

Digitalization of Public Services to Overcome Human Rights Violations That Occur In Society

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Abstract: *This research aims to investigate the strategic role of public service digitalization in addressing human rights violations, particularly bullying, which is prevalent in the increasingly developing digital era. Amid rising bullying cases and low reporting rates, the digitalization of public services offers innovative solutions to overcome barriers in conventional reporting systems. The research findings indicate that the implementation of digital platforms provides significant breakthroughs by offering a secure, efficient, and easily accessible reporting system. The digitalization of public services not only enhances administrative effectiveness but also creates a supportive environment for victims to report incidents without fear of retaliation. This system enables real-time monitoring and more in-depth pattern analysis, as well as facilitating rapid responses from relevant institutions. The study also reveals that the integration of information technology in handling bullying cases supports the creation of more effective prevention mechanisms through public education and increased community awareness. In conclusion, the digitalization of public services represents a progressive step in modernizing governance and protecting human rights. Its success requires continuous evaluation and harmonious integration between technological innovation, responsive policies, and active community participation. This research provides an important contribution to understanding the role of digitalization in improving the effectiveness of public services, particularly in the context of handling bullying cases, and highlights the importance of adapting public service systems to the demands of the digital era.*

Keywords: *Digital Technology, Public Services, Human Rights, Bullying.*

Abstrak: Penelitian ini bertujuan untuk mengetahui peran strategis digitalisasi pelayanan publik dalam menangani kasus pelanggaran HAM, khususnya bullying yang sangat marak di era digital yang semakin berkembang. Di tengah meningkatnya kasus bullying dan rendahnya tingkat pelaporan, digitalisasi pelayanan publik menawarkan solusi inovatif untuk mengatasi hambatan dalam sistem pelaporan konvensional. Hasil penelitian menunjukkan bahwa implementasi platform digital memberikan terobosan signifikan dengan menyediakan sistem pelaporan yang aman, efisien, dan mudah diakses. Digitalisasi pelayanan publik tidak hanya meningkatkan efektivitas administratif, tetapi juga menciptakan lingkungan yang mendukung bagi korban untuk melaporkan kejadian tanpa rasa takut akan pembalasan. Sistem ini memungkinkan pemantauan real-time dan analisis pola yang lebih mendalam, serta memfasilitasi respon cepat dari institusi terkait. Penelitian juga mengungkapkan bahwa integrasi teknologi informasi dalam penanganan kasus bullying mendukung terciptanya mekanisme pencegahan yang lebih efektif melalui edukasi publik dan peningkatan kesadaran masyarakat. Kesimpulannya, digitalisasi pelayanan publik merepresentasikan langkah progresif dalam modernisasi tata kelola pemerintahan dan perlindungan HAM. Keberhasilannya membutuhkan evaluasi berkelanjutan dan

integrasi harmonis antara inovasi teknologi, kebijakan responsif, dan partisipasi aktif masyarakat. Penelitian ini memberikan kontribusi penting dalam pemahaman tentang peran digitalisasi dalam meningkatkan efektivitas pelayanan publik, khususnya dalam konteks penanganan kasus bullying, serta menyoroti pentingnya adaptasi sistem pelayanan publik terhadap tuntutan era digital.

Kata Kunci: Teknologi Digital, Pelayanan Publik, Hak Asasi Manusia, Bullying.

Introduction

The digital era is increasingly developing, this development is certainly inseparable from the development of technology in all fields such as information technology and so on, technology makes it easier for humans to access all information and knowledge from various sources. One of the benefits of the development of the digital era is that it can help the public service sector that focuses on overcoming human rights violations, namely bullying, to increase awareness of reporting and support for victims.

Human Rights (HAM) are internationally protected rights such as the right to life, the right to freedom, the right to own and the right to express opinions, and bullying is a form of violation of Human Rights (HAM) which is carried out intentionally and repeatedly to hurt others, bullying is also an act that is detrimental to many individuals, especially children and adolescents. Bullying cases can occur in various places, including schools, workplaces, and digital platforms, thus creating a profound impact on the mental and physical health of victims. So far, there have been many cases of bullying, but the problem has not been reported to the legal realm or to people around the victim, because the victim is afraid to speak up about the treatment they have experienced, there are several reasons why victims are afraid to report this to people around them or report it to legal institutions, such as victims feeling embarrassed or afraid to report it because the victim will feel embarrassed by their friends and could be threatened even more by the perpetrator because the perpetrator feels threatened too, then the victim will also feel that no one will believe him if he tells a story even though people around him will think that the victim cannot defend himself and is considered weak.

