Understanding Public Policy towards Improving Democracy in the Digital Era: Analysis of Democracy and Technological Impact

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Abstract

This study discusses the understanding of public policy efforts toward improving the quality of democracy in the digital era. We chose the design of this study as a qualitative design by relying on secondary data in the form of published journals and books, and websites that actively discuss public policy issues in the technology era as part of efforts to increase democracy. The data we collect from some sources will then be analyzed under a phenomenological approach, attempting to understand a question from several existing data. The process involves a data coding system, data interpretation, and carefully evaluating the data to understand relevant to answering the problem. Based on the data we have discussed, we conclude that the understanding of public services towards improving the quality of democracy in the digital era is a public service arranged in such a way by relying on data or electronic government, where every agency has digital services. This is done to transform government services using technology ready to serve its citizens without boundaries and time.

I. Introduction

Every component of the nation should have a desire to change into ethnicity in a world that is statelier in a democracy, both in society and in government (Barrett et al., 2021). The democratization of thinking, planning, implementing, and evaluating public arrangements at the environmental level will determine the degree and ability of the majority to govern the government for the reasons concerned. The extent to which public authorities open up space for public investment, the extent to which shared thinking, and the implementation of regulations by the regions are consequences of the democratization cycle itself. Public structuring is not an administrative movement applied to running the general public in everyday life (Dowling, 2022). In particular, democratization in different public strategies should be proposed, which cannot be denied, considering the overall sound-based process. The regulation of public services through decentralization, changing representation, local area support, authoritative strengthening, etc., is essential in recognizing a democracy-based system in an era where everything is digitized (Lips, 2019).

The democratic rule system will return to society. This majority rule system requires resident associations to decide life circumstances according to their own decisions (Margetts & Dunleavy, 2013). Furthermore, it is inconceivable to assume that public strategy in the view of decentralization does not contain good popularity-based values.

There is no excellent explanation that cannot be legitimized from any point of view; the general approach is structured, shaped, and carried out without considering the contemplation of citizens (Jakubowicz, 2011). Now public arrangements must be planned reasonably. The public strategy must also be applied relatively and jointly to provide a new approach plan according to the times, requirements, and arrangements in which individuals are located. Thus the concept of public policy, according to experts, is a process that contains various patterns of certain activities, which are a set of decisions concerned with actions to achieve goals in several specific ways; thus, the concept of public policy relates to the common public interest that must be regulated state or kingdom (Nyabola, 2018).

The political target of local independence (decentralization) is to make a more attractive and more open connection between the Center and the Regions inside the structure of a Unitary State (Weingast, 2014). Solidarity can be stuck in the political environment of decentralization in government organizations by giving open doors and adaptability to districts to do their administration. Ideal standards like this are not something simple to do. Indonesia itself has insight in deciding the idea of decentralization with different regulations. The objective and accomplishment are the course of action of the government and local area relations as per the attributes of Indonesia as a country and state. An independent and free neighborhood government has the accompanying necessities that the nearby government has a specific domain, has significant areas of strength for status to oversee assets, and fosters locally as an independent and autonomous foundation. This obviously should be upheld by strategies that suggest that the focal government's power is tiny and its management is circuitous (Larson, 2012).

Kis-Katos & Sjahrir (2017) say that political decentralization is the exchange of capacity to geographic units of neighborhood government situated external to the conventional order construction of the focal government. Accordingly, political decentralization expresses the ideas of division from different designs in the political framework overall. Nearby government should be given independence and opportunity and be considered a different level that does not have direct control from the local government. Simultaneously, neighborhood state-run administrations should have legitimately characterized and clear geological limits inside which they (the units) practice their powers and complete public capacities (Hawkins, 2010). In political decentralization, the nearby government should likewise mirror the need to make itself a foundation. The importance is that neighborhood individuals consider these foundations as associations that offer types of assistance that address their issues and as powerful government units. Since the objective of decentralization is to democratize neighborhood government, decentralization itself should be carried out in manners that maintain the real upsides of a majority rules system. This should be underlined because the truth of our administration's life frequently shows the truth; decentralization is carried out, again and again, overlooking vote-based values. The course of democratization in the locales frequently experiences impediments, precisely from the gatherings who do the command of decentralization itself (Mookherjee, 2015).

