



Challenges and Opportunities of Good Governance Implementation in Indonesia's Public Services

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Abstract

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Good governance has become an important paradigm in modern public administration. This concept emphasizes transparency, accountability, effectiveness, efficiency, and public participation in order to achieve quality public services. In Indonesia, the implementation of good governance still faces challenges such as slow bureaucracy, maladministration, and low public trust in government institutions. Through the principle of transparency, the government is expected to provide open access to information for the public, while accountability requires clear responsibility for the performance of state apparatus. Public participation also becomes a key factor in ensuring that public policies truly meet the needs of the people. This study uses a literature review method by examining scientific literature related to the implementation of good governance in Indonesia. The purpose of this research is to identify the extent to which the principles of transparency, accountability, and public participation contribute to improving public services. The findings show that good governance can increase public trust, reduce corruption, and strengthen the effectiveness of public services in the long term. Therefore, government commitment, regulatory support, and public oversight are highly needed.



1. Introduction

Good governance has become one of the fundamental pillars in the effort to develop modern government management in developing countries, including Indonesia. This concept does not only focus on the effectiveness of government performance but also demands the presence of transparency, accountability, responsibility, and active community participation in every process of government administration. The successful implementation of good governance principles will ultimately determine the quality of public services received by the community.¹ In the Indonesian context, the journey of government management is closely related to the bureaucratic reform agenda aimed at reducing the practices of corruption, collusion, and nepotism (*Korupsi, Kolusi and Nepotisme/KKN*), which remain a major obstacle to realizing fair, transparent, and efficient public services.

Various previous studies show that the application of good governance principles has a significant influence on improving the quality of public services. Transparency, for example, in the provision of information and services, has been proven to foster public trust in government performance.² Meanwhile, accountability in budget management and the implementation of public programs is also an important factor in ensuring that state resources are used effectively and

¹ Ainyana Rachmadianty Azan, Alliadzar Hanif, and Anisa Tiara Fitr. "Mewujudkan good governance Melalui Pelayanan publik." *Jurnal Dialektika: Jurnal Ilmu Sosial* 19, no. 1 (2021): 39-46.

² Dadang Hartanto, Juhriyansyah Dalle, A. Akrim, and Hastin Umi Anisah. "Perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: a case of Indonesia." *Digital Policy, Regulation And Governance* 23, no. 6 (2021): 598-616.

efficiently.³ Nevertheless, Indonesia still faces major challenges in creating a flexible, adaptive, and responsive bureaucracy to the continuously evolving needs of the community.

Public trust in government institutions also heavily depends on the extent to which good governance principles can be implemented consistently. According to the findings of Setyaningrum and Wardhani,⁴ the weak application of transparency and accountability has direct implications for the low quality of public services. This is in line with the research by Pratiwi and Sari,⁵ which examined government management, where problems were found regarding openness and community involvement in the decision-making process. These findings show that although the concept of good governance has long been developed and echoed in public policy discourse, its implementation in the field still faces structural and cultural constraints.

The public administration reform carried out by the Indonesian government seeks to encourage the implementation of good governance through various regulatory instruments and policies. One of these is Law Number 30 of 2014 concerning Government Administration, which explicitly emphasizes the importance of accountability, effectiveness, and legal certainty in every form of government administrative action. Normatively, this regulation provides a

³ Hafiez Sofyani, Hosam Alden Riyadh, and Heru Fahlevi. "Improving service quality, accountability and transparency of local government: The intervening role of information technology governance." *Cogent Business & Management* 7, no. 1 (2020): 1735690.

⁴ Dyah Setyaningrum, Ratna Wardhani, and Akhmad Syakhroza. "Good public governance, corruption and public service quality: Indonesia evidence." *International Journal of Applied Business and Economic Research* 15, no. 19 (2017): 327-338.

⁵ Diah Ayu Pratiwi and Meri Enita Puspita Sari. "An analysis of good governance in the public service sector of Batam." *Journal of Techno-Social* 9, no. 1 (2017) : 71-80.

foundation for state administrators to run a transparent and responsible government. However, the success of policy implementation highly depends on the synergy and collaboration between the government, civil society, and the private sector. Without solid support from various stakeholders, the principles of good governance are difficult to realize optimally.

