

DIGITALIZATION OF PUBLIC SERVICES TO PREVENT ABUSE OF AUTHORITY

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Abstract

Globalization has positive and negative impacts on society. The positive impacts include: the world community becomes easier to obtain science and technology, the community becomes more rational, and the presence of technology-based industries that absorb unemployment. On the other hand, the negative impact of globalization is that people are increasingly consumptive, not independent in the provision of goods, people are more comfortable with the virtual world than the real world so as to foster an individualistic attitude, the lifestyle of people who are influenced by foreign cultures rather than preserving the culture of their nation. The problem discussed is the digitization of public services to prevent corruption due to abuse of authority by government officials. By using normative juridical research methods, the research specifications are descriptive analysis. Digitalization of public services includes the activity of utilizing information technology including data management, and information, between management and work processes automatically related and utilization of information technology developments for public services that are easily accessible and also cheap for the community. Digitalization of public services in addition to being easy and fast, is also able to change the pattern of interaction between the government and the community. Digitalization of public services is an effort made by the Government so that the community in obtaining services is no longer complicated by the apparatus in charge of providing services, the impression is convoluted and even used for other purposes than the purpose of granting the authority or abuse of authority. UUAP regulates the qualifications of the actions of government agencies and/or officials including procedures and legal consequences.

Keywords: digitalization, public services, abuse of authority, government administration

I. Introduction

At the end of the 19th century and the beginning of the 20th century, the flow of globalization was growing rapidly throughout the world, especially after the invention of information, communication and transportation technology. Indonesia as a country that has just entered the category of developed countries¹ is also inseparable from the influence of globalization.² Mansour Fakih states that former colonial colonies or often referred to as third world countries are the most severe victims of globalization, because they have to reform state policies to suit global needs.³ Globalization has both positive and negative impacts on society. The positive impacts include: the world community becomes easier to obtain science and technology, society becomes more rational, and the presence of technology-based industries that absorb unemployment.⁴ On the other hand, the negative impact of globalization is that people are increasingly consumptive, not independent in the provision of goods, people are more comfortable with the virtual world than the real world so as to foster individualistic attitudes, people's lifestyles are affected by foreign cultures rather than preserving the culture of their nation.⁵ In the context of nation and state, globalization influences all aspects of life, whether in the fields of education, social, political, cultural, especially in the economic field. Almost all activities of nations and countries in the world are subject to rules that are born as a consequence of the swift flow of globalization.⁶ Inter-country relations and interdependence between countries in the world are increasing, especially the dependence of developing countries on developed countries. It is no excessive if Mohtar Bukhori states that the era of globalization is an era where humanity is encouraged to move from a way of life with a

¹Amerika Serikat melalui *Office of the US Trade Representative (USTR)* di *World Trade Organization (WTO)* decided Indonesia is no longer a developing country but a developed country on February 10, 2020. Lihat <https://www.kompas.tv/article/67962/dicabut-as-dari-daftar-negara-berkembang-indonesia-masuk-negara-maju?page=all>, dan <https://internasional.kontan.co.id/news/coret-indonesia-dari-daftar-negara-berkembang-ini-maksud-terselubung-amerika?page=all>, accessed on 15 October 2019

² The influence of globalization in Indonesia is marked by the development of cities that are part of the world city network. Telecommunication infrastructure, transportation networks, and international companies exist in Indonesia evidence of the influence of globalization. See Nurhaidah, M. Insya Musa, "*Dampak Pengaruh Globalisasi Bagi Kehidupan Bangsa Indonesia*", *Jurnal Pesona Dasar*, Vol. 3, No. 3, 2015, p. 1. <http://jurnal.unsyiah.ac.id/PEAR/article/view/7506>. Another influence of globalization stated by Donny Ermawan is that foreign cultures enter Indonesia easily. See Donny Ermawan, "*Pengaruh Globalisasi terhadap Eksistensi Kebudayaan Daerah di Indonesia*", *Jurnal Kajian Lemhannas RI*, Edition 2, 2017, p. 7. http://www.lemhannas.go.id/images/Publikasi_Humas/Jurnal/Jurnal_Edisi_32_Desember_2017.pdf, downloaded on 20 October 2019

³Mansour Fakih, *Runtuhnya Teori Pembangunan dan Globalisasi*, Yogyakarta: INSIST PRESS in collaboration with Student Library, 2002, p. 219-220.

