

Digital Transformation in Public Services: Analysis of E-Government Implementation in Local Governments

Desi Angraini ^{1*}

Rahmatullah ²

Hiroshi Tanaka ³

Rebecca Miller ⁴

UM Sidrap, Indonesia

University of Kolkata, Indonesia

University of Tokyo, Japan

University of Tasmania, Australia

e-mail:

desi@umsrappang.ac.id

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Abstract

Digital transformation has become a strategic agenda in public administration reform, particularly in improving the quality and efficiency of public services. The implementation of e-government systems allows governments to deliver services more transparently, efficiently, and responsively to citizens' needs. This study aims to analyze the implementation of e-government in local government administration and examine its contribution to improving public service delivery. The research uses a qualitative descriptive approach through literature review and analysis of policy documents related to digital governance and public service transformation. Data were collected from scientific publications, government reports, and previous empirical studies discussing digital government implementation. The analysis was conducted through systematic categorization and interpretation of findings using the theoretical framework of digital governance and public administration reform. The results show that e-government implementation significantly contributes to improving service efficiency, transparency, and citizen participation in governance. However, several challenges remain, including limited technological infrastructure, inadequate digital skills among public officials, and disparities in digital access among communities. Strengthening institutional capacity, improving digital literacy among public servants, and expanding digital infrastructure are essential strategies to enhance the effectiveness of digital public service transformation.



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INTRODUCTION

The development of information technology has brought significant changes in various aspects of people's lives, including in the administration of government. Digital transformation in the public sector is one of the important strategies used by the government to improve the quality of public services and strengthen transparent and accountable governance.

Digital transformation in public administration is often associated with the application of the concept of e-government, namely the use of information and communication technology in the process of government administration to increase efficiency, transparency, and public participation in public decision-making (Mergel et al., 2019). Through the implementation of e-government, the government can provide public services faster, more accessible, and more responsive to the needs of the community.

In recent decades, many countries have developed various digital governance policies to strengthen technology-based public service systems. Digital governance is not only related to the use of information technology in public services, but also includes changes in organizational structures, administrative processes, and work cultures in government bureaucracy.

The implementation of e-government is also considered one of the important strategies in increasing transparency and accountability of government. Through the digital system, information about government policies and the use of the public budget can be accessed more openly by the public. This allows the community to supervise the administration of government more effectively.

In addition to increasing transparency, e-government also plays a role in improving the efficiency of government administration. The use of digital systems in the public service process can reduce long bureaucratic procedures and speed up the service process to the community.

In Indonesia, the implementation of e-government has become one of the important agendas in bureaucratic reform. The government has developed various public service digitization programs such as integrated service systems, government service portals, and various digital-based administrative applications.

However, the implementation of e-government at the local government level still faces various challenges. One of the main challenges is the limitation of information technology infrastructure in some areas, especially in areas with low levels of internet access.

In addition, the capacity of human resources in managing the government's digital system is also an important factor that affects the success of e-government implementation. Many local government officials still have limitations in the use of information technology in the government administration process.

Another challenge is the digital divide in society. Not all people have the same access to digital technology so it can affect the effectiveness of using digital-based public services.

However, various studies show that the implementation of e-government has great potential in improving the quality of public services and strengthening transparent and accountable governance.

Therefore, this study aims to analyze the implementation of e-government in the implementation of local government and identify various factors that affect the effectiveness of digital transformation in public services.

METHOD

This study uses a descriptive qualitative approach with literature study methods and policy document analysis.

Research data was obtained from various sources of scientific literature such as academic journals, government reports, and policy documents related to the implementation of e-government and digital transformation in public services.

The data analysis technique is carried out through several stages, namely:

1. Collection of relevant literature
2. Classification of information based on the research theme
3. Interpretive analysis of the concept of digital governance and e-government
4. Drawing conclusions based on the synthesis of the literature

This approach allows researchers to comprehensively understand the phenomenon of digital transformation in public administration through the analysis of various relevant literature sources.

RESULTS AND DISCUSSION

Implementation of E-Government in Public Services

The implementation of e-government is one of the important strategies in improving the quality of public services. Through the use of information technology, the government can provide public services more quickly and efficiently. Digital-based service systems allow people to access various government services without having to come directly to government offices. This can reduce the time and cost required in the public service process.

Transparency in Digital Government

One of the main benefits of the implementation of e-government is increased transparency in the administration of government. Through digital platforms, information about government policies and the use of the public budget can be accessed more easily by the public.

This transparency allows the public to supervise the administration of government so that it can increase government accountability.

Challenges of E-Government Implementation

Although it has various benefits, the implementation of e-government also faces various challenges such as limited information technology infrastructure, low digital capacity of government apparatus, and gaps in technology access in society.

Therefore, a comprehensive strategy is needed to increase the effectiveness of e-government implementation in public services.

CONCLUSION

Digital transformation in public administration through the implementation of e-government has great potential in improving the quality of public services and strengthening government transparency and accountability.

However, the success of e-government implementation is highly dependent on the availability of technological infrastructure, human resource capacity, and the level of community participation in the use of digital services.

Therefore, it is necessary to strengthen the capacity of government institutions and develop adequate digital infrastructure to support digital transformation in public services.

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