



AN ANALYSIS OF THE USE OF THE MYPERTAMINA APPLICATION IN REDUCING THE MISUSE OF GOVERNMENT-SUBSIDISED PERTALITE (A LITERATURE REVIEW)

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ABSTRACT

Fuel subsidies remain one of the government's key policy instruments to safeguard public purchasing power; however, their implementation frequently faces problems of mistargeting and misuse. Peralite, as one of the subsidised fuel types, is disproportionately consumed by higher-income groups, thereby reducing the effectiveness of the subsidy's original intent. In response, the government, through PT Pertamina, introduced the Subsidi Tepat programme, supported by the MyPertamina application and a QR Code system, in order to enhance transparency, accountability, and accuracy in the distribution of subsidised fuel. This study aims to analyse the effectiveness of MyPertamina in reducing the misuse of subsidised Peralite, to identify the challenges encountered, and to propose relevant policy recommendations. The research employs a literature review method, drawing upon academic studies and official reports from 2021 to 2025. The findings indicate that MyPertamina has made a positive contribution through the digitalisation of transactions, enabling real-time recording, with data showing that by 2024, 93.9% of Peralite transactions had been digitalised. This development strengthens transparency in distribution and supports the monitoring of subsidy quotas. Nevertheless, the study also reveals significant limitations, including technical barriers related to infrastructure, low levels of digital literacy, public resistance, and the potential for misuse through QR code lending and the use of registration brokers. Sentiment analysis of users even shows that the majority of reviews were negative, highlighting the need for improvements in user experience and public communication. In conclusion, while MyPertamina plays a strategic role in promoting more targeted distribution of subsidised fuel, its success remains heavily dependent on the reinforcement of regulatory frameworks, public education, the strengthening of digital infrastructure, and layered supervision. These recommendations are expected to enhance the governance of energy subsidies in Indonesia, ensuring that they are more equitable, efficient, and sustainable.

Keywords: MyPertamina, Peralite Subsidy, Digitalisation, Governance, Government

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INTRODUCTION

Indonesia continues to bear a substantial burden of energy subsidies and compensation to maintain the affordability of fuel, 3 kg LPG, and electricity. In 2025, the allocation for subsidies and compensation in the state budget (APBN) is projected at approximately IDR 394.3 trillion, an increase from 2024 ([Muhamad, 2025](#)). This makes accurate targeting an urgent issue to ensure that the budget is both effective and equitable. At the same time, the government has emphasised the persistent problem of mistargeting—where a significant portion of subsidised fuel benefits is disproportionately enjoyed by wealthier households—thus strengthening consumption control and governance of distribution has become a necessity. In this context, the digitalisation of distribution is regarded as a key instrument for enhancing transparency, accountability, and oversight ([adi, 2024](#)).

In response, the government and PT Pertamina, through its subholding Pertamina Patra Niaga, introduced the *Subsidi Tepat* programme based on the MyPertamina application and QR Code system to record transactions and verify users of subsidised fuel, particularly Peralite and Biosolar ([Arif, 2024](#)). Trials and expansions have been implemented gradually across regions, with the Ministry of Energy and Mineral Resources (ESDM) reporting the roll-out of QR codes in several provinces and districts as part of this distribution transformation. By 1 October 2024, registrations for Peralite and Solar had reached around 5.5 million vehicles ([Niaga, 2023](#)). Although a nationwide purchase restriction was initially planned, its implementation was postponed, while data collection and registration continued ([Dewanto & Buchori, 2025](#)). Data from 2024 further indicated that 93.9% of Peralite transactions had been digitally recorded, demonstrating progress in SPBU transaction tracking. From a regulatory perspective, fuel classification and distribution remain guided by Presidential Regulation No. 191/2014, whose revision has yet to be issued despite several restriction plans being discussed ([Hasiana, 2024](#)).

