



The Urgency of Optimizing Digital Service Policies in Order to Realize Good Governance

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Abstract

This study aims to examine the urgency of optimizing digital service policies in order to realize good governance. Digital service policies have become an integral part of public administration in the modern era. This article discusses the urgency of optimizing digital service policies in order to realize good governance. Good governance is a basic principle in the management of good governance, transparent, efficient, and responsible. Digital service policies play an important role in achieving this goal. The problem to be discussed in this study is how urgent the optimization of digital service policies is in order to realize good governance. The research method used is a normative research method with a statute approach and analyzed using content analysis.

Keywords: *Optimization; Policy; Digital Service; Good Governance*

Introduction

Good public service is the foundation of a democratic and effective government. People have an undeniable right to receive quality public services. Basically, good public service is clear evidence that the government exists to serve the interests of citizens.¹ This study tries to explain why the right to get good public services for the community is so important. Public services are part of the social contract. A social contract is an unwritten agreement between a citizen and a government. In this contract, the government undertakes to protect the rights and interests of citizens. Good public service is one of the ways the government fulfills its obligations under this contract. When public services do not meet good standards, it can be considered a betrayal of the social contract. Quality public services contribute greatly to improving the quality of life of the community. Healthcare, education, transportation, and more, all play an important role in meeting the basic needs of citizens. With good service, people can live healthier, smarter, and more productive.²

When people are confident that they will receive good public services, they are more likely to engage in the political process and participate in decision-making. This encourages the formation of a

¹ Suryono, Agus. "Policy Public to Welfare people." *Transparency: Journal Scientific Science Administration* 6.2 (2014): 98-102.

² Mardinata Erwin Tomy Dual Cahyono, and Reza Muhammad Rizqi. "Transformation Digital Village Through System Information Village (SID): Increase Quality Service Public and Welfare Society." *Parta: Journal Devotion to Community* 4.1 (2023): 73-81.

more active society, as well as a more transparent and accountable government. Good public services can reduce social inequality. All citizens, regardless of their social or economic background, should be able to access the same services. This helps create a more just and equitable society. When the government provides good public services, it creates public trust in government institutions. This trust is very important in maintaining social and political stability. People who trust the government are more likely to support policies and obey the law. The right to good public services is also closely related to human rights. All human beings have the right to live with dignity, and poor public services can threaten this right. These include rights such as the right to education, health care, and protection against discrimination^{3,4}.

Getting good public services is a fundamental right that must be guaranteed by every government. Quality public services are a tangible form of the government's commitment to the welfare of its citizens. Communities must continue to play an active role in ensuring that this right is respected and fulfilled by governments, and governments must continue to strive to improve the quality of their public services for the benefit of all citizens. Some of the main problems faced by Indonesia in the context of public services include slow bureaucracy and rampant corrupt practices. Sluggish bureaucracy and high levels of corruption are major problems in Indonesia's public services. Complicated and lengthy bureaucratic processes often make it difficult for people to access the services they are supposed to receive without hindrance. In addition, corruption at various levels of government can lead to cuts in budgets that would otherwise be used for quality public services.⁵

Lack of transparency in the use of budgets and lack of accountability in public services are important issues. The public often does not have adequate access to information about the use of public funds, and there are no effective mechanisms to complain about or monitor the performance of public service providers. The rise of corrupt practices in the implementation of public services by government administrators is a serious problem that harms society and undermines social order and good governance. The rise of corrupt practices in public services is a problem that needs to be addressed seriously. This not only harms society, but also undermines trust in government and public institutions. Efforts to tackle corruption must be a priority in building a clean, transparent, and accountable government. Based on the description above, a solution is needed to realize good governance, namely by optimizing public services in order to realize good governance. Therefore, the problem to be discussed in this study is how urgent the optimization of digital service policies in order to realize good governance.

