

Implementation of Good Governance in the Era of Digitalization

Lanny Mulyawati¹, Muhammad Husen Maruapey², Masliatul Aini³, Neng Suci Amalia⁴, Raden Siti Halimah⁵, Raudhatul Ashfiya⁶, Refina Nurhazizah⁷, Zahra Yeza Sabilla⁸

Universitas Djuanda, Bogor.

Correspondence: Muhammad Husen Maruapey

muhammadhusein1@unida.ac.id

ARTICLE INFO

Keywords: Governance, Public Administration, Era of Digitalization

Received : 26 April

Revised : 26 May

Accepted: 28 June

©2025 Mulyawati, et al.: This is an open-access article distributed under the terms of the [Creative Commons Atribusi 4.0 Internasional](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

In realizing good governance, Public Administration Ethics in the Digital Age raises the importance of applying the principles of good governance in the context of public administration which is increasingly influenced by advances in digital technology. In the era of digitalization, transparency, accountability, and public participation are increasingly crucial to increase public trust in government. The use of information technology from this research aims to accelerate the decision-making process, facilitate access to information, and improve interaction between government and citizens. However, ethical challenges arise along with the risks of data misuse, privacy, and the digital divide. The method used in this research is a literature approach. Therefore, it is crucial for the government to develop policies that emphasize ethics and integrity for public administration, and ensure that all levels of society can participate fairly in the government process. By integrating ethics into the practice of public administration, governments can create an environment that supports good governance and provides more significant benefits to society. The results of this study highlight that the integration of ethics and technology in public administration is crucial.

INTRODUCTION

The government has a major role in society and has the most important obligation to manage all forms of quality public services to reach all levels of society. Public services are the provision of services at no cost by the government or related institutions to the public. The aim is to meet the needs of citizens and improve their welfare. Public services act as an important first step in building and implementing the principles of good governance. In essence, good governance refers to actions or behaviors that are based on certain values. Such as directing, controlling, or influencing public issues, values are integrated into daily actions and life (Billah, 2002: 40). Public administration ethics is a very important basis for the implementation of good governance. Ethical principles such as integrity, accountability, fairness and transparency serve as guidelines for state civil servants in carrying out their functions and obligations. However, in today's digital era, these principles are often confronted by rapid technological developments. For example, the use of big data in public policy can improve service efficiency, but also potentially lead to violations of people's privacy if the data is misused.

Digital transformation in public administration requires not only the application of technology, but also the enforcement of strong ethics among government officials. Good governance is crucial to ensure public services are accessible and provide benefits for all. In Law No.30 of 2014 Article 2, it is stated to make good governance, transparent, effective, efficient, and accountable by carrying out national development that is useful and effective, and ensuring public participation in government processes. The role of ethics in public administration is crucial in building public trust in government. In a digital context, where information can be easily accessed and disseminated, ethics become the foundation to prevent abuse of power and corruption. Frequent cases of corruption in Indonesia indicate that the lack of ethics in public administration can reduce public trust. Therefore, it is necessary to apply strong ethical principles in all aspects of public administration to achieve good governance. The importance of good governance in public services cannot be underestimated. According to Sari (2020), good governance is the foundation for building public trust in government. In this context, the principles of transparency and accountability are vital to ensure that all government actions can be accounted for. This view is in line with the idea that public participation in the decision-making process can improve the quality of public services and strengthen the legitimacy of policies taken by the government.

In the digital era, there are new challenges in implementing the principles of good governance. Rahman and Yulianti (2021) revealed that, the use of information technology in public administration needs to be balanced with strong ethics to prevent data misuse and privacy violations. They highlighted the importance of improving ethics education for state civil servants so that they can adapt to technological developments without sacrificing essential moral values in public services.

In addition, the digital age presents new challenges for implementing good governance values, as the proliferation of hoaxes and false information on the internet can compromise transparency. Accountability is also important

when there is no effective oversight mechanism for technology-based decision-making. To ensure that information technology is used to support, not undermine, the principles of Good Governance, clear rules and consistent implementation are needed (Zen & Frinaldi, 2025) .

RESEARCH METHODS

In the article we made, we used the category of research type of literature or literacy approach. According to Sugiyono (2020: 9), qualitative research methods are approaches used to investigate objects in natural conditions. In this method, the researcher acts as the main instrument, using data collection techniques that are triangulated (combination). Data analysis is carried out inductively, and the results of qualitative research prioritize understanding meaning rather than generalization.

This approach allows researchers to dig deeper into individual motivations and perspectives in the context of public administration. We collected, compiled, and analyzed some data from various factual journal articles. Then, from the data that has been collected, we compile complete sentences and paragraphs. The purpose of making this article is so that readers can find out the motivation of employees in the performance of quality ASN and comply with applicable regulations.

