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# How to Improve Public Administration Services in Digital World: What Evidences Say

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***Abstract---****This study aimed to discuss how public administration services can be improved in an era where technology has penetrated all life and business sectors, including government administration services. To discuss this study, we obtained many issuers from scientific publications in the form of books and other written works. Of course, first, we carefully studied the scientific methodological system, which, among other things, coded the data, analyzed it carefully, and evaluated it until we could conclude that this finding was valid. After we analyzed and followed up with a discussion of the final results, we concluded that this study had gained an understanding of how public administration services can be improved by the support of digital technology applications, which include the involvement of digital technology that has been able to provide convenience in public administration services. Technology can also reduce the practice of non-transparency, such as corruption practices. Specialized roles also positively impact the convenience for the government to carry out public administration tasks. It also provides a sense of justice and democracy for the wider community. Thus, the results of this study hope to essential findings supporting the study of government role and responsibility using technology applications in future studies.*
***Keywords---****digital application, not playing service, public administration, scientific evidence*.

## Introduction

Efforts to improve public administration are constitutional demands in every country, especially with the development of digital technology, where the digital presence has been proven to transform all lines of life and business activities such as state administration, industry, and other organizations (Milakovich, 2012). Various efforts to improve public administration have been carried out, such as case analysis and experimental studies have been carried out. However, the authors believe that studies to gain an understanding of improving administration in this

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technological era by relying on published evidence data are still little done, significantly improving public administration in the digital era, especially the digital era—the scope of government organizations in the country. Studies analyzing published scientific evidence such as books and scientific journals of public administration in this virtual era are interesting to carry out (Savvas & Bassiliades, 2009; Fernández-Viñé et al., 2013).

Such a study is an important way in which to open the literature related to public administration, especially for academics and practitioners where the study will be beneficial in providing understanding both for application in organizational contacts and authors of writing scientific papers that are being carried out in the context of academia in Indonesia. This effort will provide historical facts and evidence during the review process. Likewise, when the activity examines the functions and roles of public administration, the researcher will understand how the role of public administration is for improving public services by organizations such as the government in carrying out public service work and quickly getting information related to regulations and policies that will help the parties to straighten out bureaucratic tasks in an institution because public applications are essential in continuing administrative tasks both in state and private organizations (Kouziokas, 2017; Ahas & Mark, 2005).

Indonesia is one of the countries that has focused on efforts to improve public administration, namely utilizing technology to manage public administration effectively and transparently. This step was taken by realizing that this constantly evolving technology will benefit the improvement of public services, namely that technology pens can innovate by transforming administrative tasks so that the efficiency of government administration work will be seen. According to the study of international level administrative governance driven by the World Bank with indicators of 0 to 100 in terms of governance and efficiency of the Indonesian government, it is proven that it has only scored 55, still below neighbouring countries such as Thailand, Malaysia, especially Singapore and Japan, where these two developed countries have succeeded. Get scores of 100 and 93, respectively.

On that basis, the Indonesian government wants to continue improving itself so that in the future, it can serve the public by relying on the effectiveness of technology so that Indonesia can get a score above 55. It must be admitted that technology with application software created is up-and-coming for increasing efficiency in effectiveness so that the government can carry out public service administration to be productive, which includes administrative control and avoiding corrupt practices (Dutta et al., 2013; Zhang et al., 2003; Roberts et al., 2014). Technology positively impacts the efficiency of implementing education, health services, social security, and other public services. Sehingga Indonesia can serve public administration to achieve indicators that continue to increase in the coming years.

## Research Method

This article presented the steps in carrying out this study, the aim of which is how efforts to improve public administration services or government in the current era all sectors of life and business are transformed by technology (Padilla-Díaz, 2015). Public administration services are one of the main goals with the presence of a state with a constitutional mandate following the charter of independence; namely, the state participates in the aspiration of creating and educating the lives of its people, which has become the main goal in achieving independence. For this purpose, namely the discussion supported by scientific evidence from various fires and field applications, this study has collected much data that we analyze relevant in answering the problems of this study. The data search method has been carried out by maximizing electronic searches on public administration publication literature sources and developing digital technology to support government administration and other organizations (Tuffour, 2017).

