

INOVASI DIGITAL DALAM ADMINISTRASI NEGARA: MENUJU LAYANAN PUBLIK YANG LEBIH EFISIEN DAN TRANSPARAN

Loso Judijanto

IPOSS Jakarta, Indonesia

Melyana R Pugu

Universitas Cenderawasih

ABSTRACT

- *Digital transformation has become an important focus for state administration to improve public services. Digital innovation has the potential to simplify government procedures, increase citizens' access to information, and enable more open and transparent government. This study explores various aspects of digital innovation in the context of state administration and how they contribute to the more efficient provision of public services. Through literature analysis, this study identifies the successes, challenges, and best strategies in implementing digital technology. The results show that despite infrastructure barriers, cyber resilience, and the need for human resource capacity building, the move towards digital-based services can improve compliance, increase transparency, and reduce corruption. This study provides recommendations on how the government can adopt a policy framework and cross-sectoral collaboration that will accelerate the adoption of digital innovation, as well as how to mitigate risks related to data privacy and security.*

References

- Adam, I., & Fazekas, M. (2021). Are emerging technologies helping win the fight against corruption? A review of the state of evidence. *Information Economics and Policy*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S016762452100038X>
- Cagigas, D., Clifton, J., Diaz-Fuentes, D., & ... (2021). Blockchain for public services: A systematic literature review. *IEEE ...*, Query date: 2025-02-07 09:14:06. <https://ieeexplore.ieee.org/abstract/document/9326290/>
- Chen, T., Guo, W., Gao, X., & Liang, Z. (2021). AI-based self-service technology in public service delivery: User experience and influencing factors. *Government Information Quarterly*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0740624X20302999>
- Cinar, E., Trott, P., & Simms, C. (2021). An international exploration of barriers and tactics in the public sector innovation process. *Public Management Review*, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1080/14719037.2019.1668470>
- Erdayani, R., Afandi, M., & Afandi, S. (2023). Bibliometric Analysis of Open Government: A Study on The Open Government Partnership. ... *Journal of Economics ...*, Query date: 2025-02-07 09:14:06. <https://ejournal.indo-intellectual.id/index.php/ifi/article/view/180>
- Ha, L. (2022). Are digital business and digital public services a driver for better energy security? Evidence from a European sample. *Environmental Science and Pollution*

- Research, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1007/s11356-021-17843-2>
- Kassen, M. (2022). Blockchain and e-government innovation: Automation of public information processes. *Information Systems*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0306437921000922>
- Kokh, L., Kovaleva, J., & Ivanova, O. (2021). Big Data in Public Administration. *International Scientific and ...*, Query date: 2025-02-07 09:14:06. <https://www.atlantis-press.com/proceedings/ispcr-20/125953179>
- Kuziemski, M., & Misuraca, G. (2020). AI governance in the public sector: Three tales from the frontiers of automated decision-making in democratic settings. *Telecommunications Policy*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0308596120300689>
- MacLean, D., & Titah, R. (2022). A systematic literature review of empirical research on the impacts of e-government: A public value perspective. *Public Administration Review*, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1111/puar.13413>
- Madan, R., & Ashok, M. (2023). AI adoption and diffusion in public administration: A systematic literature review and future research agenda. *Government Information Quarterly*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0740624X22001101>
- Mergel, I., Ganapati, S., & Whitford, A. (2021). Agile: A new way of governing. *Public Administration ...*, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1111/puar.13202>
- Mu, R., & Wang, H. (2022). A systematic literature review of open innovation in the public sector: Comparing barriers and governance strategies of digital and non-digital open innovation. *Public Management Review*, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1080/14719037.2020.1838787>
- Noordt, C. V., & Misuraca, G. (2022). Artificial intelligence for the public sector: Results of landscaping the use of AI in government across the European Union. *Government Information Quarterly*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0740624X22000478>
- Ruvalcaba-Gomez, E., Criado, J., & ... (2023). Analyzing open government policy adoption through the multiple streams framework: The roles of policy entrepreneurs in the case of Madrid. *... and Administration*, Query date: 2025-02-07 09:14:06. <https://doi.org/10.1177/0952076720936349>
- Sanusi, I. (2015). Menjembatani Penelitian Kualitatif dan Kuantitatif. *Jurnal Ilmu Dakwah*, 4(13), 409–409. <https://doi.org/10.15575/jid.v4i13.400>
- Syafril, S., & Erlina, N. (2018). Menyiapkan Protokol Interview, Memilih Informan dan Melakukan Probing dalam Penelitian Kualitatif. Query date: 2024-05-25 20:59:55. <https://doi.org/10.31219/osf.io/pvsh3>
- Tan, E., Mahula, S., & Crompvoets, J. (2022). Blockchain governance in the public sector: A conceptual framework for public management. *Government Information Quarterly*, Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0740624X21000617>
- Torring, J., Ferlie, E., Jukić, T., & ... (2021). A theoretical framework for studying the co-creation of innovative solutions and public value. *Policy & ...*, Query date: 2025-02-07 09:14:06. <https://bristoluniversitypressdigital.com/view/journals/pp/49/2/article-p189.xml>

- Uyar, A., Nimer, K., Kuzey, C., Shahbaz, M., & ... (2021). Can e-government initiatives alleviate tax evasion? The moderation effect of ICT. ... Forecasting and Social ..., Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0040162521000299>
- Valle-Cruz, D., Criado, J., Sandoval-Almazán, R., & ... (2020). Assessing the public policy-cycle framework in the age of artificial intelligence: From agenda-setting to policy evaluation. Government Information ..., Query date: 2025-02-07 09:14:06. <https://www.sciencedirect.com/science/article/pii/S0740624X20302884>
- Wekke, I. S. (2020). Desain Penelitian Kualitatif. Query date: 2024-05-25 20:59:55. <https://doi.org/10.31219/osf.io/4q8pz>