Numerous peculiarities happen in different nations that change the public authority framework, strategies, and organization from an imperious framework that will generally be communist to an arrangement of government, strategy, and administration into an open majority rule framework and unregulated economy (Lafont, 2015). Beginning with Vladimir Putin, Russia gained shocking ground by outmaneuvering the world through a majority rule and unregulated economy and political-financial framework that had been curved and, surprisingly, controlled. In like manner, Hugo Chavez in Venezuela, who not just thought for even a second to oust and reproach the IMF and, surprisingly, the United States and his George Bush, likewise advanced the vote-based system and its twins for

supporting power and its government assistance programs. Likewise, we can refer Deng Xiao Ping to Hu Jintao, who has made 1.5 billion Chinese individuals prosperous by speaking, "A majority rules system and unrestricted economies are all right, however leisurely." Alternatively, Kirchner in Argentina, Evo Morales in Bolivia, Mahathir Mohammad-Ahmad Badlawi in Malaysia, to monarchical legislatures going from Brunei Darussalam to emirs in the Middle East (Delamaza, 2014).

Moreover, Hugo Chavez in Venezuela, who has not considered removing and reproaching the IMF, even the United States, and George Bush, has likewise involved majority rules government and its twins for supporting power and its government assistance programs. We can likewise specify Deng Xiao Ping to Hu Jintao, who has made 1.5 billion Chinese individuals prosperous by saying, "A vote-based system and unregulated economies are OK, yet leisurely." Alternatively, Kirchner in Argentina, Evo Morales in Bolivia, Mahathir Mohammad-Ahmad Badlawi in Malaysia, to monarchical states going from Brunei Darussalam to emirs in the Middle East. In light of the above foundation, it may be stocked to figure out how public authority, society, administration, open majority rule government, and open economies (Lin & Wong, 2013).

For various reasons, the pioneer countries of democracy and the free market continue to position themselves as democratic countries and supporters of the free market by trying to invite and influence and make friends with countries that implement a democratic system of government and implement a free-market economic system (Miller et al., 2010). Democracy and the market seem to have become civilization's curse, making anyone weak and unsafe if they do not use or trade them in our modern rites. So that democracy and the free market cannot be avoided from being applied in government, public policy, or people's lives. In a narrow sense, government or government is a body that has the authority to carry out state policies (executive) consisting of the president, vice president, and ministers. More broadly, the government is a combination of all state bodies that have power and rule in the territory of a country, including the executive, legislative, and judicial bodies (Lin & Chan, 2015).

The government is still supplemented by consultative, examination, and constitutive bodies in Indonesia. In simple terms, public Policy means whatever the government chooses to do or not do something. In the sense of public policy, it is defined as policies developed by government agencies and officials, all of which are intended for the benefit of the community (Friedman, 2017). Public policies are divided into national and regional policies based on their scope. Public Policy is a crucial strategy for accomplishing public/state objectives. In the meantime, territorial Policy is the local government's strategy as the implementer of the guideline of decentralization regarding controlling provincial family undertakings. Administration comes from the word administration, an association in which a work method is not entirely set in stone in a reliably completely executed guideline. The idea of the organization was started by Max Weber from Germany. This term was advocated by a French physiocrat named Vincent de Gournay, who, interestingly, involved the term administration in portraying the Prussian government framework in 1745 (Vardi, 2012).

In another definition, the administration is characterized in three terms as follows: 1) The public authority framework that administration representatives run since it has stuck to the progressive system and level of office; 2) The approach to working or the creation of work completed by government workers since they have stuck to the order and level of office; 3) Bureaucracy frequently fails to remember the genuine motivation behind the public authority, since it is excessively worried about means and structures (Wihlborg et al., 2016). It obstructs high-speed work, makes energy for pausing, dispenses with drive, is

limited by strict principles, relies upon bosses' requests, has a static soul, and impedes progress. The administration has the accompanying attributes: 1) The presence of complete execution of traditional standards; 2) a few guidelines are complied with; 3) Officials work with all their consideration and capacities; 4) Officials are limited by discipline; 5) Officials are delegated in light of specialized prerequisites expressed through tests or certificates; 6) There is a reasonable division between private undertakings (Bogdandy & Dann, 2010).