We have searched with the help of keywords such as increasing public services, digital applications in government, and other scientific evidence. Before deciding to discuss in the results section, there are approximately 50 data after being selected from 100 themes and literature hats; we discuss them under a phenomenological approach. We believe this approach can guide this study because this study wants to obtain scientific evidence to increase our understanding of how public administration services in this era of technology have penetrated all sectors of life. So, we first examine the information, which involves, among other things, a thorough coding and interpretation of data to conclude if these critical points are relevant in answering the problem or, in other words, valid and reliable (Khan, 2014).

Meanwhile, in preparing the final draft, we chose a descriptive qualitative study guide and a literature review where we collected some relevant ones and used them as material for discussion, which we described in the results and discussion section or section. We repeat this study and design it in a qualitative design whose data we select and limit from publications in 2010 to the latest issue of 2022. We decided on this method because of the development of technology applications that support public administration services in organizations, and the communist country is developing very rapidly. Likewise, this discussion study relies on secondary data from several electronic searches described above (Keysor, 2003; Wright et al., 2007; Pullin et al., 2004). Thus, among others, the stages and process

of implementing this study which we started from the problem identification process, then continued with the data search process, then analyzed the data until we covered it with a report that followed the design format of a descriptive qualitative study of social science public administration in the context of Indonesia and other countries (Alas et al., 2017).

## Result and Discussion

### *Technology and public administration services*

Back to the problem of improving public administration in the technological era, adhering to published scientific evidence is one way to improve public administration works. So, one of the advantages of technology in improving public administration services is that with technology, there will be an increase in compliance with obligations such as paying taxpayers and other public online provisions. For example, can a population administration system with a national identity explain the community registration number system? This will make population tasks easier. As understood, Indonesia is one of the countries with the world's number 4 population; in other words, this is a resource that will advance the country through income. It is a government service (Jones, 2017).

On the other hand, it will also be easy for the state to get tax inputs because all of its citizens have been identified and made into a national program, making it easier for the government community to manage laws and regulations and comply with paying taxes. So that we no longer hear that the tax on goods and services, for example, cannot be optimized by the state, then an electronic system with an existing internet network, including all types of community businesses, huge ones, must be digitally based so that the government can do taxation correctly (Conrad & Hilchey, 2011). As understood, the internet network that is connected to a national identity system will later be connected to each bank account, and the connected account will be managed and used by the banking sector as well as will receive a response from the bank if there are individuals who do not meet the requirements and obligations.

Likewise, with the application of this technology, the government will make it easier for tax filings, and there will be interactions on how to pay taxes and tax managers and expand the tax revenue base appropriately with the government management—electronic-based population governance system (Wibowo & Sandikapura, 2019). So, as stated that the success of the state in implementing the ID national system will encourage all citizens who have been subject to taxpayers to take the initiative to be assisted by digital applications; it will make it easier for the government to collect taxes simply by for example with proof of an E-KTP card or Indonesia, perhaps like Malaysia. with Mycad maybe also like Pakistan with Nadra. So all countries will undoubtedly be facilitated by the presence of technology, so we dare to say that this era of technology-based public services is part of efforts to improve the performance of Indonesian public administration (Pardede et al., 2018).

### *Public administration and reducing corruption*

In addition to facilitating governance related to the tax system, public administration governance in the technology era also impacts efforts to reduce corruption and land management systems using signal blocks. An international study on transparency states that hundreds of trillions of rupiahs of state funds are indicated in corruption. This certainly makes the Indonesian government very disturbed in the implementation of governance. As a solution with the integration of public administration governance using blockchain technology, it is believed that it will be able to overcome both the problem of fraud and acts of corruption in the Indonesian state when a digital-based platform can store records in the form of land ownership data and thus can show the process of public administration governance with the system (Zakirova, 2021).