Research Methods

The research method used is a normative research method. By using a⁶ statute approach related to the urgency of optimizing digital service policies in order to realize good governance.⁷ The statute approach is to examine matters concerning legal principles, legal views and doctrines, and laws and regulations related to the environment, and accurate and accountable data related to the urgency of optimizing digital service policies in order to realize good governance.⁸ In addition, an in-depth examination of the legal facts is also held to then seek solutions to the problems that arise in the symptoms concerned.⁹

³ Hasjimzum, Yusnani. "Model democracy deep Increased quality Service Public (Study Self-government area deep Increased Welfare community post reform)." *Journal dynamics law* 14.3 (2014): 445-457.

⁴ Ridwan, Ir H. Juniarso, and MH Achmad Sodic Sudrajat. *Law administration Country and policy Service Public*. Nuance Educated, 2020.

⁵ Rohman, Abd, Anthony Sukiman, and Willy Trihardianto. "Countermeasures Poverty Through Navel Welfare Social Deep Perspective Service Public." *Publicio: Journal Scientific Politics, Policy and Social* 3.1 (2021): 71-84.

⁶ Soetrisno, Methodology Research, UGM, Yogyakarta, 1978, 49.

⁷ Peter Mahmud Marzuki, *Research Law*, Gold Pretone Media Group, Jakarta, 2011, 35

⁸ Abdulkadir Muhammad, *Law and research Law Bandung: Aditya's image Filial piety*, 2004, 32

⁹ Mukti Dawn and Yulianto Achmad, *Dualism Research Law Normative & Empirical*, Yogyakarta, Library Student, 2010, 34

Results and Discussion

Technology has become an indispensable part of our lives. The development of technology has changed the way we work, communicate, and live. Technological innovation affects almost every aspect of human life, both in the economic, educational, health, and social sectors. In this¹⁰ article, we will explore technological developments, their impacts, the challenges faced, as well as the opportunities presented by technological developments. The development of technology has brought various positive impacts on society and the economy, among them. Technology has enabled better access to healthcare, education, and information. It has improved the quality of life of many people around the world. Technology has spurred economic growth through innovations in production, supply chain management, and business models. New businesses emerging from technological innovation have created new jobs. Technology has connected the world closer through the internet. It enables easier global communication, trade, and collaboration between individuals and organizations in different countries. Technology is also used to address environmental issues, such as renewable energy, energy efficiency, and waste management. This is an important step in protecting our planet.¹¹

Although technological developments bring many benefits, there are also a number of challenges that need to be faced. Increasingly sophisticated technologies present increased cybersecurity risks. Cyberattacks, data theft, and threats to online privacy are becoming serious problems. Not everyone around the world has the same access to technology. Digital inequality results in gaps in access to opportunities and resources. Along with automation and robotization, there are concerns over the loss of human jobs. Governments and companies need to find ways to address these challenges. The use of technology often raises ethical questions, especially related to data collection and surveillance. Privacy and ethical protection are important issues. While we face challenges, technological developments also bring opportunities¹². Technology enables distance education, opening up educational opportunities for individuals around the world. Technology enables the development of innovations in the field of healthcare, including telemedicine and advanced medical technology. Business opportunities in the digital economy continue to grow, including e-commerce, mobile apps, and technology startups. Technology can also be used for sustainable solutions, such as renewable energy, green transportation, and waste management.¹³

Technological development is characteristic of our time, and its impact extends to different sectors of life. While facing challenges, we must not miss the opportunities presented by technology. It is important to continue to consider the social, ethical, and security impacts of technology. Good governance, known as "good governance," is an essential prerequisite for people's development and well-being. One of the core elements of good governance is quality public services. In the modern digital era, information and communication technology has played a crucial role in improving public services and creating good governance. One of the main ways in which technology plays a role in improving public services is by increasing people's access to government services. Through digital platforms, mobile apps, and official websites, citizens can access government information and services more easily and quickly. This not only speeds up the process, but also ensures that more people have equal access to public services.¹⁴

¹⁰ Kasemin, H. Kasiyanto. *Aggression Development Technology Information*. Pretone Media, 2016.

¹¹ Saad Daryanto. "Impact development technology information and communication towards culture." *SYMBOLIC JOURNAL Research and Learning in Communication Study* 4.1 (2018): 62-72.