RESULTS AND DISCUSSION

In an effort to realize good governance, public administration ethics play a very important role, especially in the digital era which is characterized by advances in information technology and quality public services depend not only on efficiency and effectiveness but also on the application of strong ethical principles. In the digital era public administration faces various challenges that can affect the application of ethics with one of the main challenges being the misuse of data.

The use of big data in public policy can improve efficiency but also pose a risk to people's privacy. As stated by Muliawaty et al. (2020) "Unethical use of information technology can result in violations of privacy and public trust." besides that corruption and abuse of power are becoming serious problems where Oni et al. (2022) emphasized that "The application of strong ethical principles in public administration is essential to prevent abuse of power."

Political pressure and an organizational culture that does not support ethics are also obstacles. Sulisty and Kurniasih (2024) note that "Collective awareness of the importance of ethics in public service needs to be improved to reduce conflicts of interest." In addressing these challenges a number of steps need to be taken with Ethics education and training for civil servants is essential and Budiman et al. (2022) state that "Continuous ethics training can help build a strong ethical culture within the organization." Establishing a transparent supervisory system is also necessary as Ikhwalid et al. (2023) emphasized that "The use of information technology can improve accountability by providing publicly accessible data.

Encouraging active public participation in decision-making through digital platforms will increase the transparency and legitimacy of policies, while strict regulations on the use of technology and data to protect public privacy are essential. Choirulsyah and Azhar (2024) state that "Strict regulations are needed to protect people's privacy and prevent data misuse." Thus, the role of ethics in public administration is crucial in building public trust in government, and in the digital context, ethics is the foundation for preventing abuse of power and corruption. By implementing these actions, it is estimated that the government will realize good governance that is efficient, effective, ethical and transparent so as to improve the welfare of society as a whole.

Ethics in public administration can act as a means of monitoring government officials as they carry out their duties and functions. In connection with various issues of government abuse of authority and ethical violations, it is hoped that public administration ethics will be able to provide ethical principles and values, clear rules, behavioral guidelines, and moral policies that can be applied by every public officer in realizing good governance. From this, it can be understood that public administration ethics seeks to establish norms regarding the actions that should be taken by public officials in carrying out mandates from the public.

In this context, ethics serves as a guide for government employees to act responsibly, not only for personal or group interests, but also for the benefit of society as a whole. The main principles of public administration ethics, such as honesty, fairness, openness, and professionalism, are important elements in building a clean government that avoids abuse of power. By applying these principles, the government is expected to improve the quality of public services and achieve better development goals, which will have a positive effect on the welfare of the community.

In addition, ethics in public administration also has a very strategic role to achieve clean and open governance. With strong ethics, governance will be organized, efficient, and oriented towards the interests of the community. Therefore, it is very important for every individual involved in public administration to always maintain and prioritize ethics in their every action. A government that places ethics as a priority in good public administration will reflect a country that has a strong commitment to the principles of clean, accountable and transparent government.

Good governance is a concept that explains how the government performs its duties properly and effectively with this includes transparency where the government provides clear information to the public about policies and budget use so that people can understand what is being done. Accountability is also important where public officials must be responsible for their decisions and actions and be ready to explain if something goes wrong. Public participation is needed in decision-making so that people's opinions are heard through elections or discussion forums while justice must be upheld by treating all citizens fairly and providing equitable benefits without discrimination. Effectiveness and efficiency in the use of resources is also a major focus where the government must make the right decisions and implement policies effectively. Good Governance is

results-oriented and complies with applicable laws so as to create a sense of security and trust from the community and finally innovation and adaptation are needed to face new challenges so that it is hoped that a more prosperous and equitable society can be created.

Furthermore, it is also explained that the notion of good governance has two main aspects. First, it includes values that support the aspirations of the people and the ability of society to achieve national goals, self-reliance, sustainable development, and social justice. Second, it involves efficient government functions in achieving national goals. Good governance emerges as one of the solutions to overcome the various problems faced by a country. At least good governance must be able to fulfill the prerequisites of participation, efficiency, effectiveness, transparency and justice.

In an effort to achieve good governance, the application of public administration ethics is an important element, especially in the digital era. According to Prasetyo (2021), ethics in public administration serves as a guideline for civil servants, but also plays a role in instilling public trust in government. With solid ethics, the government can reduce the risk of corruption and abuse of power, which is often a barrier to the achievement of effective public services. The need for ongoing ethics training for civil servants also aims to enable them to face the challenges posed by advances in information technology.