Judging from the growth in the number of universities and the increase in the development of Indonesian human resources, this is undoubtedly good news despite efforts to reduce corruption in Indonesia (Dirwan, 2019). Although these efforts are still not promising, as a result of increasing human resources, including the willingness of human resources to be supported by technology in public administration governance, it is believed that corruption actions will be reduced, marked by the increasing number of officials caught by corruption because law enforcement officials have involved the use of technology to detect actions there (Deni, 2016). The nature of technology is to indicate the occurrence of law violations or data that states that the law easily tracks every act of corruption by taking a cultural technology solution approach. So understanding for the sake of research carried out, there are very significant results from the presence of universities to improve human resources both individually and institutionally, which will ultimately reduce the impact of acts of corruption in Indonesia. Through the application of technology, it can also prevent, namely through education on the development of anti-corruption human resources and involving

the community; most importantly, the existence of technology can provide a warning so that acts of corruption can be anticipated (Ibrahim et al., 2018).

Through technology, it is believed that transparency and corruption can be overcome. For example, the implementation of e-government in the ranks of government, both central and local, has proven to be effective in anticipating acts of corruption (Ismail et al., 2020). The reason is that an electronic-based public management approach such as fish can be made to improve public services where the government can prioritize the principle of transparency where technology allows it all and allows accountability where the sophistication of the technology can provide transparency and ways of working electronic system that can detect and provide understanding to law enforcement and other parties from the governance level to the government, namely taking public receipts so that actions that smell of corruption, collusion and nepotism can be detected from the start because technology-based development allows all fraudulent practices to be accessible easily detected (Fathoni & Lanrong, 2021). So many of their kingdoms are implementing technology systems; of course, it will help efforts to improve the quality of electronic-based public services or electronic coverage, which today in some areas have been able to be appropriately applied while there are still many in other areas where local governments are not so skilled at adopting digital applications public administration governance system (Abidin et al., 2020).

Efforts to reduce corruption in governance, education, and training solutions in applying technology and skills-oriented public administration for future solutions are relevant (Kumar et al., 2021). This follows what is described by the 2018 Asian Development Outlook, which says that technology can influence government work through investment in quality education which is the primary key in preparing future human resources. Logically, a state apparatus employee with high skills, then he has the ability in academic matters such as reading and other literacy skills, mainly supported by soft skills and emotional skills plus digital literacy is an effort to strengthen new skills which are undoubtedly technology-oriented for future solutions (Marysyuk et al., 2021).

For example, strengthening formal provision with adequate qualifications is the basis for improving skills in public services by utilizing social media platforms and the like. It must admit the importance of developing partnerships and other actors, such as education which will result in progress regarding aspects of public services in the form of quality education (Seran et al., 2021). Such efforts made in this education program allow the quality of educational infrastructure and government efforts in solving various problems to be carried out, such as optimizing employee human resources in providing policy services and public amination. So with technology that has the potential to provide training and provide a result to strengthen the ability of state apparatus in carrying out such tasks, this is indeed very important and supportive, especially when Indonesia is thinking about the vision and mission of developing long conversations in the future (Darmi & Suwitri, 2017).

*Public health administration services*

Efforts to improve public health administration services can also be carried out by adopting technology which is also part of service improvement as mentioned above in the corruption prevention project but the same can also be done in public health services (Curran et al., 2012). Indonesia is pursuing a fantastic plan to provide health services to its citizens. This is driven by the desire of the leaders through the constitution to make Indonesia a country with good service in the Asian region. For this reason, through the Ministry of Economy and People, the Indonesian government has launched an effort to digitize public health for the last five years, which has developed digital economic planning with a schedule for the next 25 years. Indonesia is one of the countries that has a digital service system. It provides data-based services that begin with creating HR readiness that utilizes technological sophistication (Luna-delRisco et al., 2018). This is, of course, through a project to integrate the city's health care system to allow health professionals and the sick to get information together to find out the extent of progress and health as well as get advice and various health tips electronically. A digital-based health system, especially this service, can also be developed by creating a health registration number through technology assistance which is part of public services (Aarons et al., 2011).