⁴ Online stores, online motorcycle taxis, online ticket booking, and other unicorns have become their own jobs that absorb unemployment due to the development and advancement of technological science in the era of globalization.

⁵Nurhaidah dan M. Insya Musa, "*Dampak Pengaruh Globalisasi Bagi Kehidupan Bangsa Indonesia*", *Jurnal Pesona Dasar*, Volume 3, No. 3, April 2015, hlm. 6-8. <http://jurnal.unsyiah.ac.id/PEAR/article/view/7506>, downloaded on 19 October 2019

⁶Agus Dedi, "*Negara-negara Berkembang dalam Pusaran Politik Globalisasi Dunia*", *Dinamika: Jurnal Ilmiah Ilmu Administrasi Negara*, Vol. 3, No. 1, 2016, p. 2. <https://jurnal.unigal.ac.id/index.php/dinamika/article/view/2675>, diunduh 19 Oktober 2019

national outlook towards a way of life with a global outlook.⁷ The problems of life that are global in nature need to be resolved by putting a global framework of thought as well, because global insight views the world as a whole system, not just as a collection of geographical pieces called countries or nations. According to Adji Samekto, the new discourse that arouses the awareness of world citizens after globalization includes: the implementation of democracy and respect for human rights; improving labor standards; increasing the role of women; protecting the environment; eradicating corruption and emphasizing moral ethics to realize good governance.⁸ These problems are of international concern in the context of social change from citizens to the global community. The Indonesian government in responding to the demands of globalization, one of which is by digitizing public services, of course with the hope that corruption will not occur, but in reality the digitization of public services has not been able to fully create Indonesia as a corruption-free country⁹, even according to Transparency International, the response to corrupt practices still tends to run slowly and even continue to deteriorate due to the lack of real support from stakeholders. Starting from the above background, this article tries to analyze the problem of the causes of corruption in Indonesia committed by government officials even though public services are based on information technology (digital or e-government).

2. Research Method

Normative juridical research methods with descriptive analysis specifications are used to solve the problems that arise. The data used is secondary data consisting of primary legal materials, secondary legal materials and tertiary legal materials.

Presentation and analysis of data, because it is qualitative data, it is done by describing in the form of statements which will then be concluded.

⁷Mohtar Bukhori, *Transformasi Pendidikan*, Jakarta: Pustaka Sinar Harapan, 1995, hlm. 140.

⁸FX. Adji Samekto, "Mengungkap Relasi Kapitalisme, Demokrasi dan Globalisasi (Kajian dalam Perspektif Studi Hukum Kritis), *Jurnal Dinamika Hukum*, Vol. 14, No 2. May 2014, p. 301. <http://dinamikahukum.fh.unsoed.ac.id/index.php/JDH/article/view/298>, downloaded on 18 October 2019

⁹ <https://ti.or.id/indeks-persepsi-korupsi-indonesia-2022-mengalami-penurunan-terburuk-sepanjang-sejarah-reformasi/>, menyatakan bahwa **CPI 2022: INDONESIA** "CPI Indonesia tahun 2022 berada di skor 34/100 dan berada di peringkat 110 dari 180 negara yang disurvei. Skor ini turun 4 poin dari tahun 2021, atau merupakan penurunan paling drastis sejak 1995." ungkap Wawan Suyatmiko, Deputy Sekretaris Jenderal Transparency International Indonesia. Dengan hasil ini, Indonesia hanya mampu menaikkan skor CPI sebanyak 2 poin dari skor 32 selama satu dekade terakhir sejak tahun 2012. Situasi ini memperlihatkan respon terhadap praktik korupsi masih cenderung berjalan lambat bahkan terus memburuk akibat minimnya dukungan yang nyata dari para pemangku kepentingan.

Results and Discussion

Digitalization of Public Services

Based on a survey issued by the Indonesian Internet Service Providers Association or APJII, there has been a surge in internet users in Indonesia in the 2021-2022 period to 220 million people from 175 million in 2019.¹⁰ The rapid development of internet usage in Indonesia requires the government to be responsive in presenting digital technology-based public services that are increasingly integrated between government organizations both central and regional so that services are faster¹¹, easy and can be done from anywhere¹².