The utilization of information technology through the e-governance mechanism is also expected to be one solution for realizing a more transparent, fast, and responsive government. Digital systems allow for the provision of more efficient public services, while also increasing community accessibility to accurate information.⁶ This step not only improves bureaucratic processes, which are often considered complicated, but also has the potential to strengthen government accountability in openly presenting performance to the public.

Therefore, the urgency of this study on good governance in Indonesia lies in the critical analysis of the challenges and opportunities faced in its implementation. The focus of this research is directed towards three main aspects: transparency, accountability, and the improvement of public service quality. Through a literature review, it is hoped that a comprehensive understanding of the current condition of good governance application in Indonesia can be formulated. In addition, this research is expected to produce relevant strategic recommendations to encourage improvements in government management. With these steps, the aspiration to realize public services that are fairer, more effective, and participatory is not

⁶ Dadang Hartanto, Juhriyansyah Dalle, A. Akrim, and Hastin Umi Anisah. "Perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: a case of Indonesia." *Digital Policy, Regulation And Governance* 23, no. 6 (2021): 598-616.

impossible, but a goal that can be achieved through a shared commitment between the government, the community, and other stakeholders.

2. Literature Review

The literature review shows that the application of good governance principles is one of the main foundations in efforts to improve the quality of public services in Indonesia. Hartanto et al.⁷ assert that the implementation of e-governance has been proven to strengthen the aspects of transparency and accountability, which ultimately have an impact on increasing public trust in the government. This indicates that digital-based innovation is an important element in fostering a more open, effective, and responsive government management. Meanwhile, Sofyani et al.⁸ explain that information technology governance has a strategic role as a mediating variable that functions to improve accountability, transparency, and the quality of public services, especially in local government. Thus, the integration of information technology not only supports administrative efficiency but also creates a stronger control mechanism over government management practices.

Apart from the technological dimension, fiscal accountability is also a crucial aspect in strengthening the principles of good governance. Setyaningrum and

⁷ Dadang Hartanto, Juhriyansyah Dalle, A. Akrim, and Hastin Umi Anisah. "Perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: a case of Indonesia." *Digital Policy, Regulation And Governance* 23, no. 6 (2021): 598-616.

⁸ Hafiez Sofyani, Hosam Alden Riyadh, and Heru Fahlevi. "Improving service quality, accountability and transparency of local government: The intervening role of information technology governance." *Cogent Business & Management* 7, no. 1 (2020): 1735690.

Wardhani,⁹ in their research found that the weak application of accountability is closely related to the increasing practice of corruption, which in turn damages the quality of public services. This research confirms that good governance functions not only as an administrative ethical standard but also as a preventive instrument to reduce the opportunities for corruption. Furthermore, this principle plays a role as a mechanism to build public trust, which is a main prerequisite for government legitimacy. Without strong accountability, government administration risks causing public dissatisfaction, which impacts the decline in trust in state institutions.

At the local level, the research by Pratiwi and Sari¹⁰ shows that there are still serious obstacles in the implementation of the principles of participation, transparency, and accountability. These constraints cause the public services provided not to run optimally. This fact indicates that although the concept of good governance has long been introduced within the framework of bureaucratic reform, its implementation in the field still faces various challenges, both structural, cultural, and technical. Slow bureaucratic obstacles, minimal apparatus professionalism, and weak ethics of public officials are factors hindering the realization of ideal government management.

However, behind these various challenges, there are also significant opportunities that can be leveraged. The utilization of digital technology through e-governance, as shown in various studies, offers a real solution for improving the

⁹ Dyah Setyaningrum, Ratna Wardhani, and Akhmad Syakhroza. "Good public governance, corruption and public service quality: Indonesia evidence." *International Journal of Applied Business and Economic Research* 15, no. 19 (2017): 327-338.

¹⁰ Diah Ayu Pratiwi and Meri Enita Puspita Sari. "An analysis of good governance in the public service sector of Batam." *Journal of Techno-Social* 9, no. 1 (2017) : 71-80.

public service system while increasing transparency. On the other hand, improved regulations that emphasize accountability, efficiency, and openness provide a more solid legal framework in support of a clean and responsive government.¹¹ The combination of technological innovation and the strengthening of regulatory instruments can be important capital to encourage government management that complies with the principles of good governance.

