for the government, and this paper reviews the challenges that have been plaguing e-Government systems at various governmental levels in Indonesia with the intention to provide a starting point to systematically address these challenges. The last section of the paper reports a case study of the management and challenges in the implementation of e-Government in the Special Region of Yogyakarta, and provides a review of the stages of development of e-Government services provided by the province. Yogyakarta is densely populated by students and has among the highest percentage of computer and internet literate citizens in the country, and thus should has a high potential for the optimum use of e-Government systems.

Design/methodology/approach – This paper is a descriptive qualitative study which provides a review of the literature to discuss the development and progress of e-government in Indonesia and track the challenges in implementing e-government throughout the years, and provides a case study of the e-government in the Special Region of Yogyakarta based on a focus group discussion with government officials from the Department of Transportation, Communication, and Information (DTCI) and an online review of the stages of evolution of the e-government systems implemented by the regional government.

Originality/value – The paper compiles the challenges of e-government implementation in Indonesia at the national and regional levels, and reports the specific challenges in the Special Region of Yogyakarta, and will be valuable for the planning and development of e-government systems in other regions.

Practical implications – The lessons learned from the analysis may serve as feedback for the development, improvement, and refinement of e-government road maps.

Keywords – e-Government. e-Government challenges, stages of e-government evolution

Nature of the proposed paper: Academic Research Paper