Digitalization¹³ of public services include information technology utilization activities including data management, and information, between management and work processes are automatically connected and the utilization of information technology developments for public services that are easily accessible and also cheap for the community.¹⁴

Digitalization of public services is not only easy and fast, but also able to change the pattern of interaction between the government and the community. Services that were originally oriented towards the queuing system (in line) in front of the desk and depending on working hours are now starting to turn into online services that can be accessed 24 hours a day. The existence of the term "don't stay in line get online" according to Holmes¹⁵ is considered suitable for the current government situation. In addition, the digitization of public services to respond to changes in the strategic environment that demand efficient, effective, public-oriented, transparent and accountable state administration which is the implementation of the principles of good governance.¹⁶ The State Administration Institute (LAN) defines the word good in good governance as having two meanings, namely:¹⁷ First, governance that upholds the will of the people and values that can improve community resources for the achievement of national goals in an equitable and sustainable manner;

[illegible]

¹¹ McKinsey & Company's research on Digital Public Service reported in July 2020 revealed this condition. It is said that digitalization in public services is not only beneficial for the community, but also for internal public service providers. Digitalization can save up to 50 percent of service time and 50 percent of budgets spent in the future. In addition, digitalization of services makes efficiency in work up to 60 percent., in Portal Informas Indonesia, accessed on 19 February 2024

¹² Loc.Cit.

¹³https://kbbi.co.id/arti-kata/digitalisasi#google_vignette , di-gi·ta-li-sa-si n proses pemberian atau pemakaian sistem digital; implementasi -- di negara kita baru pd saluran transmisi

¹⁴ Kusnadi, D., & Ma'ruf, J. (2017). Electronic Government *Pemberdayaan Pemerintahan Dan Potensi Kelurahan (Studi Kasus: Kelurahan Pringsewu Selatan, Kecamatan Pringsewu, Pringsewu)*. Jurnal TAM (Technology Acceptance Model), 5(3).

¹⁵ Irawan, B. (2017). Studi Analisis Konsep E-Government: *Sebuah Paradigma Baru dalam Pelayanan Publik*. Jurnal Paradigma (JP), 2(1):

¹⁶Bayu Kharisma, “Good Governance sebagai Suatu Konsep dan Mengapa Penting dalam Sektor Publik dan Swasta (Suatu Pendekatan Ekonomi Kelembagaan)”, *Jurnal Buletin Studi Ekonomi*, Vol. 19, No. 1, 2014, p. 10.
<https://media.neliti.com/media/publications/44240-ID-the-role-of-government-and-its-provision-on-the-quality-of-education-the-case-of.pdf>, downloaded on 21 May 2020, The term good governance is increasingly popular in the world after the World Bank used it as a prerequisite for countries that want to get development assistance

¹⁷ Gustadi dan Ferdawati, “Sinergitas Good Governance, Demokrasi, dan Reinventing Government dalam Mensejahterakan Masyarakat”, *Jurnal Akuntansi dan Manajemen*, Vol. 4, No. 1, 2009. p. 86.

and second, functional governance that is effective and efficient in carrying out government tasks to achieve national goals.

The term of good governance¹⁸ more popular in the world after World Bank using it as a prerequisite for countries that wish to receive development assistance.¹⁹ According to the World Bank, good governance actors are the government, the business sector and civil society, where the three of them must work together to build consensus, so that the state is not a regulator but a facilitator. Even the World Bank version of good governance as quoted by Kharisma states that political legitimacy and consensus built by the good governance state must involve the widest possible non-governmental actors and limit the involvement of the state or government.²⁰

United Nations Development Programme (UNDP) which gives a definition governance as “the exercise of, economic, political and administrative authority to manage a nation’s affair at all levels”,²¹ Good governance has three things that must work, namely: 1) Economic governance, namely policy-making processes that facilitate domestic economic activity and between economic organizers; 2) Political governance, namely policy-making processes for the formulation of regulations and rules; and 3) Administrative governance, namely the processes of implementing the policy system.²²

Jimly Asshiddiqie states that a good governance state must be based on the rule of law and the state constitution, the market and civil society must be in an equal and balanced position in a synergistic and functionally supportive relationship.²³ Clarifying the understanding of the differences between each sector in good governance actors is considered important so that there is no overlap and mutual intervention in each affair. The three sectors must go hand in hand and in line, should not interfere with each other and intervene but must strengthen each other.²⁴