Nevertheless, public policy literature and field evidence highlight that digital mechanisms are not an absolute safeguard against misuse ([Artanti, 2024](#)). BPH Migas has emphasised that QR scanning “is not a guarantee against misuse”, underscoring the need for layered governance, education, and monitoring ([Komdigi, 2024](#)). In cyberspace, the rise of fraudulent links and brokers offering “Subsidi Tepat” registration services, with risks of personal data theft (KTP and vehicle documents), further underlines the importance of data protection and user security in evaluating the policy. The Ministry and fact-checking organisations have repeatedly warned against fake registration channels, urging the public to register exclusively via the official MyPertamina or [subsidiempat.mypertamina.id](#) platforms ([Fakta, 2024](#)).

Meanwhile, the policy architecture is also evolving: the 2025 quotas have been set (Biosolar ± 17.3 million KL; Peralite ± 31.1 million KL), and Pertamina reported that distribution in the first quarter of 2025 remained on track within the allocated quota, while continuing QR-based registration pending the government’s final scheme (including options for refining distribution mechanisms and potential blending with other support programmes). These developments suggest that analysing the impact

of MyPertamina should not be limited to the adoption of the application alone, but must also consider outcome indicators such as consumption control relative to quotas, reduction of transaction anomalies, and indications of reduced misuse, within the broader dynamic policy landscape.



Figure 2. MyPertamina Logo

Against this backdrop, the present study, entitled “An Analysis of the Use of the MyPertamina Application in Reducing the Misuse of Government-Subsidised Peralite (A Literature Review)”, seeks to: (1) assess the effectiveness of MyPertamina (registration, verification, and QR-based recording) in reducing misuse of Peralite; (2) identify inhibiting factors (unfinished regulation, SPBU infrastructure readiness, digital literacy, data security, and practices of brokers/QR lending); and (3) formulate policy recommendations aligned with the regulatory framework (Presidential Regulation No. 191/2014 and its planned revision), to ensure that Peralite distribution is both well-targeted and accountable throughout the supply chain (from quota allocation, transaction recording, and monitoring to enforcement). With this approach, the study is expected to contribute empirical insights towards improving the governance of energy subsidies in Indonesia in the digital era.

METHODS

In this study, the researcher employed a literature review approach, in which the findings were drawn from various journals published between 2021 and 2025 that examined or discussed issues related to subsidised fuel (BBM) and the MyPertamina application, adjusted to the focus of this research. A literature review is a process of summarising, analysing, and synthesising existing research and ideas on a given topic. Its purpose is to provide a comprehensive understanding of the subject, to identify gaps in current knowledge, and to establish a foundation for further research. A literature review involves the careful selection and analysis of relevant sources in order to determine what has already been studied, with the objective of developing a conceptual framework and identifying areas where further investigation is needed ([Branley et al., 2004](#)). Importantly, it does not merely summarise theories, but also explains why the topic is significant and how the present research complements or critiques earlier studies ([Creswell & Creswell, 2017](#)). This means that a literature review must be systematic, rigorous, and replicable, ensuring that other researchers are able to trace and verify its process ([Alzahrani, 2020](#)). The steps in the research method used are as follows:



