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ARTICLE

Digitalizing Governance in South Sumatera
An Introduction "E-Sumsel" System Reforming Public Service Management

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Abstract: Digitizing government by utilizing the Internet, Communication, and Technology (ICT) is one of the biggest focuses on innovative actions and reforms through various instruments towards improving the quality of public service outcomes. This research discussed the governmental innovation and reform in the South Sumatera Provincial government, which has been trying to increase and improve governmental working transparency and accountability, public management system, and public service improvements known as "E-Sumsel." By employing qualitative methods, the data collected and extracted from library research such as books, journals as well as the internet. Based on the result, it was found that "E-Sumsel" programs were established to shape digitalizing public management system and for democratic public service transparency and accountability. By focusing on transformations, the South Sumatera provincial government established "E-Sumsel" programs for showing any information about the information such as business opportunities, as well as about the government working. Meanwhile, it has identified several challenges in establishing "E-Sumsel" programs in the South Sumatera government, which remains high-incidence fiefdoms and a strong vertical orientation conspicuous among the governmental agencies. It needs further development to be resolved by creating a new innovative strategy to harmonize the provincial governmental standard operating systems in improving quality public management and public service. For this reason, innovative government action through "E-Sumsel" is very important mode to exist continuously in administrative reform in government institutions with governance innovation that influences each other.

Keywords: E-Sumsel; digitalizing governance; South Sumatera.

1. Introduction

In the last two decades, the idea of digitizing government has become a new scheme throughout the government around the world. This idea mainly refers to the development of transformation and innovation in public affairs (M. Baeuo et al., 2016; Shouran et al., 2019; Utama, 2020). In this respect, it has an important and most interesting agenda as an effort to create a better public service system and bureaucratic management (Statistics South Africa, 2016). Furthermore, digitalization government increases transparency and accountability and, most importantly, strives to create a democratic governance system (OECD, 2003; Sufianti, 2007). Therefore, many governments are always trying to digitize their government in order to improve the efficiency and effectiveness of public administration (Dwiyanto, 2021; Public Governance Committee & OECD, 2005). For example, In Australia, the introduction of e-bidding in the public sector has prevented price cheating among bidders and has helped equity in the government procurement system. Likewise, digitalization is believed to be an important tool to reduce problems of corruption, collusion, and nepotism, such as in developed countries (Bannister & Connolly, 2014; Shim & Eom, 2008, 2009). Thus, the phenomenon of digitalization government digitization becomes the main discourse as the solution for increasing the effectiveness and transparency as well as for reducing all bureaucratic problems by adopting a new digital scheme (Bertot et al., 2010; Shouran et al., 2019).

In the Indonesian context, the problems of the nature of public administration are one of the biggest problems which eventually have not been resolved yet (Horhoruw et al., 2012). Many Indonesian experts and specialists believe that the biggest bureaucratic problems in Indonesia are mostly caused by corruption, collusion, and nepotism seeds (Hafidz, 2017; Haning, 2018; Romli, 2008; T. Sudrajat et al., 2019). This bureaucratic problem has become an acute problem in Indonesian life, often claimed to have arisen during the Soeharto era. Meanwhile, the governmental structure also poses problems in which many governmental structures overlap in government with each other (Dwiyanto, 2021). This government occurs between and even within governmental institutions in Indonesia. Another issue regarding the quality and competence of civil servants is also one of the biggest problems in Indonesia (Destianingrum et al., 2017; Komara, 2019; Nurhajati & Bachri, 2017). This problem is also still focusing on by the Indonesian government. The effort of the government to increase public servant's competence can be seen from the various government rules has been an amendment.

Nevertheless, various research found that public servant competence still challenges to raise. Unfortunately, all the bureaucratic problems mentioned above are colored by cultural problems, both horizontally and vertically, where people distrust the government, even within government institutions. Furthermore, all these problems are interrelated, which makes it easy to find many civil servants disobedience in their actions and outputs (Andersen, 2009; del Sol, 2013). Upon these problems, digitalization government, believed as a fairly new system, is expecting to improve the quality of services to the public or business actors, including improving the performance of an effective and efficient bureaucracy to realize good and clean governance (Hermana et al., 2012). Therefore, in 2003, the Indonesian government introduced and amended about E-Government. This purpose essentially is that the government can implement a practice known as good governance in the form of a social contract that demands democratization of the implementation of government administration (Pamoragung et al., 2006; Sufianti, 2007). Information technology such as e-Government is a tool and enabler for the implementation of good government through the implementation of government administration that is accountable, transparent, and has significant public participation (Bertot et al., 2012; Heeks, 2005; Weerakkody et al., 2013). For this reason, a management model and management of local government website content is needed to support the achievement of optimal e-government (Prahono & Elidjen, 2015; Sabani et al., 2018, 2019).

