

Optimizing E-Governance in Handling Bullying Cases in Indonesia: Policy Review, Implementation, and Challenges in Society

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Abstract : *This article aims to explore the optimization of e-governance in addressing bullying cases in Indonesia through a review of existing policies, an analysis of their implementation, and identification of challenges within society. Using a literature review method, this study examines various studies and official reports that focus on digital governance, bullying prevention efforts, and relevant social dynamics. The results indicate that Indonesia has made significant progress in adopting e-governance tools that enable more efficient reporting and intervention mechanisms to address bullying cases. However, challenges remain in terms of public awareness, which is still suboptimal, and technological infrastructure, which is not yet evenly distributed across all regions. Additionally, the social stigma against bullying victims remains an obstacle to effective case resolution. This study highlights the importance of responsive policy enforcement and broader technological investment to optimize the e-governance system in addressing bullying cases more comprehensively. With a more integrated e-governance system, public services are expected to become more inclusive and accessible to various community layers, fostering a safe and bully-free environment.*

Keywords : *e-governance, bullying, public governance, Indonesia*

Abstrak : Artikel ini bertujuan untuk mengeksplorasi optimalisasi e-governance dalam menangani kasus perundungan di Indonesia melalui tinjauan kebijakan yang ada, analisis implementasi, dan identifikasi tantangan dalam masyarakat. Dengan metode tinjauan pustaka, penelitian ini mengkaji berbagai studi dan laporan resmi yang berfokus pada tata kelola digital, upaya pencegahan perundungan, serta dinamika sosial yang relevan. Hasil menunjukkan bahwa Indonesia telah mencapai kemajuan signifikan dalam mengadopsi alat e-governance yang memungkinkan mekanisme pelaporan dan intervensi lebih efisien dalam menangani kasus bullying. Namun, tantangan masih muncul dalam hal kesadaran masyarakat yang belum optimal dan infrastruktur teknologi yang belum merata di seluruh wilayah. Selain itu, stigma sosial terhadap korban perundungan tetap menjadi kendala dalam penyelesaian kasus yang efektif. Penelitian ini menyoroti pentingnya peningkatan penegakan kebijakan yang responsif dan investasi teknologi yang lebih luas untuk mengoptimalkan sistem e-governance dalam menangani kasus bullying secara lebih komprehensif. Dengan adanya e-governance yang lebih terintegrasi, diharapkan layanan publik menjadi lebih inklusif dan dapat diakses oleh berbagai lapisan masyarakat guna mewujudkan lingkungan yang aman dan bebas perundungan.

Kata kunci: e-governance, bully, tantangan dalam masyarakat, Indonesia

Introduction

Every human activity is inseparable from the help of other humans. Humans are social creatures who need each other wherever they are. One form of community participation in monitoring public services is through providing input, reports and evaluations of the implementation of public service standards, monitoring policy implementation, and monitoring the improvement and socialization of public services. (Chotimah & Affandi, 2018) This is in line with Ramdhani (2017) who stated that one of the principles of good governance is community participation..

In Law Number 25 of 2009 Article 1 that the state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of public services which are the mandate of the 1945 Constitution of the Republic of Indonesia. In Indonesia, a public service system such as e-governance has been implemented. Regarding the definition of e-Government, there are two very important things in the use of ICT as a tool and efficient administrative management aimed at utilizing ICT. The definition of E-governance is a service provided by the government to facilitate access for the Indonesian people in conveying suggestions, complaints and information about what is happening. Efendi in Akadun (2009) stated that in order to build good governance, local governments must build a network of cooperation based on participatory, transparent and responsive relationships (connections) between the pillars of good governance stating that this needs to be done. Relationships like this can only be established through the implementation of e-Government (Mardhayati, 2012: 162).

One of the uses of E-governance is in handling bullying cases in Indonesia. Bullying is a form of crime that hurts an individual's feelings both verbally and mentally. However, the implementation of government handling of bullying cases in Indonesia is still far from professional in handling bullying cases. (Suprihatiningsih, et al., 2022) The formation of youth groups in the wider community will produce individuals or groups who excel, and vice versa. Good groups display their identities as individuals and sometimes as groups in bad ways, including physical and verbal violence. The type of violence that is more often shown by the younger generation is bullying. (Shidiq dkk., 2018).

