

Digital Governance in Improving the Effectiveness of Public Services in the Digital Transformation Era

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Abstract

Digital governance has become one of the most important strategies in modern public administration to improve the effectiveness and efficiency of public services. The rapid development of information and communication technology encourages governments to transform conventional administrative systems into digital-based governance structures that are more adaptive to the demands of modern society. Through digital governance, government institutions are able to improve transparency, accelerate service delivery processes, and strengthen interaction between government institutions and citizens. This study aims to analyze the role of digital governance in improving the effectiveness of public service delivery and to identify factors influencing the success of digital governance implementation in public administration. This research applies a qualitative descriptive approach using literature review and policy document analysis. Data were collected from scientific journals, policy reports, and official government documents related to digital governance and public administration reform. The findings indicate that digital governance significantly contributes to improving administrative efficiency, transparency, and citizen participation in governance. However, several challenges remain, including technological infrastructure limitations, digital literacy gaps among government officials, and disparities in digital access among communities. Strengthening institutional capacity, expanding digital infrastructure, and improving digital competency among public servants are essential strategies to support successful digital governance implementation.



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INTRODUCTION

The development of information and communication technology has brought very significant changes in various aspects of people's lives, including in the government administration system. The digital transformation that is happening globally encourages the government to make various innovations in governance to be able to adapt to the demands of modern society that is increasingly dynamic. In the context of public administration, the use of digital technology is one of the main strategies to increase the effectiveness of the government system while improving the quality of public services provided to the community. This change is not only related to the use of technology, but also related to a paradigm shift in bureaucratic governance that is more open, transparent, and responsive to public needs.

The concept of digital governance emerged as one of the strategic approaches in the development of a modern government system based on digital technology. Digital governance not only refers to the use of information technology in public services, but also includes the integration of digital technology in the policy-making process, management of government administration, and interaction between the government and the community. With the implementation of

digital governance, the government can develop a more efficient, transparent, and accountable administrative system so that it can increase public trust in government institutions.

In addition, digital governance also has a very important role in increasing transparency in the administration of government. Through an integrated digital system, various information about public policies, government programs, and administrative processes can be accessed by the public more openly. This information disclosure provides an opportunity for the public to supervise the implementation of government policies so that it can increase the accountability of public institutions in carrying out government administrative functions.

Digital governance also plays an important role in improving the efficiency of public services. Digital-based service systems allow people to obtain various government administrative services more quickly and easily without having to go through a long bureaucratic process. The use of digital technology in public services can help the government reduce administrative costs and improve the quality of services provided to the community.

In various countries, digital governance has become an important part of public administration reform that is oriented towards improving the quality of public services. The government has developed various digital platforms that allow the public to access public services online so that the administrative process can be carried out more efficiently. Digital transformation in government also allows data integration between government agencies so that it can improve the coordination and effectiveness of public policy implementation.

In Indonesia, digital governance has become an important part of the bureaucratic reform agenda that aims to improve the quality of public services. The government has developed various technology-based service systems such as the Electronic-Based Government System (SPBE), online administration services, and various digital public service applications designed to make it easier for people to access government services.

However, the implementation of digital governance in Indonesia still faces various challenges. One of the main challenges is the limited information technology infrastructure in some areas, especially in remote areas that still have limited access to the internet network. This condition can affect the effectiveness of the implementation of a digital-based public service system.

In addition, the capacity of human resources in the government bureaucracy is also an important factor in the successful implementation of digital governance. Government apparatus needs to have adequate digital competence in order to manage technology-based administrative systems effectively and efficiently. Without adequate competency support, the implementation of digital governance cannot run optimally.

Another challenge is the digital divide in society which causes not all citizens to have equal access to digital technology. This gap can affect the effectiveness of the use of digital-based public services, so the government needs to develop an inclusive strategy so that all people can use digital services equally.

METHOD

This study uses a descriptive qualitative approach with literature study methods and policy document analysis to understand the implementation of digital governance in the modern government administration system. This approach was chosen because the research aims to examine the phenomenon of digital transformation in public administration conceptually and analytically based on various relevant scientific sources.

Research data is collected through literature review which includes various scientific sources such as reputable international journals, academic books, government policy reports, and official documents related to the implementation of digital government. The literature used is focused on research that discusses digital governance, e-government, digital transformation in the public sector, and technology-based public service innovation.

The data analysis process is carried out through several systematic stages. The first stage is the identification of relevant literature based on research keywords such as digital governance, digital government, public service innovation, and digital transformation in public administration. The second stage is data classification based on research themes such as transparency, public service efficiency, community participation, and the effectiveness of government administration.

The third stage is an interpretive analysis of various findings of previous research to understand the implementation patterns of digital governance in various government contexts. The last stage is the synthesis of concepts to produce an analytical framework that explains the relationship between digital governance and improving the effectiveness of public services.

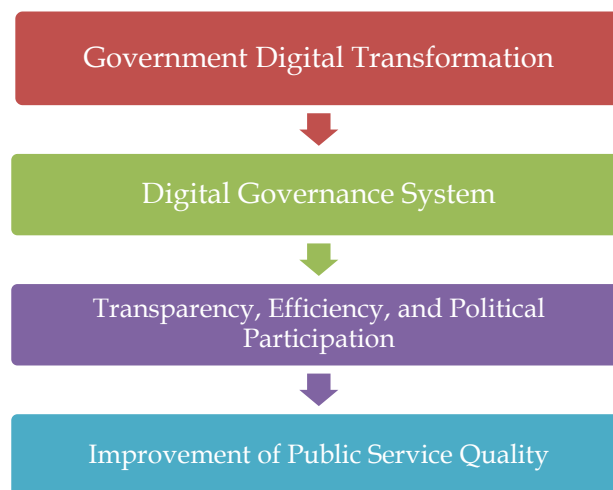


Figure 1. Digital Governance Implementation Model in Public Services

RESULTS AND DISCUSSION

The results of the literature analysis show that digital governance has a very important role in increasing the effectiveness of public services in the era of digital transformation. The use of information technology allows the government to develop a public service system that is more efficient, transparent, and easily accessible to the public. With the existence of a digital service system, people no longer have to go through long bureaucratic procedures to obtain government administrative services.

In addition to improving the efficiency of public services, digital governance also plays an important role in increasing transparency in the administration of government. Through digital platforms, various information about government policies, development programs, and public administration processes can be accessed by the public more openly. This transparency of information allows the public to supervise the implementation of public policies so that it can increase the accountability of government institutions in carrying out government administrative functions.

Digital governance also provides opportunities for the public to participate more actively in the public policy-making process. Through various digital platforms such as public service portals, electronic government applications, and online public participation forums, the public can provide input on various government policies.

However, the implementation of digital governance still faces various challenges that need to be considered by the government. The limitations of information technology infrastructure and the digital gap in society can affect the effectiveness of the implementation of digital-based public services.

In addition, the capacity of human resources in the government bureaucracy is also an important factor in the successful implementation of digital governance. Government apparatus needs to have adequate digital competence in order to be able to manage technology-based administrative systems effectively.

CONCLUSION

Digital governance is an important strategy in increasing the effectiveness of public services in the era of digital transformation. The use of digital technology allows the government to improve administrative efficiency, strengthen government transparency, and improve the quality of public services to the community.

However, the successful implementation of digital governance is highly dependent on the readiness of technological infrastructure and the capacity of human resources in the government bureaucracy.

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