¹⁸Karakteristik *Good Governance* United Nations Development Programme (UNDP) dikutip oleh Lembaga Administrasi Negara menyebutkan prinsip-prinsip *good governance*, sebagai berikut: a. *Participation* (Partisipasi), b. *Rule of law* (Aturan Hukum), c. *Transparency* (Transparansi), d. *Responsiveness* (Daya Tangap), e. *Consensus orientation* (Berorientasi pada Konsensus), f. *Equity* (Berkeadilan), g. *Effectiveness and efficiency* (Efektivitas dan Efisiensi), h. *Accountability* (Akuntabilitas), i. *Strategic vision* (Visi Strategis),

¹⁹ Bayu Kharisma, “Good Governance sebagai Suatu Konsep dan Mengapa Penting dalam Sektor Publik dan Swasta (Suatu Pendekatan Ekonomi Kelembagaan)”, *Jurnal Buletin Studi Ekonomi*, Vol. 19, No. 1, 2014, hlm. 10. <https://media.neliti.com/media/publications/44240-ID-the-role-of-government-and-its-provision-on-the-quality-of-education-the-case-of.pdf>, diunduh 21 Mei 2020

²⁰*Ibid*

²¹ UNDESA, UNDP, UNESCO, *Governance and development*, un system task team on the Post-2015 un development agenda, New York: 2012, hlm. 3. https://www.un.org/millenniumgoals/pdf/Think%20Pieces/7_governance.pdf, diunduh 28 Mei 2020

²² Nazrullah Nazsir, “Good Governance”, *Jurnal Mediator*, Vol. 4, No. 1, 2003, hlm. 138. <https://ejournal.unisba.ac.id/index.php/mediator/article/view/831>, diunduh 28 Mei 2020

²³ Jimly Asshiddiqie, *Konstitusi dan Konstitusionalisme Indonesia*, Jakarta: PSHTN FH-UI, 2004, hlm. 92

²⁴ Jimly Asshiddiqie, *Format Kelembagaan Negara dan Pergeseran Kekuasaan dalam UUD 1945*, Yogyakarta: FH-UII Press, 2005, p. 43.

The relationship that materializes between the digitalization of public services and the principles of good governance, then with digitalization will be realized transparency of public services, as well as the efficiency and effectiveness of public services provided by the government to the community.

The Indonesian government in an effort to realize legal certainty in the relationship between the public and organizers in public services issued Law 25 of 2009 concerning Public Services, which according to Article 3 has the following objectives: a. the realization of clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties related to the implementation of public services; b. the realization of a proper public service delivery system in accordance with the general principles of good governance and corporations; c. the fulfillment of public service delivery in accordance with statutory regulations. the fulfillment of public service delivery in accordance with laws and regulations; and d. the realization of protection and legal certainty for the community in the implementation of public services, which are based on the principles of: a. public interest; b. legal certainty; c. equal rights; d. balance of rights and obligations; e. professionalism; f. participatory; g. equality of treatment/non-discrimination; h. openness; i. accountability; j. facilities and special treatment for vulnerable groups; k. timeliness; and l. speed, convenience and affordability.

We can classify public services in several parts, namely²⁵: First administrative services, what is meant by administrative services are services in the form of recording, decision making, documentation, letter processing, and so on. This administrative service usually produces official documents according to what is needed by service users, apart from documents, it can also be access or permission. Second, goods service, this type of service focuses on providing goods and processing goods, this goods service activity releases products in the form of goods needed by the community. Third, service services, have a broad scope, organizers of these services can come from individuals and groups, can be from the government or the private sector, and Fourth, regulative services, are a type of service in the form of law enforcement through regulations such as laws, public policies.

Abuse of Authority

The concept of a welfare state requires the government to provide services to the community as an integral part of realizing the goals of the state²⁶ in providing public services the government apparatus must have the authority²⁷ which is used in accordance with the purpose of granting that authority²⁸, This means that it should not be used for other purposes such as collusion, corruption and nepotism.

²⁵ Hilmi Arie PH. *Jenis dan Klasifikasi Pelayanan Publik*. 2020. <http://blog.ub.ac.id/inihilmi/2020/02/25/jenis-dan-klasifikasipelayanan-publik/>

²⁶ Alinea ke-4 UUD NRI 1945 states “Kemudian daripada itu untuk membentuk suatu Pemerintah Negara Indonesia yang melindungi segenap bangsa Indonesia dan seluruh tumpah darah Indonesia dan untuk memajukan kesejahteraan umum, mencerdaskan kehidupan bangsa, dan ikut melaksanakan ketertiban dunia...”