In accordance with the 1945 Constitution of the Republic of Indonesia, Article 1 paragraph (3) which reads: "The Republic of Indonesia is a State of Law". Therefore, in handling bullying cases in Indonesia, the government is expected to be able to apply and implement Pancasila values in handling bullying cases in terms of public services or E-governance..

Research methods

This study uses a descriptive approach with the aim of describing the real situation related to the optimization of e-governance in handling bullying incidents in Indonesia. As stated by Sugiyono (2011), "Descriptive research is research that

aims to reveal or describe current situations and phenomena using scientific methods to answer real-world problems". The method in this study is a literature review, which includes scientific articles, journals, and books that are relevant to the topics of public services, good governance, and bullying. These sources are obtained through academic databases, such as Google Scholar, and other trusted sources. The data collection process involves selecting and categorizing sources based on the relevance and quality of the information presented. After the data is collected, content analysis is carried out to identify and evaluate policies, implementations, and challenges faced in the application of e-governance in the context of handling bullying. The findings from this analysis are grouped into three main aspects: policies, implementations, and challenges. The results of this analysis are compiled with the aim of providing conclusions regarding the effectiveness of e-governance in handling bullying cases and providing strategic recommendations to improve policy implementation and overcome existing obstacles. Although this study only uses secondary data, this in-depth literature review is expected to provide meaningful and constructive insights for the development of e-governance in handling bullying cases in Indonesia.

Results and Discussion

Pancasila ideology as the basis of the state in the implementation of E-governance

The initial formulation of Pancasila occurred during the preparation period for Indonesian independence. On March 1, 1945, Japan established the "Dokuritu Junbi Cosakai" or the Investigating Agency for Preparatory Work for Indonesian Independence (BPUPKI). The task of BPUPKI was to formulate the basis of the independent Indonesian state. One of the important BPUPKI sessions was the session held from May 29 to June 1, 1945, where Dr. Ir. Soekarno, as one of the members of the agency, delivered an idea that later became known as Pancasila on June 1, 1945. In his speech Dr. Ir. Soekarno proposed five basic principles of the state, which were later named "Pancasila" by the Indonesian language expert, Mohammad Yamin, which comes from the words "panca" (five) and "sila" (principle or principle) (Wreksosuhardjo, 2005). The concept of Pancasila at that time was not final and was in the process of being refined. On June 22, 1945, the Committee of Nine drafted the Jakarta Charter which contained the formulation of Pancasila, then on August 18, 1945, one day after the proclamation of independence, Pancasila was officially ratified as the basis of the state in the Preamble to the 1945 Constitution by the Preparatory Committee for Indonesian Independence (PPKI). (Sardiman & Amurwani, 2017).

Pancasila was then established as the ideology of the Indonesian nation because it has a number of principal reasons. First, Pancasila is able to accommodate the diversity and plurality of the Indonesian nation which consists of

various tribes, religions, cultures, and races. The principle of the Unity of Indonesia in Pancasila illustrates the importance of unity amidst this diversity (Notonagoro, 1975). Second, Pancasila reflects the noble values of the traditions and culture of the Indonesian people, such as mutual cooperation (populist), social justice, and divinity. These values reflect the philosophy and noble outlook on life of the Indonesian nation (Ronto, 2012). Third, Pancasila as a state ideology fosters a spirit of civilized and just democracy through representative deliberation, not merely through majority power (Dewantara et.al, 2019). Because it has a number of principal reasons that have been mentioned, this can be the reason why Pancasila Values can be implemented in the application of E-governance or public services. In addition, Pancasila values can also be applied to shape human character so that they do not commit violence, for example bullying.

