

The Role of the Young Generation in Strengthening Good Citizen and Smart Citizens in Public Service Supervision

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Abstract: *The purpose of this research is to investigate how young people contribute to the development of morally upright and knowledgeable citizens, focusing on ideal values within the context of public service. The discussion centers on characteristics that support positive character development and the influence of civic education on individuals' attitudes and behaviors. The qualitative methodology uses document analysis to identify relevant perspectives and conclusions. The findings indicate civic education is crucial for developing responsible and capable individuals. Through interactive and participatory programs, youth are encouraged to engage actively in public service, leveraging technology to innovate and provide constructive criticism. The study also identifies challenges faced by the youth in internalizing civic values, such as a lack of understanding and insufficient social support. Recommendations are presented to enhance educational programs, including improving teaching methods and increasing community involvement. Thus, civic education plays a vital role in preparing the younger generation to face future challenges while strengthening the values of democracy and civic ethics. We hope this research serves as a guide for developing educational policies that are more relevant to the needs of the youth.*

Keywords: *Youth, Civic Education, Good Citizen, Smart Citizen, Public Service.*

Abstrak: Penelitian ini bertujuan untuk mengkaji peran generasi muda dalam membangun warga negara yang cerdas dan beretika, dengan fokus pada nilai-nilai ideal dalam konteks pelayanan publik. Pembahasannya terfokus pada ciri-ciri yang mendukung karakter positif serta pengaruh pendidikan kewarganegaraan terhadap sikap dan perilaku individu. Metodologi yang digunakan adalah kualitatif dengan pendekatan telaah dokumen dan analisis dokumen untuk mengidentifikasi perspektif dan kesimpulan yang relevan. Hasil penelitian menunjukkan bahwa pendidikan kewarganegaraan sangat penting dalam mengembangkan manusia yang bertanggung jawab dan berkemampuan. Melalui program yang interaktif dan partisipatif, generasi muda didorong untuk berpartisipasi aktif dalam pelayanan publik, memanfaatkan teknologi untuk berinovasi dan memberikan kritik yang membangun. Studi ini juga mengidentifikasi tantangan yang dihadapi generasi muda dalam menginternalisasikan nilai-nilai kewarganegaraan, seperti kurangnya pemahaman dan kurangnya dukungan sosial. Rekomendasi untuk meningkatkan program pendidikan, termasuk perbaikan metode pembelajaran dan peningkatan keterlibatan masyarakat, disajikan. Oleh karena itu, pendidikan kewarganegaraan berperan penting dalam mempersiapkan generasi muda menghadapi tantangan masa depan dan memperkuat nilai-nilai demokrasi dan etika kewarganegaraan. Kami berharap penelitian ini dapat menjadi panduan untuk mengembangkan kebijakan pendidikan yang lebih relevan dengan kebutuhan generasi muda.

Kata kunci: Generasi Muda, Good Citizen, Smart Citizen, Pelayanan Publik

INTRODUCTION

Indonesian citizens have interrelated rights and obligations, including the right to good public services. Public services are important in the life of the nation and state, where interactions between the community and service providers must run smoothly. The community is not only considered as a consumer but must also participate in the entire decision-making process that has an impact on the delivery of public services. By involving the community, the provision of services will be more responsive and relevant to the needs of the community.

The younger generation is often considered the backbone of the nation and its role is increasingly important in facing rapid social change. In the era of innovation, the younger generation needs to participate more actively in community development. They must become agents of change who are able to have a positive impact on the social, political, and economic environment. In this context, having good role models and examples is very important to encourage the younger generation to take constructive attitudes and actions.

Education plays a fundamental role in developing personal attitudes and skills. This is in line with national values that prioritize justice, solidarity, and tolerance. Every individual has the right to receive a complete education, which can shape their character and behavior from an early age. Education not only functions to convey knowledge but also as a tool to shape a good human personality.

Civics is an important subject taught at all levels of education, from elementary school to college. The goal is to instill national values through various aspects related to civic knowledge. With this understanding, it is hoped that the younger generation can foster a sense of nationalism and a sense of responsibility towards the country.

The ideals of the Indonesian nation as stated in the Preamble to the 1945 Constitution, especially "to enlighten the life of the nation", are the basis for the development of civic education programs. This concept is designed to be in line with the goals of national education and not contradict Pancasila as the foundation of the state. The goal of civic education is to prepare the younger generation to become citizens who think critically, and creatively, and have strong knowledge and values needed to actively participate in society.