²⁷ Pasal 1 angka 5 UUAP states “Wewenang adalah hak yang dimiliki oleh Badan dan/atau Pejabat Pemerintahan atau penyelenggara negara lainnya untuk mengambil keputusan dan/atau tindakan dalam penyelenggaraan pemerintahan.”

²⁸ Pasal 1 angka 6 UUAP, states “Kewenangan Pemerintahan yang selanjutnya disebut Kewenangan adalah kekuasaan Badan dan/atau Pejabat Pemerintahan atau penyelenggara negara lainnya untuk bertindak dalam ranah hukum publik.”

Therefore, the use of authority is limited by the period or grace period of the Authority; the area or region where the Authority applies; and the scope of the field or material of the Authority.

Article 3 of Law Number 30 of 2014 concerning Government Administration (UUAP) which was amended by Law Number 6 of 2023 concerning Job Creation has the following objectives²⁹ one of which is to prevent abuse of authority, so that in providing services to the community is carried out as well as possible. Abuse of authority as regulated in the UUAP (vide Articles 17 and 18) consists of:

- a. prohibition of exceeding the Authority, if the Decision and/or Action taken: a. exceeds the term of office or the time limit for the validity of the Authority; b. exceeds the territorial limits of the validity of the Authority; and/or c. contrary to the provisions of laws and regulations;
- b. prohibition of conflicting Authority, if the Decision and/or Action taken: a. is outside the scope of the field or material of the Authority granted; and/or
- c. contrary to the purpose of the Authority granted; and/or
- d. prohibition of acting arbitrarily, if the Decision and/or Action taken: a. without the basis of the Authority; and/or b. contrary to a Court Decision with permanent legal force.

The legal consequences that arise when there is a decision and/or action that is determined and/or carried out in excess of the authority or prohibition of acting arbitrarily, then the decision and/or action is invalid.³⁰ if it has been tested and there is a Court Decision with permanent legal force, while the decision and/or action determined and/or carried out by mixing authorities, can be canceled if it has been tested and there is a Court Decision with permanent legal force. (vide: Article 19 UUAP) .

Article 20 of the UUAP states that the government's internal supervision apparatus is authorized to supervise decisions and/or actions taken by government officials in violation of the prohibition on abuse of authority, resulting in: a. there is no error; b. there is an administrative error; or c. there was an administrative error that caused state financial losses. Government internal supervision apparatus if in supervision finds administrative errors, then the follow-up of the results of the supervision is in the form of administrative improvements in accordance with the provisions of applicable laws and regulations, while when administrative errors are found that cause state financial losses, then a refund of state financial losses is carried out no later than 10 (ten) working days from the time it is decided and issuance of supervisory results (vide : Article 20 paragraph (4) of the UUAP).

The return of state losses that are not due to elements of abuse of authority is not charged to government officials but is charged to Government Agencies, while if there is an element of abuse of authority, then state losses are charged to government officials who make mistakes. (vide Article 20 paragraphs (5) and (6) of the UUAP).

Article 21 of the UUAP also provides an opportunity for Government Agencies and/or Officials to

²⁹Pasal 3 UUAP menyebutkan “Tujuan Undang-Undang tentang Administrasi Pemerintahan adalah: a. menciptakan tertib penyelenggaraan Administrasi Pemerintahan; b. menciptakan kepastian hukum; c. mencegah terjadinya penyalahgunaan Wewenang; d. menjamin akuntabilitas Badan dan/atau Pejabat Pemerintahan; ee. memberikan perlindungan hukum kepada Warga Masyarakat dan aparatur pemerintahan; f. melaksanakan ketentuan peraturan perundangundangan dan menerapkan AUPB; dan g. memberikan pelayanan yang sebaik-baiknya kepada Warga Masyarakat.