Forms of bullying

In a 2023 study, Putra et al. found that acts of physical violence, such as punching and kicking, intended to scare or hurt the victim include verbal bullying. This includes the use of harsh language and insults and can occur in person or through digital platforms. Social bullying seeks to destroy the victim's social relationships by belittling or isolating them. In addition, teasing or insulting someone's appearance, focusing on aspects such as their weight or the clothes they wear, also falls into this category (Saipudin et al., 2021). Sometimes people still don't care whether words that they think are normal can have a very negative impact on the victim.

Understanding bullying behaviors carried out by parents, teachers, and students. In addition, training educators is also important to create a safe and supportive school environment for all. By considering different perspectives and different cultural backgrounds, appropriate interventions can be developed to prevent and address bullying in schools effectively (Miranti, 2024).

As social beings who need each other, we should not hurt someone's feelings and as good human beings, we must appreciate and respect the diversity of humans on this earth. Because every human being has been given a gift by God Almighty to be appreciated and respected as a creature with intelligence and noble character.

Bullying can happen anywhere. Not only in the community but also in the world of education. Teenagers who have the desire to be popular often feel the need to constantly control and demand their friends to be popular and accepted. This bullying incident is one example that reflects the causes of bullying in Indonesia. In addition to factors caused by self motivation, family factors can also be the main motivation for teenagers to carry out bullying behavior (Zakiyah et al., 2017).

Government E-governance Policy Review

The implementation of government in public services or E governance often makes the public wonder because if they want to report a bullying case, the public is still confused about who to report it to. In this case, we review the performance of the government in handling bullying cases in public services, namely In order for the State Civil Apparatus to succeed in its performance, both quantitatively and qualitatively, the State Civil Apparatus itself must be careful and serious in improving its skills and abilities to support the success of certain organizations and institutions. In an effort to increase synergy, each state private organization must be able to maximize the potential that exists in the state private organization (Prabowo, 2017).

In this case, the role of the government in handling bullying cases is very important. Performance in public services must be improved because based on the results of research conducted by the International Center for Research on Women (ICRW) in five Asian countries, namely Indonesia, Cambodia, Vietnam, Nepal and Pakistan in 2018, it was stated that the phenomenon of bullying in school students reached 70%. Indonesia itself is one of the countries with the highest number of bullying cases (Visty, 2021)

Furthermore, based on the 2021 national assessment data, we found that bullying can occur in most adolescents, with 24.4% of adolescent students having experienced bullying incidents in their educational units. Based on data from the Indonesian Child Protection Council (KPAI), it was found that the number of victims of bullying in the school environment has increased from year to year. (KPAI, 2020).

From the data obtained, it can be seen that the government's performance in public services is still not optimal because the percentage of bullying that occurs in society is still high. This greatly affects the public's view of the government, it can have a negative impact because the performance is not optimal. Lack of education to the public regarding the socialization of complaints related to bullying, even though the community needs protection if they experience bullying crimes. In this case, the government can implement and apply it based on the ideology of Pancasila values.

Implementation of Pancasila values in E Governance

The highest law in Indonesia is the 1945 Constitution of the Republic of Indonesia. The foundation and philosophy of the Indonesian nation is Pancasila which consists of five principles. The definition of Pancasila consists of five core values that are idealized as the national foundation (philosophy), philosophy of life, and concept of the national ideology of the Indonesian nation.

First, Belief in the One Almighty God. Article 29 paragraph (1) also states that "the state is based on Belief in the One Almighty God" meaning that the state must uphold Belief in the One Almighty God through regulations that protect

adherents of all religions from blasphemy, harassment, or other things that can cause discomfort to followers. In addition to these aspects, the laws implemented in Indonesia must also be in accordance with God's values..

The laws made must not deviate from religious values (Wandani & Dewi, 2021). Because Indonesia is a religious nation based on the first principle of Pancasila, the government can implement it by educating that bullying is an act that violates the rules of religion that are believed and applied since childhood in the field of education. However, what is very important is the parenting pattern of parents because according to (Nazilah, Firdatul, Nisak, Herawardani, Imarta, & Khoironi, 2021) If the way parents educate their children at home is good, then at school or in the community the child will also behave well. But on the other hand, if the way parents educate their children at home is not good, such as relaxing more, playing, being pampered, then at school or in the community whose conditions are different from the environment in their family, the child will become rebellious, naughty, impolite and lazy.