II. Research Method

The following section will describe the stages and processes of carrying out a literature review that tries to understand public Policy toward improving the quality of democracy in the digital era (Ata, 2015). This study searches for scientific evidence by analyzing various perspectives of experts in terms of public policy, which is the most crucial element in a world democracy, and is very open to technology that is expected to impact the progress of democracy in a country. So to get scientific evidence from a series of studies that have been published, the author will conduct an electronic search for data on many literature sources in the form of books, publications, and other academic conferences that seriously discuss public policy issues to improve the quality of democracy as an impact of technological advances (Denburg et al., 2020).

This study entirely obtained data from Kendari from journals and others. We analyzed it and carried out a literature review that involved a data coding system, data analysis, and in-depth evaluation, including interpretation, to obtain relevant understanding to discuss the questions and hypotheses of this study. In our electronic search, we use keywords such as public Policy, improving democracy, public services in the digital era, and analyzing technology and its impact on the development of public service progress. After the analysis is complete, we design the report in a descriptive qualitative design by looking at and guiding other model papers that discuss the literature review and review publications that we believe are relevant for reporting the study results. Thus, the description in this method section we specialize in from formulating the problem of searching and analyzing data to the final reporting (Rihoux et al., 2011).

III. Results and Discussion

3.1 Understanding Democracy in the Digital Age

Hammar (2017) argues that state standards based on votes include: 1) blessed guarantees, as in the constitution, and ensuring personal rights, must also decide on procedural techniques to get guaranteed freedom guarantees ; 2) autonomous and fair courts, 3) free racing, 4) articulation opportunities, 5) opportunities to relate/organize and have resistance and 6) city training. There are values of the majority in the rule of government: Solving debates calmly and institutionally (organized, peaceful dispute resolution). In every society in general, there are conflicts and interests, namely a voice-based system that is seen as something that is expected to be fought for (Norén-Nilsson, 2018). These questions must be resolved through open discussion and exchange to reach a split of difference, agreement, or agreement. Suppose the associations concerned cannot arrive at a separation of differences. In this case, there is a danger that external forces will welcome to mediate and encourage divisions of difference or agreement to be reached by force. In this unique situation, it can be argued that every government exerts influence and pressure. In certain countries, the difference between coerced assistance and willful

assistance lies only in the strength of the use of intimidation and influence. This power can be estimated by, for example, focusing on how often power is used and what channels can be accessed to influence others or to engage in exchange and dialogue (Bohman, 2010).

Guarantee serene change in an evolving society (tranquil change in an evolving society). In modernizing society, social changes happen, which are brought about by variables, such as propels in innovation, changes in population thickness designs, exchange designs, etc. The public authority ought to have the option to adjust its approaches to these changes and to the degree conceivable to encourage them with the goal that they do not gain out of influence. Since, in such a case that this occurs, there is plausible that the majority rule framework will not work, bringing about a fascist framework. They coordinate an organized progression of rulers (Vigoda- et al., 2010). Changes based on plummet, self-arrangement, or rebellion, are considered unnatural in a majority rule government. They are restricting the utilization of savagery to a base (lightest of pressure). Minority bunches who are dependent upon pressure will acknowledge it more assuming they are offered the chance to take part in open and innovative conversations; they will be more persuaded to offer help regardless of whether it is contingent since they believe they are mindful—perceiving and expecting that there is variety in the public arena which is reflected in the variety of suppositions, interests, and ways of behaving. It is essential to coordinate an open society and political freedoms that will permit adaptability and the accessibility of choices in adequate numbers. In this association, a majority rule government is often called a lifestyle (Walker & Cooper, 2011).