The academic literature shows a close link between the application of good governance principles and the effectiveness of public service delivery in Indonesia. Although rigid bureaucracy, low apparatus capacity, and weak official ethics remain the main obstacles, the opportunities arising through the utilization of information technology and regulatory improvements can be a catalyst towards a government that is more accountable, transparent, and oriented towards public interest.

3. Method

This research applies the literature review method by examining scientific literature related to the implementation of good governance in Indonesia. The main data sources used include journal articles and policy documents relevant to the research problem from Google Scholar or Garuda. The selection of the literature review approach was made because this method is considered capable of providing a comprehensive understanding of the development of theory and practice of good governance, without having to involve primary data collection processes in the field.

¹¹ Albert Meijer, Paul 't Hart, and Ben Worthy. "Assessing government transparency: An interpretive framework." *Administration & Society* 50, no. 4 (2018): 501-526.

Through a literature review, the research can explore various academic views while comparing the results of previously conducted studies.

The analysis process is carried out by critically reviewing various previous studies that focus on the link between transparency, accountability, and community participation in efforts to improve the quality of public services. A number of the literature that became the focus of the study included studies on e-governance as a means of increasing transparency, research on the role of information technology governance in strengthening local government accountability, and studies on the relationship between good governance principles and efforts to prevent corruption while improving the quality of public services. Previous research also presents micro perspectives, especially related to the obstacles faced by local governments in applying good governance principles consistently and effectively. Thus, this literature review not only highlights the normative aspects but also presents an empirical picture of practices in the field.

This literature review approach allows the research to trace general patterns that emerge in the implementation of good governance principles in Indonesia. In addition, through comparison of previous research results, existing gaps can be identified, both in terms of regulation, bureaucratic culture, and the capacity of human resources in the public sector. The analysis is also directed to see the real contribution offered by the application of the principles of transparency, accountability, and community participation in building government management that is more responsive and public service-oriented. With this foundation, the research attempts to construct a comprehensive understanding of how the good

governance concept can be internalized in the practice of government administration in Indonesia, while also offering a space for reflection for strengthening management in the future.

4. Results

4.1. Transparency and Accountability in Public Service

Transparency and accountability are two fundamental principles that are closely related in realizing the concept of good governance.¹² Transparency can be understood as the openness of the government in providing public information that is easily accessible, clear, and delivered in a timely manner to the community. Meanwhile, accountability refers to the government's obligation to account for every policy, program, and administrative action carried out. In practice in Indonesia, these two principles still face various complex challenges, both at the central and regional levels. However, a number of studies show that the application of transparency and accountability has a positive impact on improving the quality of public services while strengthening public trust in government performance.

According to the findings of Setyaningrum and Wardhani,¹³ the weak transparency in the provision of public information has serious implications for the increased potential for corruption and the decline in the quality of services received by the community. When public access to information is limited, the space for

¹² Abd Rohman, Yayang Hanafi, and Willy Tri Hardianto. "Penerapan prinsip-prinsip good governance dalam meningkatkan kualitas pelayanan publik." *Reformasi* 9, no. 2 (2019): 153-160.

¹³ Dyah Setyaningrum, Ratna Wardhani, and Akhmad Syakhroza. "Good public governance, corruption and public service quality: Indonesia evidence." *International Journal of Applied Business and Economic Research* 15, no. 19 (2017): 327-338.

malpractice and misuse of the budget becomes wider. This condition confirms that transparency is not just an administrative matter, but a fundamental need to build clean and open government management. Therefore, strengthening transparency mechanisms needs to be done consistently, both through strict regulations and by utilizing digital technology that can provide access to information more quickly and easily.

On the other hand, accountability is also an important instrument in ensuring that the state budget is truly used effectively. Sofyani et al.¹⁴ emphasize that information technology governance can strengthen local government accountability through the implementation of a more efficient monitoring and evaluation system. With the presence of digital-based information systems, the public gains the opportunity to directly assess government performance achievements, while providing a wider control room over budget use. This condition also increases the awareness of state civil apparatus that every decision and policy taken will always be open to public oversight. Technology-based transparency in turn not only improves the quality of administrative reports but also encourages the creation of a more responsive and integrity-driven government.

Furthermore, the research by Pratiwi and Sari,¹⁵ found that the main obstacle in the application of transparency and accountability in public service sector is a bureaucratic culture that tends to be closed and apparatus resistance to openness.