¹² Yuliarta, I. Wayan, and Hayatul Khairul Grace. "Increased Welfare through Empowerment community shore Based technology as attempt strengthen security Maritime in Indonesia." *Journal Dynamics Social Culture* 23.1 (2021): 180-189.

¹³ Ikhsani, Mastur Mujib, and Yudhishtira Pradhista Aryoko. "Strategy Development Cooperation deep Attempt Build Welfare Society." *DERIVATIVES: Journal Management* 13.2 (2019). 23

¹⁴ Sukmawati, Desi, and Rina Maryanti. "Development of education and economic circulation in supporting local potential as community empowerment efforts amid the Covid-19 pandemic." *Indonesian Journal of Multidisciplinary Research* 1.2 (2022): 235-250.

Technology allows governments to increase the level of transparency in decision-making and the use of public funds. Through the transparency portal, information about government budgets, contracts, expenditures, and performance can be accessed by the public. This creates trust and allows the public to monitor government actions. In addition, technology also facilitates better complaint reporting and oversight mechanisms, which contribute to government accountability. The application of technology in public services also leads to increased efficiency and effectiveness. Many processes that were once manual and time-consuming can be automated and simplified with digital technology. This reduces unnecessary bureaucracy, speeds up service provision, and reduces the likelihood of human error. By intelligently collecting and analyzing data, governments can measure the performance of public services and take necessary actions to improve them.¹⁵

Technology also enables more active public participation in government decision-making. Through the online platform, people can provide input, submit suggestions, and voice their concerns. Governments that are responsive to people's aspirations can design policies that are better and better suited to their needs. The role of technology in improving public services and realizing good governance is crucial. Technology enables easier access, increases transparency and accountability, increases efficiency and effectiveness, and encourages more active public participation. In this digital era, governments that utilize technology well will be more effective in meeting the needs of the community, creating quality public services, and achieving the goals of good governance. Therefore, investment in information and communication technology is an important step in realizing good governance.¹⁶

1. Basic Concepts Related to Good Governance in Realizing Community Welfare

Good governance is the basic principle that defines how a government should operate to achieve optimal public welfare. This concept underlies various aspects in public administration and has a direct impact on the welfare of society.¹⁷ In order to realize public welfare, the basic principles of good governance which are important aspects in public services include transparency and accountability. One of the main pillars of good governance is transparency. Transparent governments disclose information and decision-making processes to the public. This creates trust and allows the public to monitor government performance. When a government is accountable to its people, public funds are used efficiently and not misused. This helps realize public welfare because funds that would otherwise be used for public services, such as education and healthcare, are not squandered due to corruption or improper use.¹⁸

Transparency and accountability are two important aspects of public service. Transparency refers to openness and fairness in government actions and policies. Important aspects of transparency in public services include information disclosure. The government must provide sufficient information to the public about policies, programs, and public spending. This includes budget disclosures, performance data, and policies that will affect society. Transparency involves the public in the decision-making process. Communities should have access to forums and mechanisms where policies and programs are discussed and formulated. The government must ensure that public data and information are easily accessible to the public. This includes freedom of information law policies that give the public the right to access public documents and information. Accountability refers to the obligation of governments to be accountable for their actions and decisions to society. Important aspects of accountability in the public service include financial accountability. The government must implement transparent and accountable financial

¹⁵ Rachmatullah, Nugraha, and Fenny Purwani. "Analysis Important Digitization & Infrastructure Technology Information Deep Institution Government: E-Government." *Journal Fasilkom* 12.1 (2022): 14-19.

¹⁶ Paradise Inas Tasya, Melinia Dita Tursina, and Ali Roziqin. "Transformation Bureaucracy Digital in the Age Pandemic Covid-19 To Realize Digitization Governance Indonesia." *Kybernan: Journal Study Governance* 4.2 (2021): 226-239.