In any case, variety should be kept up with not to surpass the cutoff because, notwithstanding variety, solidarity and reconciliation are likewise required (Fuchs, 2021). They are guaranteeing equity. As a general rule, equity infringement will not happen again in a vote-based system because the biggest gatherings are addressed in delegate organizations. However, a few gatherings will feel they have been dealt with unreasonably. So, what can be accomplished maximally is relative equity. The equity that can be accomplished might be more impartial over the long haul. For the execution of majority rule esteems, a few organizations should be coordinated as follows: 1) Responsible government; 2) A group's agent chamber that addresses gatherings and interests in the public arena and is chosen by free and secret decisions and based on something like two contenders for each seat. This agent chamber gives oversight (control), permits proper resistance, and permits consistent appraisal of government strategies; 3) A political association that incorporates at least one ideological group (bi-party framework, multi-party (Berman et al., 2021).

3.2 Public Policy and Bureaucracy for Democracy

Although the fittest concept is not only limited to the material-financial-physical aspect, it is also moral and organizational software (Etzioni-Halevy, 2013). However, it is unavoidable that the principles of liberal democracy and free markets will also color the social-political-economic competition, which is quite harsh and long-lasting, fierce competition in various ways. Where the strong kill the weak results in the emergence of social tensions and social injustice. The government that is expected in the era of democratization and free markets is a government that implements the principles of good governance, namely a government that enforces the rule of law, has accountability, is transparent and open, has professionalism, and is meaningful participation. The rule of law is characterized by legal certainty and a sense of justice for the community and the private sector for every public Policy made and implemented—accountability in being responsible and accountable for all the activities he does. Transparent and openness mean leading to a

precise mechanism for formulating, implementing, and evaluating policies, programs, or activities and opening up opportunities for the public to submit comments, suggestions, and criticisms (Farazmand, 2010).

Proficient in the feeling of having abilities and capabilities moved by all parts of the obligations and obligations. Interest, which has importance, is the arrangement of access for all parts or layers to take part in deciding or approaches. The public authority that is likewise expected is a synergist, individuals claimed, serious, mission-driven, results-situated government, a client arranged government, an expectant government, a decentralized government, and a market-arranged government (Dunleavy, 2014). A synergist government is an administration that spotlights parts of guidelines and strategy assurance instead of carrying out open administrations for the local area. The government-owned by the people is a government that empowers the community by delegating most of the functions of controlling and administering public services. A competitive government is a government that encourages competition among public service providers.

Mission-based government is a government-controlled or directed by goals or missions that have been set for the benefit of the community, rather than being controlled or oriented to the rule of law, which focuses more on the interests of the government (Morçöl et al., 2022). Results-oriented government measures and assesses the performance of government organizational units, with an emphasis or main concern not on the input aspect but the outcome aspect. Customer-oriented government is a government-driven by the guidance of conscience and the needs of the community, not the demands and interests of the government. A government that has an entrepreneurial spirit is a government that is passionate about entrepreneurs who will direct all their efforts to generate financial revenues rather than just spending the allocated budget. Anticipatory government is a government that is oriented toward preventing a problem from occurring rather than offering assistance in solving problems after the problem arises. A decentralized government is a government that delegates authority to its subordinate elements and applies a participatory management pattern and group cooperation in achieving organizational goals. Market-oriented government is government-oriented to market mechanisms rather than sluggish bureaucratic mechanisms (Ejersbo & Svara, 2012).

3.3 Public Policy and Bureaucracy

Along with the concept of separation of powers, the government has new concepts in public policies that are expected to bring prospects for more good progress in the life of the nation and state (Janowski et al., 2018). An effective bureaucracy did not follow the government's new public policy paradigm. The bureaucracy in Indonesia is powerless in following the public policy steps taken by the government from a mental, intellectual, organizational, and operational technical perspective. For example, the teacher certification policy that the government has issued has encountered many obstacles in its implementation at the central, provincial, and district/city levels. The 2007 teacher quota, which should have been certified by 2008, has not been completed. Public policies in the era of open democracy are policies based on the spirit of democracy. Public policies uphold the rule of the law, respect, and human rights. Moreover, public policies that adapt to market conditions and demands are more likely to satisfy a few people/groups of people and countries with capital and control economic resources and access (Monti & Wacks, 2020).