In addition, another challenge in implementing good governance is the increasing complexity of public issues in the digital era. Wibowo and Santoso (2022) state that the use of information technology in public policy must be accompanied by clear and transparent policies to protect people's privacy rights. They argue that increasing public involvement in the voting process through digital media can strengthen the legitimacy of government policies. Therefore, the integration of technology and ethics should be a top priority so that public services are not only efficient, but also fair and accountable.

CONCLUSIONS

Public administration ethics holds a very important function in creating good governance, especially in the digital era characterized by advances in information technology. The application of ethical principles such as honesty, justice, openness, and professionalism is the main foundation to prevent abuse of power, corruption, and violations of public privacy. With strong ethics, public administration is not only able to improve the quality of service efficiency and effectiveness, but also establish public trust in government. Continuous ethics education and training, transparent supervisory systems, and strict regulations regarding the use of technology and data are important steps in facing the challenges of the digital era so that governance can run cleanly, accountably and responsibly.

In addition, public administration ethics also serve as moral guidelines and norms for every government official in carrying out their duties for the benefit of society as a whole. The integration of information technology and ethics is a top priority so that public services are not only efficient but also fair and transparent. Encouraging active public participation through digital

platforms can strengthen policy legitimacy and increase transparency. Therefore, the government's commitment in placing ethics as the main foundation of public administration will result in better governance, reflecting a clean, open and welfare-oriented government.

REFERENCES

- Article 2 of Law No. 30/2014 on Government Administration discusses the purpose of regulating government administration.
- Budiman, A. F. F., Setia, A. Y., & Jauza, D. (2022). The application of public service ethics in realizing good governance. *Journal of Dialectics: Journal of Social Sciences*, 19(1), 64-74. <https://doi.org/10.54783/dialektika.v19i1.65>
- Choirulsyah, D., & Azhar, A. (2024). Implementation of public administration ethics: The main step in creating good governance in Indonesia. *Journal of Government and Politics*, 9(3), 195-203. <https://doi.org/10.36982/jpg.v9i3.3757>
- Dr. Ir. Muhammad Rais Rahmat Razak, M. S., Ade Putra Ode Amane, S.Sos., M. S., S.IP., M. S. B. M. T. V., & Simandjorang, S.E., M. S... (2024). *Book of Public Administration in the Era of Digitalization*. EUREKA MEDIA AKSARA.
- Hesi, C. Z., Harmi, F., Nabilah, K., Indriani, S. M., & Saputra, B. (2025). Contextuality in the Implementation of Good Governance: A Multi-Case Study of Innovations and Challenges in Kelurahan Kota Padang. *Journal of Law and Public Policy Studies* | E-ISSN: 3031-8882, 2(2), 1240-1245.
- Ikhwalidi, D., Gusmita, E., & Hasan, A. (2023). The application of public administration ethics as an effort to realize good governance. *JAN MAHA*, 5(4), 1-10.
- Muliawaty, D. L., Si, M., & Muliawaty, L. (2020). Ethics of public administration in the era of technology disruption and government innovation. *Journal of Government Science*, 10(2), 132-141.
- Oni, S., Abasili, C. O., Dele-Dada, M., & Osarumwense, C. (2022). Government bureaucrats and ethical conduct in Nigeria's fourth republic: Implications for good governance. *Society, Culture and Politics*, 35(4), 396-406. <https://doi.org/10.20473/mkp.V35I42022.396-406>
- QUALITATIVE, QUANTITATIVE, ACTION RESEARCH, RESEARCH AND DEVELOPMENT (R n D) METHODOLOGY. Yayasan Pondok Pesantren Al Mawaddah Warrahmah Kolaka.
- Sulistyo, A., & Kurniasih, D. (2024). Ethical leadership and public service in

- Indonesia: Challenges and opportunities. *Journal of Governance and Public Policy* 9(1), 45-60.
- Taufiqurokhman, T., & Rossa, Z. Z. (2025). *Public Administration Ethics is the Main Pillar of Public Trust Public Administration Ethics is the Main Pillar of Public Trust*. 7(1), 134-143. <https://doi.org/10.31289/jipikom.v7i1.4062>
- Yaya, R., & Sukardi, S. (2025). The Effect of E-Government Implementation and Community Participation on Village Government Performance with Good Government Governance as a Moderating Variable. *Balance: Journal of Accounting and Business*, 10(1), 69-81.
- Zakariah, M. A., Afriani, V., & Zakariah, K. M. (2020).
- Zen, N. H., & Frinaldi, A. (2025). *The Role of State Administrative Law in Realizing Good Governance in the Digital Era*. 5, 29-40.