Interestingly, e-governance thrives not only for increasing public service quality but also transparency, where citizens have the right to access information, procedures, and documentation, but also where a culture of openness and accountability permeates the relationship between government and citizens (Belanger & Carter, 2012; Olphert & Damodaran, 2007). Throughout this policy, all governmental institutions (from center to local government) must be adopted and implement e-government (Hutagalung & Hermawan, 2018). The adoption of the digitalization government system has become an important part of a form of transformation and innovation as well as administrative reform in Indonesia to date (Fauzan et al., 2022). In other words, the reform of the bureaucracy, public services, and public management carried out by the government has fundamentally changed with measurable targets and clear outputs for all institutions nationally (A. Sudrajat & Andhika, 2021). In other words, the reform of the bureaucracy, public services, and public management carried out by the government has fundamentally changed with measurable targets and clear outputs for all institutions nationally.

Table 1. Development E-Government in Indonesia

Governments Level	Total	Website	%	Can be opened	Cannot be opened	Don't have a site yet
Provinces	33	31	94	26 (84%)	5 (16%)	2
Regency/City Government	465	194	42	186 (96%)	8 (4%)	271
Dept/Ministry/ Higher Institution	37	37	100	37%	0	0 (0%)
Non-governmental Organization	32	28	88	28%	0	0 (0%)

Source: Ministry of Communication and Information Technology (2013)

This paper's main object discussion is the South Sumatra Province's website, "E-Sumsel." The South Sumatra government became one of many provinces in Indonesia that have adopted and implemented an e-government-based government digitalization system. The direction of implementation is not only complying with central government instructions but also efforts to substantially reform the public administration management system and produce several benefits, as well as increase convenience for citizens. At the same time, digitizing government is part of an important local government project in realizing a smart province in South Sumatera.

Apart from that, the "E-Sumsel" website has an important key in providing all government information and monitoring government performance by the community, as well as being a role in the implementation of e-government in increasing transparency and accountability so that it is easier for people to monitor government performance. Grout and Stevens (2003) defined public service as any service provided for large numbers of citizens. In providing services to society, there is a potentially significant market failure (broadly interpreted to include equity and efficiency) justifying government involvement in production, finance, or regulation (Calabrò, 2011). This website also concerns the Implementation of South Sumatra Smart Province. Upon this purpose, the South Sumatra Government issued for making Sumsel Smart Province (Damanik, 2019) which has been aimed at improving access to public services through the integration of district/city data and information systems with central information systems (Annisah, 2017).

This paper is divided into two parts which aim to explain and examine the digitization of the South Sumatra Provincial Government through the reform of the "E-Sumsel" system. First, to examine the purpose of establishing "e-Sumsel," which not only aims to create an open and responsible public service and management system but also a "smart province" in South Sumatra. This goal is also in line with digitalization efforts that have long been pursued in Indonesia with the concept of e-government in the early 2000s. Second, this paper also discusses the problems inherent in the current "E-Sumsel" system, which still has problems, especially those related to not yet being connected and collaborated, and the synergy between government agencies

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in carrying out the program. Therefore, the South Sumatera government needs to carry out further system reforms that are developed to solve the problem point by making special standards in providing a more effective public service and management system in the future.

2. Methods

This research was designed under the qualitative-descriptive method through a library research approach as a data collection method to explain the case of the study (Creswell & Miller, 2000). We have chosen library research in this study, aiming and obtain relevant documents and data by tracing various academic literature from Google Scholars, ResearchGate, Books, journals, and other relevant articles (Media conventional and online) as well as collected from the government's official website in the field of public administration (Miles et al., 2018). This approach also aims to provide us to acquire relevant data through a process of collecting, reading, selecting, and reducing as synchronizing to find the research gap.

We employed a qualitative approach to data analysis by observing an object, collecting, selecting, reducing, and synchronizing with phenomena during the COVID-19 pandemic, particularly from July 2021 to December 2021. In this process, we carried out several stages: books, journals, and publications from mainstream websites and social media. Furthermore, we selected data that was adjusted to the study. Finally, we conclude all data analysis combined with the object study of e-government in Indonesia and South Sumatera as a step of verifying and configuring this research. Furthermore, we firstly analyzed e-government in South Sumatera under the concept of public service and public sector accountability and gave meaning through the data interpretation process (Moleong, 2021).