Figure 2. Steps of the Literature Review method

RESULT AND DISCUSSION

Tabel 1. Result

No	Name	Title	Result
1	(Triwibowo et al, 2025)	Study of the Implementation of Fuel Oil (BBM) Subsidy Supervision in Indonesia: A Theoretical Perspective Daniel A. Mazmanian dan Paul A. Sabatier	There have been efforts to improve distribution and targeting accuracy through regulation and the utilisation of information technology, such as the development of the XStar application to facilitate administrative processes. However, significant gaps in monitoring remain that must be addressed. Therefore, in order to achieve the objectives of an effective fuel subsidy policy, it is necessary to strengthen the monitoring system and enhance transparency within the distribution process.
2	(Nirmala & Surahman, 2025)	Legal Protection for Consumers Against Fuel Shortages in Samarinda City	Undang-undnag No. 8 Tahun 1999 on Consumer Protection has been inadequately implemented in Samarinda, despite providing consumers with fundamental rights. Many members of the public are unaware of the role of the Consumer Protection Non-Governmental Agency (LPKSM) and the Consumer Dispute Settlement Board (BPSK), and therefore do not make use of the available complaint mechanism.
3	(Sa'diyah et al., 2025)	Fuel Subsidy Policy	Mis-targeted subsidies can exacerbate social inequality and create market distortions, while subsidy reductions or restrictions, although beneficial for fiscal health, may have side effects such as rising prices of goods and services and a decline in household purchasing power in the short term. Therefore, the government must manage fuel subsidy policies with caution to ensure that they continue to support public welfare without placing an excessive burden on the state budget.
4	(Laurensius, 2025)	The Investigation Process of the Criminal Act of Misuse of Subsidized Fuel Oil by Investigators from the Padang Police Criminal Investigation Unit	Fuel subsidies provided by the government are intended to assist low-income communities, yet they are often misused by certain individuals or groups for personal or collective gain. The investigation process into the criminal misuse of subsidised fuel by the Padang Police Criminal Investigation Unit illustrates how the theory of the criminal justice system and the theory of law enforcement are applied in practice..

5	(Vergilius Manehat et al., 2025)	The impact of the subsidized fuel policy on the community in Oesapa sub-district, Kelapa Lima district, Kupang city	The impact of the subsidised fuel policy, through income redistribution and the provision of various goods and services, has had a positive effect on the community in Oesapa Village, Kelapa Lima District, Kupang City.
6	(Aji & Solekhan, 2024)	Indonesian Public Policy (A Study on Government Policy on Subsidized Fuel Restrictions in 2024)	The government's policy on restricting subsidised fuel is one of the measures taken to address the problem of the state budget (APBN) deficit. Subsidised fuel is allocated to specific categories, with priority given to public transport vehicles, the transport of essential goods, motorcycles under 150cc, and certain categories of private cars. Within the framework of public policy theory, this step by the Indonesian government falls into the category of a rational policy model, which emphasises the principle of maximum social gain. This means that the government, as the policymaker, aims to deliver the greatest possible benefits to society.
7	(Akdyaputra & Sudarman, 2025)	The Effectiveness of My Pertamina Merchant Apps in Monitoring the Distribution of 3 Kg LPG to Ensure Targeted Subsidies in South Jakarta (Supply Chain Case Study)	The application has made a positive contribution to enhancing transparency and efficiency in the distribution of 3kg LPG. It enables real-time transaction recording, facilitates stock monitoring, and improves consumer verification processes through data integration. Nevertheless, several challenges hinder its effectiveness, such as unstable internet connectivity, limited user education, and restricted distribution quotas. To improve distribution effectiveness, it is necessary to strengthen supply chain monitoring, develop application features, and enhance digital infrastructure.
8	(Chaniago et al., 2025)	Analysis of the MyPertamina Application to Increase Customer Satisfaction Through User Experience Dimensions and the Delone-McClean Model	User experience, system, information, and service factors contributed 86.9% to user satisfaction, with user experience emerging as the most dominant factor. These findings provide both theoretical contributions and practical recommendations for the further development of the MyPertamina application.
9	(Chantika et al., 2024)	The impact of implementing the My Pertamina QR barcode on fuel sales	The implementation of the MyPertamina QR Barcode at SPBU 24.381.01 in Kampung Kelawi, Sungai Serut District, Bengkulu City was categorised as very

			good. Fuel sales at the station were also assessed as very good, with the QR Barcode implementation shown to have a significant impact on sales. The influence of the QR Barcode on fuel sales was measured at 88.9%, while the remaining 11.1% was explained by other factors outside the model.
10	(Pambudi et al., 2025)	Analysis of MyPertamina User Sentiment Classification Using Precision, Recall, and F1-Score Evaluation Methods	A total of 87.3% of reviews were negative, reflecting a high level of user dissatisfaction. The model achieved an accuracy of 85.09%, with more detailed evaluation scores showing a precision of 87% for negative reviews, 85% for positive, and 82% for neutral. However, the confusion matrix analysis revealed a strong bias towards the majority class (negative), indicating a significant class imbalance—namely, a disproportionate number of data points in one category compared to others. These findings highlight the importance of addressing unbalanced datasets in sentiment classification and provide insights for improving the evaluation of digital public services.