Second, just and civilized humanity. This principle means that everyone has equal standing before the law and enjoys equal justice. This principle recognizes all the diversity that exists in Indonesia so that it can recognize the same rights and obligations and have the same status as human beings, without distinguishing between ethnicity, religion, gender, skin color or other differences (Wandani & Dewi, 2021). The government can implement it by not discriminating in handling the bullying case process and every member of the public who wants to report it for immediate follow-up.

Third, the unification of Indonesia. This third principle includes the value of unity. This principle protects all the diversity that exists in Indonesia. This principle also means that common interests must be prioritized over the interests of individuals, groups, groups, and other communities. Every component of the Indonesian nation must be able to defend the country for the sake of national unity (Wandani & Dewi, 2021). Indonesia is a country filled with a sense of mutual cooperation, therefore, every community must be able to maintain unity so that there are no additional cases of bullying in society.

Fourth, citizenship that is guided by wisdom in deliberation/representation. This command means that every decision that affects the people is discussed formally by representatives of the people who have the trust of the people. In every decision, the majority vote will be considered (Wandani & Dewi, 2021)

Fifth, Social justice for all Indonesian people. The value contained in this principle is that all Indonesian people receive equal justice in all fields. In this case, the government is expected to be fair in all reporting processes submitted to the government regarding bullying so as not to discriminate because according to (Wandani & Dewi, 2021) Everyone must protect the rights and responsibilities of their fellow citizens. Always be fair and maintain justice in your decisions without

taking sides. Every country must have a shared vision of core values and goals for the sustainability, integrity, and glory of the country. In this case, Pancasila with its five principles can be applied in the field of public service or E-governance.

E-governance challenges in society

Indonesia is famous for its diversity of tribes, regions and languages, which are from Sabang to Merauke. Because the diversity of regions and ethnic groups is a picture of how different public services are carried out in various regions. (Kapitan, Suryana, Herawati, 2024) The government has an obligation to provide equal public services to all citizens. The public must realize that they demand reliable, interactive and easily accessible public services, responsive to the interests of the wider community throughout the country. (Kurniawan, 2006)

There are many weaknesses in the development of e-Government in Indonesia. First, the services provided by government departments are not yet supported by an effective management system and workflow, because the computerization of the government system is hampered by the lack of computerization. Regulations, procedures, and human resource limitations are very limited. Second, the strategy has not been determined and the budget allocated for the development of e-Government is insufficient. Third, this effort is a single agency effort. Therefore, there is a lack of attention given to many factors, such as standardization, information security, authentication, and various supporting applications that enable reliable trust, security, and interoperability between entities. Fourth, there is a gap in public access to the Internet.

Seeing the challenges faced, it is hoped that the government will pay more attention and review the performance of its employees in providing public services to the Indonesian people.

Conclusion

This study confirms that optimizing e-governance has an important role in improving the handling of bullying cases in Indonesia. Although there have been significant efforts from the government in implementing digital technology to support public services, several challenges still need to be faced. And this journal reviews how optimal the government's performance is in handling bullying cases through public services or E Governance. On the other hand, these challenges include the lack of public awareness of the importance of reporting bullying cases and the limitations of technological infrastructure in several areas.

It is very important in the family environment for parents to educate their children with religion, attitude, speech and good behavior by giving them affection and advice, so that children grow into adults who are responsible for themselves and their environment and then, so that children are accustomed to speaking and behaving politely towards others. To avoid the possibility of becoming victims or perpetrators of bullying when they are adults. Because the first home of learning

for children is parents or family. Then, the government can also apply the values of the five principles of Pancasila as a basis for handling bullying cases so as not to discriminate against anyone who wants to report their case in the public service sector or government E-governance.

Everyone is not free from mistakes, but if it can still be prevented starting from small things, namely family, a positive environment, being sensitive to the environment, then do it to avoid bullying cases. For the government, its performance in public services or e-governance can be improved so that the percentage of bullying in Indonesia decreases or even disappears. So the community really hopes for help and protection from the government

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