3. Results and Discussion

3.1. E-Sumsel System in South Sumatera

The digital age is mostly known as a new information era. This era particularly appears in the early 1990s. Since then, the political and social landscape and elements and systems of government have slowly but surely changed to be more radical. It was eventually adopted with great enthusiasm by the government and changed the way the government operates and communicates internally. In addition, a recent technological development facilitated the government's capacity to engage in policy issues and operational administration. Therefore, the new information age and the new desire to be more transparent enable more authentic and deeper forms of engagement with communities and citizens.

In the context of public service systems, many countries have adopted new ways of innovating their government systems. The adaptation efforts are believed by the governments of various countries to support the working principle, increasing public service activities more efficiently and effectively, and increasing transparency and accountability in providing better information to citizens, building trust, and providing guarantees. The above principles, however, have, been talking about increasing meaningful engagement with communities, perhaps since the 1970s, but arguably far less progress has been made than expected, and much of what is considered "engagement" may stem from - perfunctory or contrived.

Involvement of citizens in building trust and maintaining greater collective benefit or value. And it goes both ways, the trust that the community places in the government and the trust the government has in the capacity and wisdom of the people. Ethical and accountable leadership will involve investing in a culture of greater and more meaningful engagement. Of course, transparency and openness can better inform communities before special consultations or engagement exercises take place. We can provide the public with alternative scenarios or propositions to ponder, and we can provide them with information about the decision consequences, costs, opportunity

costs, and commitment requirements for them to consider before making any input in decision-making. But while the technical possibilities for doing this already exist, we are far from ideal. People in any government are in regular contact with the authorities at various gate guard points, and we still think of these interactions in one-dimensional terms.

In Indonesia, the government officially responded to the development of the information age by issuing Instruction No. 3 of 2003 concerning the development of E-Government governance. The government focuses on improving public service problems and the quality of the bureaucracy and public services. Since then, every government, both central and regional, has been required to carry out reforms and innovations by adopting E-Government, one of which is the South Sumatra Provincial government.

Between the years 2016–2018, South Sumatra Province has identified and implemented indicators intended to improve performance in the form of programs to improve the welfare of the community, advance infrastructure and connectivity, advance agriculture and food sovereignty, advance the stability of security and public order and religion, promoting youth and sports, advancing popular economy, advancing industry and commerce, promoting energy access, advancing cultural arts and tourism, promoting transparent and accountable development, promoting access to gender-responsive development and child protection, promoting environmental quality, advancing public services quality, promote professional apparatus and integrity, promote quality education, and advance the welfare of society (Retnaningsih, 2017).

Table 2. South Sumatera Regional Program Development

No.	Indicators	Items
1	Innovation	Internet Village Connectivity Era 4.0
		Utilization of Rubber Asphalt
		Swamp Buffalo Farm
		KUR Bunga APBD subsidies
		Empowerment of 20% Local PMA Workers
		TPP ASN Local Farmers Rice Incentives
		People's Economy Festival
2	Program Development	Arabic Coffee Cutters Farmers
		People's Maize Plantation
		E-Tapping Tax
		Revitalization of Geothermal Energy
		Liaison Officer for Village
		Rubber 4-S Auction
		UN NJOP Extensification
3	Public Service	Infrastructure Connectivity
		Universal Health Coverage
		Expansion Domestic Gas Network
		Population and Civil Registry Innovation
		Educational Mini Library
		Public Safety Center
		Mobile Dental Health Service
4	Good Governance	E-Sumsel
		E-Planning
		E-Budgeting
		Minerba E-PNPB
		Integrated District Administrative Services
		Micro, Small and Medium Business License
		Orderly Local Labor Administrative