So that this can make the victim feel deep trauma because of threats from the perpetrator and pressure from people around him, in the end this can be a reason for the victim to choose to end his life because he can no longer stand the pressure he gets, therefore the importance of protection for victims of bullying that can be easily and directly accessed by the victim and conveyed directly to the relevant reporting agency so that the victim does not need to convey his problems to others which can actually make the victim even more depressed In facing this challenge, digitalization of public services has emerged as an innovative solution to prevent, detect, and handle bullying cases more effectively. In the context of human rights violations (HAM) that occur through bullying, digitalization of public services

offers various effective solutions to support victims and prevent this act of violence in society, the community needs to be educated about bullying, its impacts and how to report it. One way to report bullying cases effectively is to use an online reporting platform. An online reporting platform is the development of an application or website that allows victims to report anonymously or without their identity being known so that victims feel protected and safe.

Research Methods

This research method uses a literature review approach that focuses on human rights violations, especially in the context of bullying. Data collection was carried out through analysis of relevant documents and articles, including previous research, policy reports, and related books, such as "Public Service Supervision" by Aulia Sholichah and Iman Nurchotimah. The criteria for selecting sources include relevance, quality, and sustainability of publications, with a focus on sources published in the last ten years.

The analysis was carried out by identifying key themes related to digitalization, bullying, and human rights violations, as well as the challenges faced in implementing technology in public services. The results of the information synthesis are expected to provide in-depth insights into the impact of digitalization in the context of human rights protection and produce policy recommendations that support preventive and responsive efforts to human rights violations in society.

Results and Discussion

Digitalization Of Public Services

In an era of increasingly advanced technology, the government is required to innovate in providing services to the public. One form of this innovation is the implementation of e-government, which utilizes digital technology and requires adequate infrastructure and human resource support. Currently, digital technology plays an important role in improving the performance and welfare of the community, reducing costs, and enabling more effective interaction between the government and its citizens.

Technology in life is present as something that is intended to help human life, including in the mobility of work carried out by humans in organizations. The use of digital public service resources can increase the efficiency and effectiveness of the public service system (Kurniawan, 2022), and the digital transformation of public administration can increase the effectiveness of project implementation (Rachman 2022).

Through digitalization, it is hoped that public services can become more efficient, transparent, and responsive to the needs of the community, thus supporting the realization of good governance. (Indah Mawarni, 2023). Public service is not just one activity, but consists of a series of steps or sequential processes to meet the basic needs of the community. The main objective of the Government has also

issued an e-government policy through Presidential Instruction No. 23 of 2003 concerning national policies and strategies for the development of Indonesian e-government. The government's efforts to improve public services through an information technology approach are certainly a much-needed breakthrough (Ilyas & Bahagia, 2021). The implementation of public services must be based on various essential principles, including accountability, transparency, participation, effectiveness, efficiency, fairness, user satisfaction, professionalism, and responsiveness. Therefore, the transformation of public services in the digital era functions as a tool to change the service paradigm from traditional to digital-based. This process is carried out by utilizing information and communication technology (ICT) to increase accessibility, improve quality, and increase efficiency in public services (Irfan & Irwan 2023).

The use of ICT not only accelerates the service delivery process but also allows the public to be more actively involved in providing feedback on the services they receive. Thus, it is hoped that public services will be more responsive to the needs of the community. In addition, this digital transformation also has the potential to reduce complicated bureaucracy, making services more accessible to all levels of society without being constrained by time and place.