Bureaucracy, the expected bureaucracy in the era of democratization, is a bureaucracy that has a spirit of service: Meanwhile, in terms of service delivery, bureaucratic behavior is a servant bureaucracy with the following characteristics Peters &

Zittoun (2016). Tune in Traditionally, a civil servant is esteemed for his correspondence and assembling abilities—their choice. The worker administration should fortify fundamental abilities by furnishing a pledge to listening joined with ordinary contemplation, which is fundamental for the development of the worker official; Second, Empathy: administration civil servants make a solid attempt to comprehend and give compassion to others, for this situation, individuals; Third, Healing, figuring out how to recuperate is a strong power for change and coordination. One of the incredible qualities of the worker official is the likelihood to recuperate oneself as well as other people; Fourth, Awareness: General mindfulness, and particularly mindfulness, reinforces the worker chief. Focus on bringing issues to light. This is upsetting and elevating (Giest & Raaphorst, 2018).

Fit civil servants are typically completely conscious and soundly upset. They are not searchers of relief. Notwithstanding, they have their psyche; Fifth, influence or convincingness: Another attribute of worker official depends on the capacity to convince, not power, as a result of their situation in pursuing choices in the association (Rounce, 2021). The worker's civil servant attempted to persuade. Worker officials successfully assemble bunch agreement; Sixth Conceptualization; Servant administrators attempt to keep up with the capacity to "think ambitiously." According to a conceptualizing viewpoint, the capacity to see an issue (an association) implies that individuals need to think past everyday reality. Worker pioneers should find some harmony between conceptualization and everyday concentration.

Seventh is the capacity to anticipate, anticipate or foresee possible results or circumstances challenging to characterize yet effectively unmistakable. In any case, this merits consideration. Eighth is the capacity to serve; Peter Block, in his Stewardship and Empowered Manager, as cited by Spears, characterizes the capacity to serve (Stewardship) as the significance of "holding something with trust in others." (Peters et al., 2012). Ninth, Commitment to human development: Servant-pioneers accept that people have natural worth past their genuine commitment as laborers. In this nature, worker officials are profoundly dedicated to every individual's private, expert, and otherworldly development in the establishment. 10th, Building people group: Service administrators understand that the shift from obligation to more prominent foundations as the essential shapers of human existence has changed our discernment and caused a specific feeling of misfortune. Worker administrators show limitless capacities for explicit gatherings connected with society (Busch & Henriksen, 2018).

3.4 Digital Governance Enhancement

The pandemic can trigger and support the organization in offering assistance to the local area. Progresses in innovation and public comprehension of public administrations are expanding (Kamolov & Konstantinova, 2017). These days, individuals are progressively requesting something else from the administrations given and consistently overseeing, fixing, and supporting the speed of government.

The public authority has heightened Dilan's "Computerized Serving" rule in offering public types of assistance. This is significant because computerized administrations are an interest that will want to draw nearer to the local area. Be that as it may, it is essential to advance the utilization of Dilan because the idea of computerized change is not just changing customary administrations to on the web or building applications (Tilahun & Sharma, 2015).

Progressive change is more extensive than simply changing administrations on the web yet how to incorporate all help regions to deliver changes in business processes and make "esteem" that gives fulfillment to support clients. The United Nations, through the "'E-Government Survey 2020' has delivered the degree of reception of the e-government framework by different nations. In the report, Indonesia is in the position with the degree of execution of the Electronic-Based Government System at 88th out of 193 nations (Milakovich, 2012). This shows that digitalization in offering assistance needs further improvement and has become essential. Executing the Electronic-Based Government System (SPBE) has become a worry for all nations. Indonesia is additionally as yet slacking when contrasted with other ASEAN nations. The SPBE record is estimated by considering the inclusion and nature of progressive taxpayer-supported organizations, computerized framework improvement status, and HR's abilities in working with e-taxpayer-driven organizations (Akrivopoulou, 2013).