Source: *Regional Development Planning Board of South Sumatera Provinces (2019)*

To strengthen the implementation of the e-government system, the South Sumatra Provincial Government issued Governor Regulation No. 47 of 2017 concerning the Implementation of South Sumatra Smart Province. The regulation states that the Sumsel Smart Province program aims to improve access to public services by integrating district/city data and information systems with central information systems. The South Sumatra Province Department of Communications and Information Technology coordinates the implementation. The programs to be achieved in Sumsel Smart Province are to build services:

a. Data Center

b. Control Center

c. Contact Center

d. Provincial Government website and OPD website

e. OPD application and database

f. Official email of OPD, ASN employees, and/or Provincial Government officials

g. Sumsel Smart and Care (S2C) Program

Apart from that, "E-Sumsel" is one of the main aimed at solving conventional problems in maintaining the level of regional stability, improving the economy and regional development, but also as an effort to create good governance, transparency and accountability by establishing management system is integrated into all government sectors to improve the quality of life of the community in South Sumatera (Damanik, 2019). In this case, this regulation emphasizes the creation of a Smart Province in South Sumatra, with various programs supported by the district/city government. Therefore, "E-Sumsel" is a digitization of government that has developed various application-based infrastructure applications to support government operations and administration, such as e-budgeting applications, e-planning, e-MONEV, and financial accountability reports. In the scope of public services, the Provincial Government has long used government goods and service procurement applications (Supangkat, 2018).

Figure 1. Main Page E-Sumsel

Source: *South Sumatra Provincial Government (2022)*

As far as "E-Sumsel" is concerned, the idea of digitalizing government in South Sumatra has been a heated topic of discussion for many years. South Sumatra, one of the largest provinces on the island of Sumatra, has the potential for rich natural resources, ranging from agriculture, plantations, and mineral resources. In terms of infrastructure, the capital city of South Sumatra is even believed to be the venue for

the 2018 Asian Games, which proves that this area is capable of developing further. The "e-Sumsel" approach is considered very appropriate to be used as a model for the development of the South Sumatra region. As a city that utilizes information and communication technology (ICT) to manage resources, improve the economy, improve the quality of life and provide complete public services for citizens, the "E-Sumsel" approach is expected by the South Sumatra Provincial Government to further maximize the potential of the region to provide a higher quality of life for citizens.

3.2. E-Sumsel Problems

Based on Global E-Readiness Ranking published by the United Nations in 2010, Indonesia's rank of E-Readiness is below the world average or even South-Eastern Asia. Indonesia's E-Government development index is 0.4026, or lower than the value of the previous year, which was 0.4107. This value is still below the South-Eastern average (0.4290) and below the world average (0.4514). This situation shows Indonesia's rank is 109 at the global level. The assessment components considered relatively low are online services and telecommunication infrastructure compared to the value of the human capital component. The objective of e-government is to provide governmental information management that is more efficient, to provide better services, and empowerment of people through access to information and participation in public decision making (Curtin & Meijer, 2006).

With the advancement of Internet-based technologies, pressure on governments to enable their services has continued to intensify. In this regard, many studies have been published to study the adoption factors of e-government at a universal level. However, the adoption level differs from country to country because of the demographic gap, education levels, and the experiences of using technology (Internet). The diffusion and adoption of e-government services have been given much attention by several researchers (Belanger & Carter, 2012; Bwalya & Healy, 2010; Weerakkody et al., 2013). For example, Heeks (2005) suggests that the rate of adoption and diffusion of e-government and the factors influencing adoption and diffusion vary between countries. Heeks (2005) also explains how e-government initiatives differ from developed countries like European nations to middle-income countries like Latin America and East Asia to those developing countries that make no progress or allow limited ICT usage in an e-government context. Therefore, some citizens are bound to be excluded from benefiting from e-government, creating a huge gap and inequality in accessing e-government due to limited access to the Internet and exposure to associated ICTs (Margetts & Dunleavy, 2002). In this regard, many countries worldwide have established solutions and strategies to increase access to public services and effectively facilitate the usage of information technologies (Abrams & Houston, 2006; Chee Wei Phang et al., 2005).
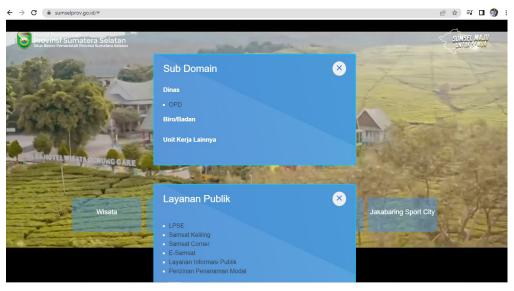
The "E-Sumsel" website system is still being built based on the complex web of various government institutions and agencies at the South Sumatra provincial level. This website looks similar to a maze of government offices and agencies. From the "E-Sumsel" website page, it can be seen that all aspects of work, information, and news within the scope of the provincial government are still focused on, especially the news for the Governor and Deputy Governor. In addition, the website still provides information on all developments and activity processes in managing all matters that are the responsibility of and under the control of the provincial government authority. In other words, the "E-Sumsel" website is still responsible for coordinating the work and performance of the South Sumatra government.