¹⁷ Siti Maryam, Neneng. "Realize Good governance through Service Public." *JIPSI-Journal Science Politics And Communication UNIKOM* 6 (2017). 23-30

¹⁸ Goddess, Riska Chyntia, and Suparno Suparno. "Realize Good governance through Service Public." *Journal Media Administration* 7.1 (2022): 78-90.

management. This includes the issuance of adequate financial statements and the use of public funds in accordance with applicable rules and regulations.^{19,20}

The government must comply with applicable laws and regulations. It includes adherence to legal principles in the decision-making process and policy implementation. Governments should be given responsibility for their results and performance in the provision of public services. This includes performance appraisals based on clear metrics and periodic generation of performance reports. The government should establish a mechanism to receive public input and complaints related to public services. This includes a grievance mechanism and an appropriate response to community input. When transparency and accountability are implemented in public services, citizens can monitor government actions, ensure efficient use of public funds, and ensure that public services are provided in a fair and quality manner. These two aspects are the foundation of good governance and essential in maintaining public trust in the government.²¹

Public participation is an important element in good governance. When people can participate in government decision-making, they have a say in issues that affect their lives. Community participation enables policies that are more responsive to their needs and aspirations. This can help improve people's access to education, health, and employment services that are essential to their well-being. Public participation is one of the important aspects of public service. Public participation is a process in which the community is actively involved in decision-making, policy implementation, and supervision of public services. It has many benefits and is a key principle in good governance. Public participation is at the core of a democratic system. It allows citizens to voice their opinions, influence policies, and play a role in decision-making that affects their lives. Public participation ensures that public policies and services reflect the real interests and needs of the community. Public participation also promotes transparency and accountability in public services. When people are involved in the decision-making process, governments tend to be more open and accountable for their actions. Community participation helps check corrupt or unaccountable actions.²²

By involving the public, the government can get valuable inputs that help in the formulation of better policies. Communities often have a better understanding of local issues and can provide diverse views. This results in more effective policies and more relevant services. Public participation empowers communities. Involving people in decision-making gives them a sense of ownership and responsibility towards their community. It also develops critical thinking and advocacy skills in the community. Governments that open the door to public participation have more legitimacy in the eyes of the public. People feel that the government listens to them and that policies are made with their interests in mind. Public participation can help address conflict and inequality. In conflict situations, involving all parties involved in the peace and reconciliation process is key to reaching a sustainable solution. Communities involved in monitoring and evaluating public services can help ensure that services are run to a high standard. They can provide feedback that helps with continuous improvement. Public participation is the foundation of good governance and democratic principles.²³ By involving citizens in decision-making,

¹⁹ Weather, Waist, and Roy Valiant Solomon. "Readiness Digitization Service System Government Based Electronic on the Body Assessment and Application Technology (BPPT): Readiness Of Digitalization Services For Electronic-Based Government Systems In Agency For The Assessment and Application of Technology (BPPT)." *Restorica: Journal Scientific Science Administration Country and Science Communication* 6.1 (2020): 8-19.

²⁰ NurainiSiti. "Application ethics administration Public as attempt deep Realize good governance." *Journal Scientific Master Science Administration* 14.1 (2020). 44-49

²¹ Widanti, Ni Putu Tirka. "Concept Good Governance deep Perspective Service Public: A Review Literature." *Journal Abdimas Civilization* 3.1 (2022): 73-85.

²² Suparji, Suparji. "Implementation Principle Good Governance deep System Management Finance Regions in Indonesia." *Journal Master Science Law* 4.1 (2023): 1-5.

²³ Kamaluddin, Santrio. "Governance Government That Good (Good Governance) At Office Distrk Okhika Regency Mountains Stars." *Papua Review: Journal Science Administration and Science Government* 3.1 (2019): 222-228.

governments can better meet the needs and aspirations of citizens, which in turn improves the quality of public services and creates a more inclusive and empowered society.²⁴