Likewise, the findings of Hasan and Minato 2018 the adoption of technology applications for health maintenance based on digital applications in public health services in Malaysia has proven the effectiveness of technology applications for strengthening public administration services. Their study showed that changes in the percentage of health technology adoption among patients resulted in high costs and cure rates in community health centres (LeRouge et al., 2014). On the other hand, technology is also beneficial for doctors in conducting health consultations for outpatients. This effort to improve public services, especially the health sector, provides a perfect model of how technology not only helps doctors in carrying out treatment from diagnosis to treatment, but this digital application also allows doctors to communicate with patients even though they are far apart. This is scientific

evidence that it can be concluded that public administration services, especially for health, are current with current digital applications (Burch & Strawderman, 2014).

*Digital transformation in public administration service*

The findings of (Armenia et al., 2021) examine how digital innovation in administrative governance and improving public services results in the convenience of the government in the work process of government organizations in public administration in Italy with their study using a system improving thinking and System dynamics improvement approach in profit analysis. It can be obtained through the digitalis application. In terms of service improvement, productivity, and economic savings of the country. With a digital transformation and innovation system on public administration tasks, government tasks in the progressive improvement of public services in application and document management and the digitization process. In digital transformation, the design of all internal public administration systems seeks to increase the efficiency of government performance (Mergel et al., 2019).

Likewise, the findings of Amalia et al. (2020), through a study with the theme "Indonesian Millennial Halal Food Purchase: Just a Habit." have found factors that determine the attitude toward halal food transactions among Muslim millennials in Indonesia as a Muslim-majority country. Their findings say that although the purchase of halal products is commonplace again for Muslim Millennials in Muslim societies. So their study shows that buying behaviour and habits follow government control and page certification bodies, especially with the adoption of sound technology in product packaging with halal labels. The government has served its public following the public wishes of the government they trust (Holquist, 2010).

Furthermore, the transformation of digital technology towards improving public administration, which continues to be intensively carried out, has brought very innovative progress to the public service sector in Indonesia (Sulistya et al., 2019). In this case, including transformation, it certainly has significant potential to improve relations between authorities and the public through efforts to facilitate the community in obtaining needs and services from the government. This digitalization transformation in government work is the actual contribution of technology to the government in Indonesia, perhaps as in other countries, which continues to increase with enormous openness and transparency compared to an era where technology has not yet contributed much to support government programs (Abidin et al., 2020).

In other words, the transformation of digital technology in the government's work system means that efforts towards modernization to a more optimal stage are proven by how the government ensures that public abrasion is smooth, not only in the daily context but also has an impact on how smooth administrative work is that is not limited by time (Rafi et al., 2022). So this is a critical point to note how the technological transformation of work to the government can be improved in the sense that the higher the involvement of technology in the sector of the government that provides services to the people both in Indonesia and internationally, this indicates that more and more digital application tools are being used. It must be created and adapted to the intended use. This is what we mean by improving government services, especially public aspirations in this technological era, which is real today (Tapscott & Tapscott, 2016).

Furthermore, efforts to improve public services, especially immigration, are also part of policy making in the digital era, which of course, impacts public satisfaction (Uddin et al., 2016). This is because people are getting used to using technology which provides a variety of applications related to government administration work patterns, not only in big cities today, but also in the happiness of public services in regions in Indonesia such as e-KTP, banking applications, and other government services. The presence of technology has accelerated decision-making and public services without human involvement, as before the existence of technology. This is significant progress in governance and public services (Jatmikowati & Sholihah, 2017).