In this context, it is important for the government to ensure that all of these principles are applied consistently, so that public services are not only efficient, but also fair and inclusive. In this way, the public can feel the benefits of high-quality services, which in turn can increase public trust in government institutions. Digitalization has brought many conveniences in public interaction, from licensing services to tax payments. In fact, during the pandemic, people can register for their vaccinations through various digital platforms. Thus, vaccine distribution becomes more efficient and effective in various regions. In addition, digital implementation has also increased productivity and efficiency in various fields, including education, trade, and others. Therefore, digitalization has become an important part of everyday human life today.

As explained by Joko Tri Nugraha (2018) in "Implementation of Digitalization Concepts in Public Services" namely about "Digitalization plays an important role in advancing public services and increasing interaction between the government and the community. By implementing the E-Government concept, public access to government information and services becomes easier and more efficient. (Nugraha, 2018). "Digitalization of public services allows the government to provide services that are more efficient, transparent, and responsive to the needs of the community" (Mardiasmo, 2021).

Human Rights Violations Bullying

Pancasila as the state ideology of Indonesia has values that need to be implemented. Just and civilized humanity contained in the second principle contains the value that every citizen is obliged to uphold the dignity of humans as

civilized living beings, especially human natural rights (human rights) which must be guaranteed in state legislation. But in reality, there are still many human rights that are neglected, one of which is bullying in schools (Novita Sari et al., 2022).

Bullying includes various forms of aggressive behavior directed at individuals or groups. This includes physical violence, such as hitting or kicking; verbal violence, such as insulting or threatening; and social oppression involving exclusion or spreading rumors. According to the Australian Human Rights Commission, bullying is a serious problem that can affect the mental and physical health of victims, as well as their overall quality of life. In accordance with Law Number 39 of 1999 concerning Human Rights, human rights violations include any action that reduces or revokes a person's human rights. This is particularly relevant in the context of bullying, where victims often feel threatened and deprived of the freedom to interact with their social environment. Bullying occurs not only in schools but also in the workplace and in everyday social interactions, making it a broad and urgent issue to address.

The problem of bullying in the school environment has become a worrying phenomenon and requires serious attention from various parties. This phenomenon not only occurs in Indonesia, but has also become a global issue that affects educational institutions in various parts of the world. In an in-depth study conducted by education expert Ken Rigby in 2008, bullying was described as a manifestation of the desire or urge to cause suffering to others, which is then manifested in various forms of real actions that are detrimental. The high number of bullying cases lies in the lack of long-term and comprehensive prevention efforts in overcoming bullying in the school environment. Bullying in the school environment is a special type of aggression in which students exhibit long-term and repeated aggressive behavior towards peers (Rosmi, et al., 2023; Karim, et al., 2023; Yuliyanti & Juliangkary, 2023).

This aggressive behavior is deliberately carried out against students who cannot defend themselves because of the imbalance between the two (Susanti, et al., 2023; Ahmad, et al., 2022). Bullying behavior in the school environment is actually widely known by students, but there are also students who do not report it to their teachers or parents because they are afraid of becoming victims or even feel no need to report it to intervene (Abdillah, et al., 2020; Wicaksono, et al., 2021). The phenomenon of bullying in schools reflects deeper problems in the education system and the social structure of society. This requires a comprehensive approach involving various stakeholders, including schools, parents, and the wider community, to create a safe, inclusive educational environment that supports the optimal development of each student.

However, law enforcement often faces challenges. Many cases of bullying go unreported due to social stigma or distrust of the legal system. Therefore, it is important to create an environment where victims feel safe to report without fear of further consequences. The community must also be involved in awareness

campaigns about the dangers of bullying and the importance of protecting the human rights of every individual. "Therefore, it is important for all parties to work together to prevent and handle bullying cases in order to create a better social environment (Oktana Wahyu Perdana & Sigit Handoko).

Digitalization Of Public Services For Reporting

In today's digital context, we are given significant convenience to report various cases in a safe and anonymous manner. This process is designed in such a way that the identity of the reporter remains protected, ensuring that personal data will not be disclosed to other parties. This creates a more supportive environment for individuals to submit reports without fear of consequences or disclosure of their personal information. Information technology is used to detect, manage, and prevent bullying incidents, as well as raise awareness of the negative impacts of bullying behavior. The mechanism involves an anti-bullying educational platform and anonymous reporting application, as well as the integration of technology in school complaint teams to provide psychological support to victims.