Covid 19 pandemic caused all efforts not to be as maximal as expected (Sihombing and Nasib, 2020). The present public administration challenges are becoming more intricate and combined with the Covid-19 pandemic. There should be a forward leap and imaginative strategies to conquer issues while focusing on the best open administrations given to the local area (Akrivopoulou, 2013). Choices and arrangements, basically connected with digitalization, should immovably and energize the formation of individuals' government assistance. Public help is a progression of exercises in satisfying assistance needs following legal guidelines for each resident and inhabitant of merchandise, administrations, or authoritative administrations as characterized in Law no. 25 of 2009 concerning Public Services. In addition to other things, the public authority was framed to advance the overall government assistance and teach the country. This implies that the state is obliged to address the issues of every resident through an administration framework that upholds the production of fantastic public assistance conveyance to satisfy the fundamental necessities and social liberties of every resident for general merchandise, public administrations, and authoritative administrations (Wong & Chu, 2020). What is generally anticipated by the local area is modest assistance, quality help, and straightforward help. Like this, prevalent HR should uphold public administrations that can offer the best support to the local area.

The public authority should answer individuals' assumptions, and worldwide difficulties set off by changes and advances, particularly in innovation. The world has changed where exercises are done by using advanced innovation. Individuals are getting more insightful and all-around informed, so individuals tend to "request more" from public administrations (Yen, 2020). These days, changes are occurring so quickly, thus stubbornly, that benefits that were once glad for may now be considered old. The public authority should give data innovation-based administrations by further developing its business processes so that administrations will be quicker, simpler, and less expensive while focusing on straightforwardness and responsibility. Four things should be done to offer public assistance in the computerized period. In the first place, to re-recognize business processes applicable to the public authority's fundamental goals so that adjustments of business processes go with digitization (Lee-Geiller & Lee, 2019).

Second, the administration given to the local area is looked for continuously/moment and informed to people in general (clearness and conviction of administration). We can perceive how individuals need ongoing data on the advancement of taking care of it in this pandemic condition. The focal and provincial government is investigating better approaches to give the most recent data and administrations to the general population to deal with the impacts of the pandemic (Milakovich, 2012). Third, creating computerized

gadgets that help workers work with movements of every kind and cooperation between representatives in activities and offering assistance to the local area. The pandemic has constrained new work designs where representatives telecommute or Work from Home (Misuraca & Viscusi, 2014).

Current improvements expect that work and administrations be completed all the more deftly and can be given from any place. Fourth, adjust business processes because of changes in conduct and local area needs in the advanced time. Future difficulties connected with public administrations are progressively intriguing because individuals' lives have fundamentally changed where they request quicker, simpler, less expensive, and more straightforward administrations (Misuraca & Viscusi, 2014). The state should be nearer to the local area and give solace and animate the local area to be more inventive, innovative, practical, and ready to make a genuine commitment to public turn of events. A joint effort, responsibility, and advancement in conveying public administrations are crucial. The circumstances now being confronted are the main impetus to develop toward computerized serving towards the advanced legislature representing things to come (Osborne et al., 2013).

V. Conclusion

Finally, we can conclude that this study has obtained some scientific evidence in perspective. Through a phenomenological approach, we summarize the existing literature to answer this problem, namely an effort to understand the public policy towards quality improvement, which is an analysis of democracy and the impact of technology on the progress of a country. So we can conclude that the impact of technology is that the government has continuously served the public by taking over services electronically, where each friend slowly began to rely on technological means in providing public services. This is done considering that today's technology is helpful in specific jobs. However, technology can be used for public services and advances in technology and information in all life and business sectors. Therefore, a country the government is increasingly confident in adopting technology that impacts public services because they believe and are better able to innovate and transform public services that are fair and open.

Likewise, we collect data where we are in public service, and this good bureaucracy is part of what the public eats so that they feel that government services are closer to what they want. This is a government service to provide public services to the maximum extent possible as part of bureaucratic reform in several countries, along with the emergence of technology that impacts the business sector and even personal life. Thus, we believe that this finding has become a new input for improving the quality of democratic services, mainly how the government provides the best public service guarantees in every country, along with the presence of technology that has been able to innovate and provide solutions to human life, from the business sector to the government and even to the private sector.

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