¹⁴ Hafiez Sofyani, Hosam Alden Riyadh, and Heru Fahlevi. "Improving service quality, accountability and transparency of local government: The intervening role of information technology governance." *Cogent Business & Management* 7, no. 1 (2020): 1735690.

¹⁵ Diah Ayu Pratiwi and Meri Enita Puspita Sari. "An analysis of good governance in the public service sector of Batam." *Journal of Techno-Social* 9, no. 1 (2017) : 71-80.

Inflexible bureaucracy often becomes an obstacle in consistently realizing the principles of good governance. Nevertheless, this research also shows that the involvement of external oversight mechanisms, such as the role of non-governmental organizations (NGOs) and the mass media, is able to increase the effectiveness of the application of transparency and accountability. With oversight from outside parties, the apparatus becomes more careful and encouraged to carry out tasks more professionally.

The research by Kurniawan and Suswanta¹⁶ strengthens these findings by affirming that bureaucratic accountability in Indonesia is often hampered by the low professionalism of the apparatus. In this context, accountability is not merely related to the preparation of administrative reports, but also includes the moral commitment, integrity, and responsibility of public officials in carrying out their mandate. In other words, building accountability requires a balanced combination of system reform, increased capacity of apparatus human resources, and the internalization of ethical values in government organizational culture. Without strong moral integrity, accountability will be difficult to realize even though administrative oversight systems are available.

Thus, the results of the literature review show that transparency and accountability have a vital role not only in improving the quality of public services but also in building public trust, suppressing the opportunities for corruption, and strengthening government legitimacy. However, the reality on the ground shows that

¹⁶ Agung Kurniawan and Suswanta Suswanta. "Manajemen Aparatur Sipil Negara Dalam Mewujudkan Tata Kelola Pemerintahan Yang Baik." *Kemudi: Jurnal Ilmu Pemerintahan* 5, no. 01 (2020): 134-148.

complex bureaucratic challenges, resistance to organizational culture, and limitations in apparatus professionalism still pose serious obstacles that must be addressed immediately. Efforts to strengthen transparency and accountability must be carried out through a systemic approach, strengthening regulations, utilizing technology, and internalizing the ethical values of state apparatus. With a comprehensive strategy, the principles of good governance can be more effectively implemented in government management in Indonesia.

4.2. Community Participation and Technology Innovation

In addition to transparency and accountability, community participation is one of the important principles that form the foundation for the application of good governance. Participation can be interpreted as the active involvement of citizens in all stages of public policy, ranging from the formulation, implementation, to evaluation process. In Indonesia, public participation often faces obstacles, such as limited access to information, low political literacy, and social gaps that prevent some segments of society from fully participating actively.¹⁷ Nevertheless, the development of information technology has presented new opportunities to strengthen community involvement in the governing process.

The research by Hartanto et al.¹⁸ shows that the application of e-governance has a positive influence on strengthening the relationship between the government

¹⁷Irman Irmansyah, Herni Susanti, Karen James, Karina Lovell, Sri Idaiani, Soimah Imah, Giur Hargiana et al. "Civic engagement and mental health system strengthening in Indonesia: a qualitative examination of the views of health professionals and national key stakeholders." *BMC psychiatry* 20, no. 1 (2020): 172.

¹⁸Dadang Hartanto, Juhriyansyah Dalle, A. Akrim, and Hastin Umi Anisah. "Perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: a case of Indonesia." *Digital Policy, Regulation And Governance* 23, no. 6 (2021): 598-616.

and the community. Through digital platforms, citizens can more easily convey aspirations, gain access to service information, and provide input on public policies. With this mechanism, the level of public trust increases because the decision-making process appears more open, fast, and responsive to real needs on the ground. Digitalization of public services thus functions not only as a technical tool but also as a strategic means to increase policy legitimacy.

Wole et al.¹⁹ assert that public participation within the framework of good governance not only results in higher quality policies but also strengthens government legitimacy. Involving the community from the initial stages of policy formulation makes policy outcomes more aligned with the real needs faced by the community. For example, in the practice of regional development planning, the mechanism of digital-based development planning consultation has proven to be more effective in accommodating citizen aspirations because its scope is wider and participation can be carried out more inclusively.