*Technological tools in government practices*

Indeed, these technological tools were created following the principle of their usefulness by taking into account the principles of equity and justice in an era that is now getting higher accountability of organizational structures and transformations in which there is convenience due to the impact of this technology (Špaček, 2018). Therefore, it can be directly felt in the achievement of public rights. The trend of the presence of technology in public services is a change in values and also the order of needs driven by the power of technology which, of course, is a manifestation of the government itself in various events to serve community groups who need services following the message and mandate of the constitution in Indonesia (Ngatikoh et al., 2020), March. On the other hand, the application of technology also brings many opportunities for innovation in the public service sector; this will have the potential to

increase satisfaction between the government and its citizens, where the presence of technology has helped provide convenience in procedures that allow many people to continue to receive services for their rights and interests. So it can be observed how now the level of community satisfaction in getting their rights in an increasingly digitally transforming era and also public rights, which are now easier to find in the reform era where democratic values are easier to implement (Yunas, 2016).

In the past, what has become a trend among government services is to provide a long-term impetus in the future that will have an impact not only on one country but globally from the coming year, not only in developed countries but also in developing countries where technology tools penetrate the world (Sandoval-Almazan & Gil-Garcia, 2012). The public service environment in every country. People can go to the government system. The trend observed today is the increasing application of technology used by the government in serving the community, so functioning democratic values have considerably influenced community satisfaction in getting their services from the government (AlBalushi & Ali, 2015). On the other hand, technology has also made it easier for the public to participate in development in an era that is all-media compared to the past; the advantages of various digital media platforms, of course, cannot do this anymore. -the traditional way. So even though the practice and model of government services to the community are increasingly innovative, the government sector in this era of transformation does not provide modernization of public services. Such efforts to increase the value of democracy, which is increasingly globalized in many countries, are due to the emergence of technology which provides its charm so that it is more influential than in previous times (Chen, 2019).

Today along with the progress of science and technology and the demands of democracy, government as state administrators will undoubtedly get more considerable challenges where they have to serve the public in a transition period from the old way of working, changing the way of working assisted by technology-based applications (Jasanoff, 2017). Compared to the past, before the presence of technology that was ready to innovate government tasks, at that time, technology had not become an essential thing that needed to be involved in completing government service tasks very complex service, and at that time, the demands from the community of course still revolved around manual services (Chilvers & Kearnes, 2015). These demands often with the times require the government to take advantage of what the changing times can provide, namely the era of technology that has been proven to work more but saves costs when the technology platform is moved to the cloud system, the infrastructure is shared as well as a more secure data centre so that the organization governance, even at the village level, will undoubtedly be more accessible when facilities and technical support are included even though the budget is very minimal. Then the experts dare to guarantee and say that the procurement of suitable technology applications will certainly make it easier for state apparatus to provide public services to save money compared to the ways of working in the past (Runya et al., 2015).

## Conclusion

Finally, we can summarize the conclusions from the implementation of the study, which aims to understand and discuss how efforts to improve public administration services in an increasingly digital era are supported by various academic and predictably exporters' perspectives. Here we believe that we have answered the study's core problems and objectives with high competence and validity through the study of several applications. Next, we can generally summarize, among others, how technology has supported public imitation services both in the context of Indonesia and internationally. Furthermore, we also see administrative factories supported by technology capable of fighting corruption. This is because when technology is used proportionally, public administration will be more accountable and transparent, reducing acts such as corruption and other crimes. Likewise, public administration, called technology, can provide services for legal administration and others and public health services and opportunities for the community to access all their needs through the application.

Likewise, technology-based applications in public services also provide convenience to transportation services, as has happened in several countries where technology has indeed democratically backed up government services, which cable practice And the involvement of this technology is fulfilling the principles and principles of equality and justice of the state. Thus, among others, the main points that we have concluded from various scientific evidence in the form of views and perspectives of experts both in policy making and expertise from academic work.

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