Efficiency and effectiveness of government are basic concepts in good governance. Efficient governance can allocate resources wisely, avoid waste, and ensure that public services are provided in a timely manner. With more efficient processes, available resources can be used to improve people's welfare, such as reducing poverty, increasing access to education, and improving infrastructure. The efficiency and effectiveness of government is an important aspect of public service. These two aspects play a key role in running good governance and providing quality public services. Efficiency involves managing government resources, such as budgets and labor, in an optimal way. When resources are used wisely, governments can provide more services at a lower cost. An efficient bureaucratic process can reduce time-consuming bureaucracy, so that public services can be provided faster to the public. This is especially important in emergency situations or when the community needs immediate help. Efficiency helps reduce waste and unnecessary spending in government. This leads to wiser use of public funds and increases the value of the benefits provided to society.²⁵

Governance effectiveness focuses on the government's ability to achieve established goals, such as reducing poverty, improving education, or providing quality health care. When government is effective, public services achieve the desired results. Effective government can design and deliver public services that are relevant and in accordance with the needs of the community. This creates people's satisfaction and improves their well-being. Governance effectiveness involves clear performance measurement and evaluation systems to ensure that programs and policies achieve set goals. The efficiency and effectiveness of governments are critical because they contribute directly to the quality of public services, the wise use of resources, and the fulfillment of government goals. When the government performs public services efficiently and effectively, the people get greater benefits, and the government can perform its functions better. Therefore, focusing on government efficiency and effectiveness is the key to achieving good governance and realizing public welfare.

Good governance also encourages the principle of social justice. This includes an equitable distribution of resources and benefits, so that no group is left behind. A government that adheres to the principle of social justice will work to reduce economic inequality and provide fair opportunities to all citizens. In conclusion, good governance is the foundation for effective governance and quality public services. With the application of the basic concept of good governance, the government can create an environment that supports the welfare of the community. People living in good governance systems will benefit from better education, health, employment, and more equitable access to opportunities. Good governance is an important foundation for realizing the welfare of society as a whole.²⁶

2. The Urgency of Optimizing Digital Service Policy in order to Realize Good Governance

In today's digital era, information technology has changed the landscape of public services and government administration. Digital service policies are becoming increasingly important in an effort to realize public welfare. In this ²⁷ article, we will explore the urgency of optimizing digital service policies in public services to achieve better welfare. One of the key aspects in optimizing digital service policies is

²⁴ Arisaputra, Muhammad Ilham. "Application Principles Good governance deep Maintenance reform Agrarian in Indonesia." *Juridika* 28.2 (2013): 188-216.

²⁵ Aridhayandi, M. Rendi. "Role Government Area Deep Implementation Government That Good (Good Governance) Field Coaching And Supervision Indication Geographic." *Journal Law & Development* 48.4 (2018): 883-902.

²⁶ SitumorangChristina VerawatyArthur Simanjuntak, and Duma M. Elisabeth. "Role Participation Community AccountabilityAnd Transparency Deep Realize Good Governance Towards Building Village." *Journal Science Finance And Banking (IF)* 9.2 (2020): 131-142.

²⁷ Kamal, Mustafa, Annisa Purwatiningsih, and Compassion Widi Sustainable. "Policy Innovation Service Administration Population In the future Pandemic Covid-19 deep Skeleton Realize Good Governance on Service Population and Recording Civil Regency Pasuruan." *Reform* 11.1 (2021): 77-85.

increasing public access to government services. Through digital applications and portals, people can easily access government information and services without having to physically come to government offices. This is very important, especially for people who live in remote or hard-to-reach areas. This easier and faster access can improve people's welfare by ensuring that they can take advantage of available public services.²⁸

Digital service policies also promote transparency and accountability. Information about government budgets, policies, and performance can be easily accessed by the public. This creates an environment where governments must be held accountable for the actions and use of their public funds. The public can better monitor how public funds are being used and ensure that governments act in their interests. Transparency and accountability are important principles in²⁹ good governance that support efforts to achieve community welfare. Digital service policies enable broader public participation in government decision-making. Through digital platforms, people can provide input, voice their concerns, and participate in policy formulation. This provides a sense of belonging to the community, and ensures that the resulting policies reflect their needs. More active and broader public participation can help steer governments toward policies that are more effective in improving people's welfare.