3.3. Un-collaborative Governance

Talking about problems in management and public services with the "E-Sumsel" website in South Sumatra is closely related to the weak collaboration and cooperation with district and city governments. In addition to problems that still need to be resolved in the aspects of human resources, infrastructure, and governance. As

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revealed by Damanik (2019), efforts to implement Smart Province in South Sumatra still have many problems that the government must resolve. In the research results, he disclosed the problems spread from human resources, infrastructure, and governance systems. From a long-term perspective, this situation can pose several problems for governance.

Unfortunately, the "E-Sumsel" website has not been developed in coordination with the district and city government. Coordination between various departments and government agencies in digitizing government administration must be implemented. The "E-Sumsel" website forms an information website for all government areas in guarding and building the e-government system in South Sumatra. Therefore, without such an excellent website, collaboration and government coordination between every government department and agency will tend to be difficult to overcome as a consequence of even the goal of advancing and improving the region has planned its course with no or little effort to share information among them.

Figure 2. Empty Collaborative Between Regency/City Government

Source: *South Sumatra Provincial Government (2022)*

At the same time, the data integration process within the province is still in its early stages. Starting with entering into cooperation agreements with relevant agencies, such as Statistics Indonesia for the Sumsel One Data Program. In this program, each OPD will appoint some staff who act as data trustees and send sectoral data, which will be stored in the Statistics Indonesia data center. Cooperation is also being explored with the Dukcapil Office to use population data.

Another issue confronting the "E-Sumsel" website relates to the "Data" program. In South Sumatera, "Satu Data Sumsel is a regional government data management policy to produce data that is accurate, up-to-date, integrated, and accountable, as well as easily accessible and shared between Central and Regional Agencies through compliance with Data Standards, Metadata, Data Interoperability, and using Reference Codes and Master Data. This policy follows Presidential Regulation No. 39 of 2019 concerning One Indonesian Data. To support this policy has been greatly strengthened by the seriousness of the provincial government, which can be identified from South Sumatra Governor Regulation Number 4 of 2021, and the Governor's Decree of the 2021 Provincial Data Forum.

Therefore, the South Sumatra government has created various e-government websites and application innovations to improve e-government, such as e-budgeting applications, e-planning, e-MONEV, and financial accountability reports. South Sumatera government also established SIMATA (Sistem Informasi Satu Data Sumsel), SIGERTAK (Information System for the Integrated Poverty Reduction Movement), which functions as a tool to monitor the poverty level of the population throughout

South Sumatra, and SIIKON (Infrastructure Connectivity Information System). Both of these are innovations from BAPPEDA of South Sumatra Province (Damanik, 2019). Instead, many various electronic website and application has been established. However, without any collaboration with all these governments, it will be difficult to share data stored in one institution with another. Therefore, the "E-Sumsel" system relates to its Governors, which is dominantly published about Herman Deru and his partner. Consequently, website usage is only for demonstrating Herman Deru and his partner. Instead of that, this website provides for public, without any political interests which public can access to any information.

3.4. Un-Connectivity System E-government

The development of the "E-Sumsel" website is an effort by the government to reform and improve the quality of management and public services at the government level of the province of South Sumatra. In that context, development is part of the government's digitization, which has become an important part of administrative reform to achieve e-government. Many academics and practitioners believe that introducing e-government and other digital tools will increase the transparency and accountability of public administration. Likewise, they think digitization will help reduce the costs of running government and administration. In addition, the introduction of

Table 3. South Sumatera Regional Program Development

No.	Domain	Items	Implemented	Un-Implemented
1	Regency/City	-		√
2	Transparency	RLPPD 2021, Financial Statement, DPA, RKT, RKA, LHKPN, LHKASN, IKU, PK	√	-
3	PPID	Information and documentation management officer	√	-
4	Permission	DPMPTSI Srikandi OSS SICANTIK Investasi	√	-
5	Public Application	E-Performance E-Planning Open Government E-OfficeSetda Siphida Simpadu Tata Ruang Jurnal Litbang GIS Puskesmas Sumsel	√	-
6	Public Service	LPSE, Samsat Keliling, Samsat Corner, E-Samsat, Public Information service, and Investment Licensing		
7	Report	Pengaduan Aspirasi Permintaan Informasi	√	
8	Satu Data	SIMATA	√	
9	Tourism	-		
10	Product Law	Legal documentation and information network	√	
11	Population	-		√
12	Samsat			
13	Jakabaring Sport City	Informasi tentang Sport City	√	
14	Forkopimda	-		√
15	Newspaper	-		√
16	e-LHKPN	Televisi	√	
17	APBD	Laporan Keuangan Pendapatan dan Pengeluaran Daerah Rekapitulasi Barang ke Neraca	√	

Source: Processed by researchers (2022)

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digital components in government administration has been deemed necessary for realizing efficient, effective, and cost-effective management.