In addition to strengthening participation, technology innovation also contributes to increasing accountability. Marlina et al.²⁰ emphasize that the utilization of information technology for the submission of financial and apparatus performance reports is able to accelerate the flow of information and minimize the potential for data manipulation. With the presence of an online-based system, the

¹⁹ Bewa Dangu Wole, Cahyo Sasmito, and Anisa Purwaningsih. "Analisis Kebijakan Smart City Pada Among Tani untuk Menumbuhkan Partisipasi Masyarakat dalam Rangka Mewujudkan Good Governance." *Jurnal Inovasi Ilmu Sosial dan Politik (JISoP)* 3, no. 1 (2021): 58-67.

²⁰ Evi Marlina, Sri Rahmayanti, and Ameilia Dwi Rur Afdilah Fitri. "Pengaruh Kepemimpinan, Kompetensi, Teknologi Informasi Terhadap Akuntabilitas Pengelola Dana Desa di Kecamatan Rakit Kulim, Riau:-" *Jurnal Akuntansi Dan Ekonomika* 11, no. 1 (2021): 89-100.

public has the opportunity to access government performance reports whenever needed. This directly strengthens transparency and creates a wider space for public control over the running of the government.

Furthermore, Rusmianto et al.²¹ found a reciprocal relationship between transparency and community participation. The more open the access to public information, the higher the community's involvement in overseeing the course of the policy. This condition forms a positive loop that reinforces the practice of good governance, both at the national and regional levels. Participation is not only a consequence of openness but also a driving force for the increase in transparency itself.

Nevertheless, the increase in community participation still faces a number of challenges. Rahayu et al.²² revealed that although the community is starting to get involved in the process of digitalizing public services, the constraint of digital literacy remains a serious obstacle, especially in rural areas. This indicates that the adoption of technology is not yet fully evenly distributed, so there is a gap in the community's ability to utilize digital systems. For this reason, the government needs to ensure the equitable distribution of reliable internet access and increase digital literacy capacity so that public involvement is not just rhetoric, but can truly be realized at all levels of society.

²¹ Rusmianto Rusmianto, Maryani Maryani, and Arif Makhsun. "Pengaruh partisipasi masyarakat dan transparansi kebijakan terhadap hubungan antara pengetahuan badan permusyawaratan desa (Bpd) tentang anggaran dengan pengawasan keuangan desa." *Jurnal Ilmiah ESAI* 12, no. 1 (2018): 32-44.

²² Desita Rahayu, Sances Harry Pratama, Salma Safitri, Oty Ferta, and Clara Ecclesia. "Penguatan Kapasitas Perangkat Desa Bajak II Dalam Pelayanan Publik Era Digital Governance." *Jurnal Kewirausahaan & Bisnis* 3, no. 2 (2021): 143-148.

Thus, it can be concluded that community participation and technology innovation are key factors in strengthening government management based on good governance. Openness of public information, active citizen involvement, and integrated utilization of digital technology will form a system of government that is more responsive, transparent, accountable, and oriented towards public interest. These principles, if implemented consistently, have the potential to strengthen government legitimacy while improving the quality of public services in Indonesia.

5. Discussion

The results of this literature review indicate that the implementation of good governance in Indonesia still faces various challenges, although great opportunities are present through the utilization of digital innovation and the strengthening of regulatory aspects. The principles of transparency and accountability are proven to be able to encourage an increase in the quality of public services and strengthen public trust in government institutions.²³ However, the still rigid bureaucracy and resistance from some apparatus remain a significant obstacle that has not been fully overcome.²⁴

The success of applying good governance principles is also determined by the level of community participation. A number of studies show that the higher the involvement of citizens in the policy cycle, the greater the legitimacy and

²³ Dyah Setyaningrum, Ratna Wardhani, and Akhmad Syakhroza. "Good public governance, corruption and public service quality: Indonesia evidence." *International Journal of Applied Business and Economic Research* 15, no. 19 (2017): 327-338.

²⁴ Diah Ayu Pratiwi and Meri Enita Puspita Sari. "An analysis of good governance in the public service sector of Batam." *Journal of Techno-Social* 9, no. 1 (2017) : 71-80.

effectiveness of public policies produced (Rusmianto et al., 2018).²⁵ Nevertheless, optimal involvement can only be realized if access to public information is truly open and the community's digital literacy capability is at an adequate level. This finding is in line with the view of Hartanto et al.²⁶ who emphasize that e-governance is an important instrument for expanding community participation in government administration.