Thus, the existence of the website is not only an ordinary administrative tool, but also an important thing in building a safe and comfortable learning environment for all, especially students. The digitalization of electronic-based government not only increases the efficiency and ease of accessibility of public services, but also simplifies the process of reporting bullying, so that victims can easily report incidents they experience without fear of any consequences that will be obtained if they report. Digitalization plays an important role in facilitating the reporting of bullying in a safe, efficient, and effective manner. By utilizing information technology through applications and online platforms, the reporting process becomes easier, increasing public awareness of bullying issues while providing support to victims.

The digitalization of public services has brought about a significant transformation in handling bullying cases in the digital era. Through the use of information technology, the bullying case reporting system has become more efficient, secure, and can be accessed anonymously. The Ministry of Communication and Information has developed a comprehensive strategy in dealing with cyberbullying, including a reporting system that can be carried out by various parties (Ministry of Communication and Information, 2020). This digital system offers wider accessibility for all levels of society, including those in remote areas or with physical limitations. This allows more victims to submit reports without having to face stigma or fear (Romanti, 2023). The digital literacy program run by the Ministry of Communication and Information also plays an important role in increasing public awareness of cybersecurity and social media ethics (Ministry of Communication and Information, 2021).

An integrated digital platform serves as a communication bridge between various stakeholders, enabling real-time monitoring and deeper pattern analysis. This system supports transparency and accountability in handling bullying cases, where government institutions can provide a quick response to every complaint. This creates a faster and more coordinated response mechanism from various government institutions responsible for handling bullying cases in schools. The implementation of the principles of simplicity and democracy in Pancasila is reflected through a simpler and more democratic reporting process. Active public participation through interactive platforms allows the community to contribute to policy formulation and provide feedback to the government. Collaboration between the government, community, and family, in accordance with the principle of deliberation in Pancasila, is key to handling bullying cases effectively. The digital monitoring system not only accelerates the process of identifying and handling cases, but also helps in developing more effective prevention strategies based on comprehensive data and analysis. Thus, digital technology becomes a catalyst in creating a safer and more conducive educational environment for all victims.

Conclusion

The digitalization of public services, especially through the implementation of e-government, has become a transformative catalyst in the government's efforts to improve the efficiency, transparency, and accessibility of services to the public. This phenomenon not only represents a paradigm shift in governance, but also reflects an adaptation to the digital era that is increasingly integrated into the daily lives of citizens. The use of information and communication technology in this context has opened up significant opportunities to address various social problems, including sensitive issues such as human rights violations in the form of bullying.

The implementation of a digital platform for reporting and handling bullying cases is a concrete manifestation of the synergy between technological advances and the government's commitment to protecting the basic rights of its citizens. This system not only offers a safer and more anonymous reporting mechanism, but also allows for real-time monitoring and a faster and more coordinated response from the authorities. Furthermore, this digitalization also acts as an instrument for public education, increasing public awareness of human rights and the negative impacts of bullying.

However, the effectiveness of this system depends on several critical factors, including adequate technological infrastructure, community digital literacy, and the government's commitment and capacity to follow up on reports received. Challenges such as the digital divide, data security, and potential misuse of platforms also need to be addressed comprehensively. In addition, although digitalization offers innovative solutions, handling bullying cases still requires a holistic approach involving social, psychological, and legal aspects. In a broader context, the digitalization of public services reflects the fundamental principles of

Pancasila, especially in terms of social justice and democracy. This system facilitates broader public participation in the governance process, encourages transparency, and has the potential to increase the accountability of public officials. However, it is important to ensure that the implementation of this technology remains based on humanitarian values and does not ignore non-digital aspects of social interaction and public services.

In conclusion, the digitalization of public services, especially in the context of reporting and handling bullying cases, represents a progressive step in the modernization of governance. However, its success will depend on the harmonious integration of technological innovation, responsive policies, and active community participation. Continuous evaluation and improvement are needed to ensure that this system is not only technically efficient, but also effective in realizing broader social goals, namely creating a more just, safe, and prosperous society for all citizens.

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