With the application of digital technology, public service processes can be automated and simplified. This leads to increased efficiency in the provision of services. Procedures that were once time-consuming and convoluted can be simplified, saving time and resources for both the public and the government. In addition, digital technology also allows for more accurate performance measurement, which can be used to continuously improve service quality. Optimization of digital service policies in public services is the key to realizing public welfare. Better access, transparency, accountability, broader public participation, and increased efficiency are key aspects that help achieve this goal. In the ever-evolving digital era, governments that make good use of information technology can provide better public services and improve the overall welfare of society. Therefore, optimizing digital service policies is not just an option, but a necessity in an effort to achieve better community welfare.³⁰

Good governance is the basic principle that forms the foundation for an effective government system and quality public services. Good governance includes aspects such as transparency, accountability, public participation, efficiency, and effectiveness. In the modern digital era, the use of information technology and digital service policies is becoming increasingly important to realize good governance. In this article, we will explain the urgency of optimizing digital service policies in order to realize good governance. Digital service policies allow the government to provide information and data transparently to the public. Easily accessible information about government budgets, policies, and performance is key in creating transparency. This gives the public better access to the information they need to monitor government actions. Thus, the use of digital technology helps fulfill the basic principles of transparency in good governance.

In addition, digital service policies also allow for more accurate monitoring of government performance. Through analytics technology and the resulting data, the public can easily gauge whether the government is acting in accordance with the policies and objectives that have been set. This supports the principle of accountability in good governance, because the government will be held accountable for their performance. Digital service policies facilitate broader public participation in decision-making processes. The public can participate in policy formulation, provide input, and voice their opinions

²⁸ Mulyono, ZRP TJ, and Tri R Utami. "Optimization Network Documentation and Information Law Use Realize Good Governance Sector Service Public." *Administrative Law and Governance Journal* 2.4 (2019): 733-743.

²⁹ Rispati, Nauru, and Eka Askafi. "Strategy Optimization E-Government To Realize Good Governance At Kediri City." *Self-government* 23.1 (2023): 129-137.

³⁰ Fahlevy, Muhammad Reza, Muhammad Hairul Saleh, and Niken Nurmiyati. "Existence Bureaucracy in the Era Revolution 4.0: Use Electronic Government deep Optimization Service: The Existence of Bureaucracy in the Revolutionary Era 4.0: The Use of Electronic Government in Service Optimization." *Journal of Government Science (GovSci): Journal Science Government* 4.1 (2023): 42-57.

through digital platforms. That way, the government can better listen to people's aspirations and respond to their needs more effectively. The use of digital technology in public services also leads to increased efficiency and effectiveness of government. Processes that were once manual and time-consuming can be automated and simplified with digital technology. This reduces unnecessary bureaucracy, speeds up processes, and reduces the likelihood of human error. With better efficiency, government resources can be used more wisely.

In terms of effectiveness, digital technology allows governments to measure policy and program outcomes more accurately. Data generated by digital technologies can be used to measure the impact of policies, so that necessary changes can be made immediately to improve effectiveness. Optimizing digital service policies is an important step in realizing good governance. With transparency, accountability, broader public participation, and increased efficiency and effectiveness, governments can provide better public services, be more responsive to people's needs, and more efficient use of resources. In the digital era, governments that are able to utilize information technology effectively will open the door to better good governance and realize public welfare. Therefore, optimizing digital service policies is not just an option, but a necessity to achieve the goals of good governance.

Conclusion

Based on the results of research related to the urgency of optimizing digital service policies in order to realize good governance, it is known that digital service policies allow the government to provide services and information openly, which supports transparency and accountability. The public can see how public funds are being used, and the government can be accounted for more effectively. The use of digital technology can increase efficiency in the provision of public services, reduce unnecessary bureaucracy, and improve service quality. This provides tangible benefits to society. Digital service policies facilitate greater public participation in decision-making processes. The community can provide input, voice complaints, and play a role in policy formation. Through optimizing digital service policies, the government can achieve good governance in a better way. Good governance includes principles such as transparency, accountability, public participation, and efficiency. Digital service policies play an important role in achieving this goal, and with proper implementation, governments can fulfill their obligations to serve the public well and run transparent, efficient, and responsible governments.

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