The role of information technology then emerges as a crucial mediating variable in strengthening the implementation of good governance principles. The utilization of digital systems not only accelerates the flow of public services but also reduces the space for the occurrence of corruption and maladministration.²⁷ However, as revealed by Rahayu et al.²⁸ the digital gap remains a major obstacle in the equitable distribution of technology benefits in various regions. This means that although technology offers strategic solutions, its success still depends on the equitable distribution of access and infrastructure, which is currently more concentrated in urban areas.

²⁵ Rusmianto Rusmianto, Maryani Maryani, and Arif Makhsun. "Pengaruh partisipasi masyarakat dan transparansi kebijakan terhadap hubungan antara pengetahuan badan permusyawaratan desa (Bpd) tentang anggaran dengan pengawasan keuangan desa." *Jurnal Ilmiah ESAI* 12, no. 1 (2018): 32-44.

²⁶ Dadang Hartanto, Juhriyansyah Dalle, A. Akrim, and Hastin Umi Anisah. "Perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: a case of Indonesia." *Digital Policy, Regulation And Governance* 23, no. 6 (2021): 598-616.

²⁷ Evi Marlina, Sri Rahmayanti, and Ameilia Dwi Rur Afdilah Fitri. "Pengaruh Kepemimpinan, Kompetensi, Teknologi Informasi Terhadap Akuntabilitas Pengelola Dana Desa di Kecamatan Rakit Kulim, Riau:-" *Jurnal Akuntansi Dan Ekonomika* 11, no. 1 (2021): 89-100.

²⁸ Desita Rahayu, Sances Harry Pratama, Salma Safitri, Oty Ferta, and Clara Ecclesia. "Penguatan Kapasitas Perangkat Desa Bajak II Dalam Pelayanan Publik Era Digital Governance." *Jurnal Kewirausahaan & Bisnis* 3, no. 2 (2021): 143-148.

From the perspective of bureaucratic ethics, Kurniawan and Suswanta²⁹ affirm that accountability is not only a matter of technical administration but is also related to the moral integrity of public officials. This view is important because technology essentially only functions as a supporting instrument, while the ethical commitment of the apparatus is a highly determining factor. Therefore, building a bureaucratic culture that upholds openness, responsibility, and integrity is a long-term agenda that must continue to be prioritized.

The discussion in this study affirms that the practice of good governance in Indonesia cannot be understood merely as the application of administrative procedures, but rather as an effort for overall transformation in the pattern of relations between the government and the community. The main pillars such as information openness, bureaucratic accountability, community participation, and the utilization of digital technology are interrelated components that must be implemented in tandem. Thus, the success of government management in Indonesia is greatly determined by the extent to which all these elements are integrated into daily bureaucratic practice.

6. Conclusion

This study affirms that the application of good governance is an urgent necessity in government management in Indonesia. Transparency, accountability, and community participation are proven to be key principles that directly influence

²⁹ Agung Kurniawan and Suswanta Suswanta. "Manajemen Aparatur Sipil Negara Dalam Mewujudkan Tata Kelola Pemerintahan Yang Baik." *Kemudi: Jurnal Ilmu Pemerintahan* 5, no. 01 (2020): 134-148.

the quality of public services. Transparency provides open access to information, allowing the public to oversee the running of the government. Accountability ensures that every policy and use of public resources can be clearly accounted for. Meanwhile, community participation strengthens policy legitimacy and guarantees the suitability between policy and the real needs of the people. However, various challenges still loom over the application of these principles. Slow bureaucracy, resistance to openness, low apparatus professionalism, and the community's digital literacy gap are still real obstacles.

Nevertheless, the development of information technology presents a great opportunity to strengthen government management through e-governance. Technology is capable of creating public services that are faster, more efficient, and responsive while minimizing the opportunities for maladministration. With strong commitment from the government, consistent regulatory support, and effective oversight from the community, the principle of good governance can be truly realized. This will not only improve the quality of public services but also strengthen public trust in the government, suppress the practice of corruption, and encourage the creation of government management that is clean, efficient, and oriented towards public interest.

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