

Digital Bureaucratic Transformation in Improving the Quality of Public Services

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Abstract

Bureaucratic digital transformation has become a key strategy in improving the quality of public services in the modern governance era. Governments around the world are adopting digital technologies to improve administrative efficiency, transparency, and responsiveness in delivering services to citizens. The integration of digital systems in public administration enables governments to simplify bureaucratic processes and provide more accessible public services. This study aims to analyze the role of bureaucratic digital transformation in improving public service quality and identify factors that influence its successful implementation. The research uses a qualitative descriptive approach through literature review and analysis of policy documents related to digital governance and public administration reform. The findings indicate that digital transformation in bureaucracy contributes significantly to improving service efficiency, transparency, and public satisfaction. However, several challenges remain, including technological infrastructure limitations, digital competence gaps among civil servants, and disparities in digital access within society. Strengthening institutional capacity, improving digital infrastructure, and enhancing digital literacy among government officials are essential to ensure sustainable digital transformation in public administration.



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INTRODUCTION

Digital transformation has become a global phenomenon that affects various sectors of life, including the government sector. The development of information and communication technology encourages the government to innovate in the public administration system to improve the efficiency and quality of services to the community. Digital transformation in the bureaucracy is not only related to the use of information technology in government administration processes, but also includes changes in organizational structures, work processes, and interaction patterns between the government and the community. Therefore, digital bureaucratic transformation is one of the important strategies in improving the quality of public services in the modern era.

In the context of public administration, bureaucratic digital transformation is often associated with the concept of e-government which emphasizes the use of digital technology in government administration. The implementation of e-government allows the government to provide various public services electronically so that people can access government services faster, easier, and more transparently. With the existence of a digital-based service system, the government administration process can be carried out more efficiently so that it can improve the overall performance of the bureaucracy.

Digital bureaucratic transformation also plays an important role in increasing transparency and accountability of government. Through the digital system, various information about government policies, public budgets, and administrative processes can be accessed by the public more openly. The transparency of this information provides an opportunity for the public to supervise the administration of government so that it can increase public trust in government institutions.

In addition, bureaucratic digital transformation can also improve the quality of public services through simplifying administrative procedures. Digital-based service systems allow people to access various government services online without having to come directly to government offices. This can reduce service time and increase public satisfaction with the quality of public services.

However, the implementation of digital bureaucratic transformation is inseparable from various challenges. One of the main challenges is the limitation of information technology infrastructure in several regions which can affect the effectiveness of the implementation of the digital government system. In addition, the digital competence of government officials is also an important factor in the successful implementation of digital bureaucratic transformation.

Therefore, a comprehensive strategy is needed to support the implementation of digital transformation in the government bureaucracy. The strategy includes developing information technology infrastructure, increasing the capacity of human resources in the government bureaucracy, and strengthening regulations that support the implementation of the digital government system.

METHOD

This study uses a descriptive qualitative approach to analyze the transformation of digital bureaucracy in improving the quality of public services. This approach is used because the research aims to understand in depth various concepts and implementations of digital transformation in the government administration system. Qualitative research methods allow researchers to explore various phenomena related to the transformation of digital bureaucracy based on various relevant scientific literature sources.

Research data was obtained through literature studies that include academic journals, reference books, government policy reports, and official documents related to bureaucratic reform and government digital transformation. The literature used in this study is focused on scientific publications that discuss digital governance, e-government, bureaucratic reform, and technology-based public service innovation.

The data analysis process is carried out through several stages, namely identification of literature relevant to the research topic, classification of data based on the research theme, interpretive analysis of previous research findings, and synthesis of concepts to obtain a comprehensive understanding of the implementation of digital bureaucratic transformation in the public administration system.

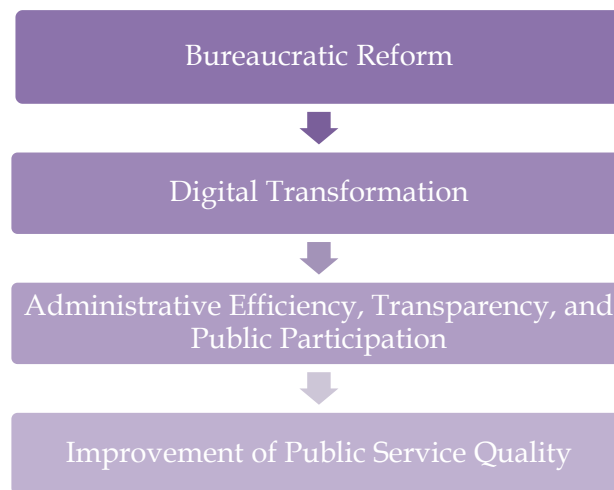


Figure 1. Digital Bureaucratic Transformation Model

RESULTS AND DISCUSSION

The results of the study show that digital transformation in the bureaucracy has a significant influence on improving the quality of public services. By utilizing digital technology, the government can provide faster and more efficient administrative services so that people can obtain public services more easily. Digital-based service systems also allow the government to reduce complex bureaucratic procedures so that the public service process can run more effectively.

In addition to improving the efficiency of public services, digital bureaucratic transformation also plays a role in increasing government transparency. The digital system allows the public to obtain information about government policies and administrative processes in a more open manner. This transparency can increase public trust in the government and strengthen accountability in the administration of government.

The digital transformation of the bureaucracy 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 and electronic government applications, the public can provide input on government policies. This community participation can help the government in formulating policies that are more responsive to public needs.

However, the implementation of digital bureaucratic transformation still faces various challenges. The limitations of information technology infrastructure and the digital divide in society can affect the effectiveness of the implementation of digital-based public service systems. Therefore, the government needs to develop a comprehensive strategy to overcome these challenges.

CONCLUSION

Digital bureaucratic transformation is an important strategy in improving the quality of public services in the era of digital transformation. The use of information technology in the government administration system can improve service efficiency, strengthen government transparency, and increase public participation in the public policy-making process.

However, the successful implementation of digital bureaucratic transformation is highly dependent on the readiness of information technology infrastructure and the capacity of human resources in the government bureaucracy. Therefore, the government needs to develop an integrated digital transformation strategy so that the implementation of the digital government system can run optimally.

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