³⁰Akibat hukum terhadap keputusan dan/atau tindakan yang dinyatakan Tidak sah, berarti keputusan dan/atau tindakan tersebut dianggap tidak pernah ada. Sedangkan yang dapat dibatalkan akibat hukum keputusan dan/atau tindakan tersebut masih dinyatakan sah sampai putusan pengadilan pengadil.

seek justice to the State Administrative Court to assess and or not the element of abuse of authority in decisions and/or actions taken. Within 21 (twenty-one) working days from the time the application is submitted, it is mandatory to decide the application, and against the decision of the State Administrative Court Government Agencies and/or Officials may submit an appeal to the High Administrative Court, which is final and binding.

The birth of UUAP should change the paradigm of law enforcement officials in law enforcement due to abuse of authority by Government Officials who are carrying out their duties and functions, including in providing public services. This paradigm shift requires law enforcement officials to pay attention to the results of supervision carried out by government internal supervision officers before carrying out the transfer process in a criminal perspective. Because those who are authorized to declare qualifications for abuse of authority according to the UUAP are government internal supervision apparatuses that can be tested by the State Administrative Court, not other parties. Understanding of the procedures in UUAP is very important for law enforcement³¹ What is done to the Government Officer fulfills the purpose of the law, which is to provide legal certainty, expediency and of course justice. For this reason, in law enforcement, law enforcement officials can pay attention to several factors that obey Soerjono Soekanto, namely:³² Legal factors; Law enforcement factors, are decisive parties and parties who apply the law; factors of facilities or facilities that support law enforcement; societal factors i.e. the environment in which the law applies and is applied; and cultural factors, namely as the result of work, creation, and taste based on human charities in the association of life.

3. Conclusion

Digitalization of public services is an effort made by the Government so that the public in getting services is no longer complicated by the apparatus in charge of providing services, convoluted impressions and even used for purposes other than the purpose of granting authority or abuse of authority. UUAP provides qualifications regarding the actions of Government bodies and/or Officials including procedures and legal consequences.

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³¹Edi Pranoto dkk, 2023, *Hukum Teknologi Informasi (Buku Ajar)* , Cahys Ghani Recovery, Semarang , p. 199 According to Barda Nawawi Arief in the book *Information Technology Law*, law enforcement is an action taken by Government Officials to fulfill the purpose of the law made, namely providing legal certainty, expediency and of course justice. the process of making efforts to uphold or function legal norms in real terms as a code of conduct in traffic or legal relations in public and state life while according to Soerjono Soekanto, conceptually, the essence of the meaning of law enforcement lies in the activity of harmonizing the relationship of values described in solid rules and final attitudes to create, maintain and maintain social peace.

³² Soerjono Soekanto, *Op.cit.* hlm. 5

Constitution of the Republic of Indonesia Year 1945

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Internet

Amerika Serikat melalui *Office of the US Trade Representative (USTR)* di *World Trade Organization (WTO)* memutuskan Indonesia sudah tidak sebagai negara berkembang tetapi menjadi negara maju pada 10 Februari 2020. Lihat <https://www.kompas.tv/article/67962/dicabut-as-dari-daftar-negara-berkembang-indonesia-masuk-negara-maju?page=all>, dan <https://internasional.kontan.co.id/news/coret-indonesia-dari-daftar-negara-berkembang-ini-maksud-terselebung-amerika?page=all>, diakses 15 Oktober 2019

<https://ti.or.id/indeks-persepsi-korupsi-indonesia-2022-mengalami-penurunan-terburuk-sepanjang-sejarah-reformasi/>, menyatakan bahwa **CPI 2022: INDONESIA** “CPI Indonesia tahun 2022 berada di skor 34/100 dan berada di peringkat 110 dari 180 negara yang disurvei. Skor ini turun 4 poin dari tahun 2021, atau merupakan penurunan paling drastis sejak 1995.” ungkap Wawan Suyatmiko, Deputi Sekretaris Jenderal Transparency International Indonesia. Dengan hasil ini, Indonesia hanya mampu menaikkan skor CPI sebanyak 2 poin dari skor 32 selama satu dekade terakhir sejak tahun 2012. Situasi ini memperlihatkan respon terhadap praktik korupsi masih cenderung berjalan lambat bahkan terus memburuk akibat minimnya dukungan yang nyata dari para pemangku kepentingan.

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https://kbbi.co.id/arti-kata/digitalisasi#google_vignette, **di·gi·ta·li·sa·si** *n* proses pemberian atau pemakaian sistem digital: implementasi -- di negara kita baru pd saluran transmisi