

When Indonesian governments tried to be the Gojeks of their own...

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Alright, those who complained regarding with [Jakarta Smart City](#) team and [Jabar Digital Service](#), the government finally **built an in-house design and development team for digitalization**. Hooray!

And now, let's see how existing government institutions are trying to become the Gojeks of their own. Before we convinced POLRI to have one.

Case Study 1: JAKI (Jakarta Kini)

JAKI was initially launched as almost looking like Gojek, with the exception of the top carousel that obscures the resemblance. Its purpose is well, to replace the existence of [Qlue](#) as endorsed by the previous mayor of Jakarta and to build an integrated Customer Response Management (CRM) and of course, a superapp.



However, its initial days were plagued with one main issue: the need to install another app to access

specific feature as advertised on the app, such as e-library.

Well, this is definitely **does not** make JAKI a super-app. No. Instead, this makes JAKI to be yet another App Store of the provincial government of Jakarta. The good news is that these annoying things are finally removed for good, so all of these features:

Satu aplikasi beragam fungsi



JakWarta



JakRespons



JakPangan



JakLingko



JakSiaga



JakWifi



JakEmisi



Pantau Banjir



JakPenda



JakIspu



JakPeta



JakSurvei



Jejak



LaporanVideo

Informasi Tersedia



Pendidikan



Kesehatan



Sosial



Status DTKS



Ketahanan
Pangan



Informasi
Rusunawa

Segera Hadir



Objek Pajak



Tenaga Kerja



UMKM



Kepemudaan
& Olahraga

are now all available **in-app** (despite some are cheating with WebViews). Good job!

Case Study 2: PeduliLindungi

Ah, yes, the national COVID-19 contact tracing app wouldn't be made without "some" inspiration from Gojek. At the time of this writing, PeduliLindungi is capable of vaccine registration, vaccine certificate, travel permits, public area check-ins, and all the health-related information you need during the case of the pandemic.

And they are currently expanding their plans to support beyond COVID-19, like child immunization and personal medication reminder tool.

Hi, Reinhart Previano Koentjoro



Entering a public space?
Stay alert to stay safe



Check-In Settings

Check-in



Medication
Reminder



Vaccine and
Immunization



Covid-19 Test
Results



Travel
Regulations



Telemedicine



Healthcare
Facility



Covid-19
Statistic



Find Hospital
Bed

Health Information

Ingin Berhenti
Merokok?

Klik untuk informasi dan konsultasi



I can personally imagine if Gojek didn't exist. This gigantic app would be split into 5-10 individual apps, like the case of the Semarang government. Yeah, I mean this one:

Android

 PDAM Kota Semarang	 Ambulans Hebat Semarang	 Apikasi Layanan Pokok Pikiran Dewan Kota Semarang
 Apikasi pelacakan perjalanan Pemerintah Kota Semarang	 Apikasi Transit Lokal (Moovit)	 Area Traffic Control System (ATCSI) Lulu Lintas Semarang Lulu Lintas Semarang
 ATCS - Semarang Smart Transportation City	 Berita - Pemerintah Kota Semarang	 Berita Kota Semarang
 CCTV Semarang	 Dashboard Pemandu Lokasi	 Dashboard Transportasi
 E-Pokir Kota Semarang	 E-Radio	 E-Surat
 HBT - Hoax Buster Tools	 Info Kota Semarang	 Jaksa Mengarah
 Jendela Informasi Semarang	 Nagatan Kota Semarang	 Korban (Konsul Dokter) Semarang
 Kota Lama Semarang	 Monitoring Pajak	 My RQWV ISI Suci Meseml
 Panduan Wisata Semarang	 Pemandu Jasa Keuangan Kota Semarang	 Pemandu Kantor Pemerintahan Kota Semarang
 Pemandu Kesehatan Kota Semarang	 Pemandu Pendidikan	 Pemandu Pusat Belanja Kota Semarang
 Pendaftaran Peserta Didik	 Peta Halte BRT Semarang	 PPID Kota Semarang
 Pustaka (Pustaka) Tanpa Antrian Kota Semarang	 Semarang Digital Kwadif	 Semarang Smart Transportation City
 Semangres	 SEMARTIX	 Slaga Hebat 92
 Smart Infrastruktur Pelektion Umum Kota Semarang	 Tanggap Darurat	 TIM Badan Pelayanan Perijinan Terpadu Semarang
 Tracking IPTB Kota Semarang	 Trans Semarang	 Transportasi Kota Semarang
 Usaha Kecil Menengah Kota Semarang		

Like Semarang, there would be a dedicated app for contact tracing, a dedicated app for COVID-19 vaccination, another one for immunization, another one for e-HAC (health-based travel permits), and another one for public health information. **Each of them is a dedicated CRUD service, so they could have been split according to the government's and tender winners' old mindset.**

Thinking beyond than just being "the Gojek of POLRI".

Sure that, there are now many, many examples of government institutions are being "Gojek, but government official app for *something* and *something* and *something*"

Like West Java's PIKOBAR, "PeduliLindungi, but for West Java and white and green", which PeduliLindungi itself is "Gojek, but for COVID-19 public management and white and blue".

It's important for us, as well, that our main purpose of building POLRI Super App is **not** to be another "Gojek, but POLRI and dark blue". There's something that we would like to do more than that, **but unfortunately, it's one of our trade secrets** □.

But looking back at one of Gojek's own statement,

A Super App is many apps within an umbrella app. **It's an Operating System that unbundles the tyranny of apps.** It's a portal to the internet for a mobile-first generation.

<https://www.gojek.io/superapp>

The true essence of a "super app" is not cloning the features of those famous apps who present a grid of features right on the front of the home page. Or to follow the "digitalization in the Industry 4.0 era" thing.

No. But it's **building an "operating system" that works on any operating system** which unites the entire Police Force and the people to be collaboratively predictive, responsible, transparent in enforcing laws and honoring justice. Yep, precisely this one:



"Works with any operating system?" Yeah, POLRI Super App still depend on Android and iOS, as well as Linux servers and Windows workstations used by the vast number of POLRI's individual regions, departments, and units. **We are making a "meta operating system" that again, works on any operating system.**

You can look at Android, BlackBerry, GNOME, iOS, KDE, macOS, or Windows and see how integrated

their system apps are. For example, your created Tasks or Reminders or To-Do can be shown in another app called Calendar. Or you can set up widgets so both your important tasks and events can be shown right on your desktop.

When translated into the Indonesian government's digital services, we should make a system that combines existing CRUD services together, and not just that, **allowing future POLRI app developers to integrate their CRUD services with us!**

Hence, we're not just building an app. We're not just building a meta-OS of our own. We're also responsible to build apps within an app, digital services within a digital service, integrated CRUDs within a CRUD.

Who knows that we actually built **a dedicated no-code platform, specifically designed for the Police Force?** That's real, and the app is just the tip of the iceberg.