Discussion

Based on the findings of the literature review, the use of the MyPertamina application in the distribution of subsidised fuel, particularly Peralite, has made a positive contribution to the government’s efforts to reduce misuse of subsidies. The digitalisation of registration and verification through a QR Code system has enhanced transparency and efficiency in transaction recording, as reflected in the data showing that 93.9% of Peralite transactions were digitally recorded in 2024. This demonstrates that the application plays an important role in improving the governance of energy subsidy distribution and serves as a key instrument in supporting the *Subsidi Tepat* policy ([Akdyaputra & Sudarman, 2025](#)); ([Chaniago et al., 2025](#)).

Nevertheless, the effectiveness of MyPertamina has not completely eliminated the potential for misuse. The literature indicates that QR Code scanning does not provide an absolute safeguard against illegal practices such as identity fraud, the use of brokers, and data manipulation ([Triwibowo, 2025](#)); ([Arliman, 2025](#)). In addition, technical barriers such as unstable internet connectivity, limited infrastructure at fuel stations in remote areas, and low levels of digital literacy remain significant factors that reduce implementation effectiveness ([Akdyaputra & Sudarman, 2025](#)).

From a social perspective, the adoption of application-based policy has faced resistance. Sentiment analysis reveals that more than 80% of user reviews of MyPertamina were negative, reflecting dissatisfaction with the user experience,

administrative burdens, and the perception that the system complicates fuel purchases ([Pambudi et al., 2025](#)). This suggests that digital innovation must be complemented by public communication strategies, socialisation, and improvements in user experience in order to achieve wider public acceptance.

From a legal and regulatory standpoint, the study emphasises that the legal basis for distributing subsidised fuel is still governed by Presidential Regulation No. 191/2014, the revision of which has yet to be enacted. This regulatory gap creates uncertainty in the digital implementation of subsidy policies, as inconsistencies between regulation and practice may weaken the effectiveness of oversight. Regulatory refinement is therefore essential to ensure stronger legitimacy for digitalisation and to provide legal certainty for both citizens and law enforcement authorities ([Sa'diyah et al., 2025](#)); ([Aji & Solekhan, 2024](#)).

Overall, this discussion highlights that MyPertamina is a crucial instrument in the modernisation of energy subsidy governance in Indonesia. However, its successful implementation depends not only on technological advancement, but also on social, legal, infrastructural, and literacy-related factors. A combination of regulatory strengthening, on-site supervision, public education, and application design improvements is necessary to maximise the benefits of digitalisation and to ensure that the ultimate objective of subsidies—to support lower-income communities—is fully realised.

CONCLUSION

Based on the results of the literature analysis, it can be concluded that the use of the MyPertamina application holds a strategic role in the government's efforts to minimise the misuse of subsidised Peralite. The application has been shown to improve transparency, efficiency, and accountability in distribution by digitally recording the majority of transactions. Nevertheless, its effectiveness continues to face several challenges, including technical issues (such as network reliability and infrastructure), social factors (such as low levels of digital literacy and user dissatisfaction), and regulatory gaps (arising from inconsistencies between legal frameworks and practical implementation). Therefore, the digitalisation of energy subsidy distribution through MyPertamina must be accompanied by: (1) the strengthening of regulations to ensure clear legal legitimacy; (2) the enhancement of digital literacy and public outreach to reduce resistance; (3) improvements in system design and supporting infrastructure to guarantee equitable access; and (4) layered monitoring to close potential loopholes for misuse. Ultimately, the implementation of this technology-driven policy is expected to deliver a more targeted, fair, and sustainable distribution of fuel subsidies, while simultaneously supporting state budget efficiency and strengthening national energy security.

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