From Table 3, the "E-Sumsel" website has any information sharing for connectivity activities between City and district governments. Though, should manage the transform it into a community. Similarly, in relation to collaborative government in public areas, still has no information on the "E-Sumsel" website.

Figure 3. Portal Information Between Provincial and City/District Governments

Source: *South Sumatra Provincial Government (2022)*

From Figure 3, it was easily identified how the "E-Sumsel" website established by South Sumatra government institutions has focused on provincial institutions sectors without connecting to the City/Regency government. So far, the absence of connected government between institutions and agencies is a problem because it contributes to increased costs and a lack of administrative productivity. However, these problems can be overcome if another can share the information stored in one institution for the benefit of citizens and businesses.

Another important issue is the lack of Information and Communications Technology (ICT) personnel staff who does not yet have a competency certificate from the provincial government. As Damanik (2019) shows, the ICTs working staff in many parts of areas in South Sumatra has one of the main problems in implementing a capacity to strengthen e-government. The situation of personal working staff in ITC in South Sumatera, which shows above, is:

Table 4. Human Resources Working Staff Availability

No.	Regency/City	Problems	Improvement Competency
1	Prabumulih	There are 4 civil servants assisted by 3 non-civil servants to manage ICT at Diskominfo. Whereas in other governmental offices, work related to ICT is only an additional job.	There is no specific budget to carry out competency development. Therefore, improvement competencies carried out by sending staff to technical guidance events, training, or similar activities carried out by external agencies.
2	Muara Enim	The number of civil servants in the ICT sector is still considered insufficient.	There is no specific budget to carry out competency development. HR competency development is carried out by sending employees for technical guidance or training when there is an invitation from external agencies.
3	Banyuasin	Sufficient	There is no specific budget to carry out competency development. ICT HR competencies are developed by sending staff to technical guidance events, training, or similar activities by external agencies.
4	Ogan Komering Ilir	Lacks human resources in the field of ICT. The number of civil servants in the ICT field is three people to take care of all matters related to ICT, assisted by two non-PNS people to take care of computer networks.	There is no specific budget to carry out competency development. HR competency development is carried out by sending employees for technical guidance or training when there is an invitation from an external agency.

Source: *Damanik (2019)*

This situation indicates that in the South Sumatra personal working staff in ITC in 2019, human resources in ICT still exist. In contrast, most regions still lack human resources in ICT as a driver of ICT development in the organization. In this case, recruits with natural sciences educational qualifications, considered well suited for ICT-related jobs, constitute a minority. Beyond that, competency improvement is carried out by sending staff to technical guidance events, training, or similar activities by external agencies. From a long-term perspective, this situation may create several problems for government administration. In this ICT-driven era, individuals heading critical central government agencies ought to be graduates of engineering or other natural sciences disciplines.

4. Conclusion

Reforming and transforming public service management by the South Sumatra provincial government by building the "E-Sumsel" website system. The form of reform and transformation to digitize as well as the direction and encouragement driven by the development of the technology and digital world. It is part of efforts to improve transparency and government management systems in the context of administrative reform to improve the quality of public management, public service information, and public transparency. With this new in mind, this paper uses the newly introduced local government website as a benchmark. Using this website system as an indicator of change, he tries to describe the problems local government bureaucracies face in the digitalization era. Although the government of South Sumatra had realized the critical importance of showing that the transformation to an e-government environment had taken tremendous time and effort before the "E-Sumsel" system appeared in 2017.

Despite still having problems inherent in the current system, the digitalization of government must proceed. And became an integral part of South Sumatra's public management. Therefore, the "E-Sumsel" system must address the challenges of further digitalization progress by adapting the organizational structure while highlighting how digitalization improves public convenience. Other sources for encouraging importance to the recruiting and training of ICT personnel. The use and use of ITC are continually changing due to rapid advances. Therefore, it may not be sufficient to simply cycle government employees and bring in private-sector specialists for temporary assignments to promote government digitalization. In companies whose primary goal is to progress the digitalization of government, it is crucial to hire expert employees.

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