As we know, the young generation is the key to Indonesia's sustainable future. According to Budimansyah (2010), the main goal is to help the young generation become good citizens. This task is very important in the context of the nation's needs that require democratic, responsible, and tolerant individuals. Supported by noble attitudes and moral values, good education and character development of the young generation will be the mainstay of achieving educational goals. This will ensure that the golden generation of the future is able to face challenges wisely.

Involving young people in the development process is also very important in today's digital era. They have better access to information and technology, allowing them to use digital tools to express their opinions and participate in controlling public services. In this context, effective citizenship education must include the development of digital and analytical skills, so that young people can think more critically in evaluating information and contributing to public policy.

Furthermore, the importance of civic education lies not only in instilling moral values but also in teaching practical skills needed to participate in society. This includes the ability to

communicate, collaborate, and think critically. By equipping the younger generation with these skills, we can ensure that they are ready to face the complex challenges of the future and can contribute positively to various aspects of national and state life.

Finally, cooperation between educational institutions, government, and society is needed to create an environment conducive to effective citizenship education. All parties must work together to ensure that the younger generation not only understands their rights and obligations as citizens but also plays an active role in creating a better society. Through joint efforts, we can build a young generation that is not only intellectually intelligent but also ethical and responsible.

RESEARCH METHODS

The type of research used in this study is qualitative with a literature study approach. Qualitative methods according to Bogdan and Taylor (Meleong, 2007), are a research process that presents descriptive data in the form of words, both written and oral, and includes many other political forms with each other. The literature review itself is a method of critically examining and evaluating knowledge, ideas, or findings contained in academic literature. This approach is oriented towards research based on the opinions of experts and the results of previous research.

In this study, the literature review method aims to collect and analyze various relevant textual sources, in order to provide a deeper understanding of the topic being studied. By searching and reviewing existing literature, researchers can identify various perspectives and previous research findings that can help answer research questions. Overall, this approach not only solves problems but also highlights developments in thinking in related fields. Through a literature review, researchers can summarize, compare, and conclude information from various sources, so that a comprehensive understanding is created. This approach also allows researchers to find gaps in current research and identify areas that require further research.

Therefore, the use of qualitative methods and document analysis in this study is expected to provide a significant contribution to the development of knowledge in the field being studied and produce recommendations for further research.

RESULTS AND DISCUSSION

Education and awareness

Education plays an important role in increasing individual awareness of various important issues in society. Through a structured learning process, individuals can acquire the knowledge and skills needed to understand the social and environmental context around them. This awareness-raising does not only include understanding the rights and responsibilities of citizens but also increasing awareness of global issues, such as the environment, health, and social justice. By implementing interactive and participatory educational methods, it is hoped that individuals can contribute more actively to society. Programs that encourage debate, reflection, and real action can increase understanding and commitment toward positive change. Therefore, education must be an effective means to train generations to be more aware and concerned about their social environment.

The young generation plays an important role as a pillar of Indonesia's sustainable future (Budimansyah, 2010). However, their knowledge of the concept of smart citizen and good citizen is still relatively low. Good and intelligent citizens are citizens who are not only intelligent but also have noble morals. This concept is expected to be realized through the implementation of three main components of citizenship education, namely: citizenship knowledge, citizenship skills, and citizenship attitudes.

Civic education is designed to produce intelligent and good individuals, based on Pancasila and the Constitution. Cogan (1998) explains that civic education helps shape the characteristics of citizens. Meanwhile, the Education Center of the Ministry of National Education emphasizes that character education aims to instill strong moral values through the educational process, which will ultimately improve the quality of education and form a complete civic ethic.

This young generation shows a strong commitment to implementing these principles, proof that civics education plays an important role in shaping their character. By seriously studying civics education materials, children can easily absorb and apply these values in their daily lives, thus contributing to building a better society.

Therefore, it is important for the younger generation to continue to strive to become good and intelligent citizens. Their role is very important to ensure the sustainability and progress of the nation. Through positive actions and attitudes, they not only improve their quality but also provide a significant impact on society and the country. This effort is the key to creating a better future for the country.

Active participation in public service supervision

Many young people have a deep understanding of the concept of smart citizens and good citizens and actively apply it in their daily lives, both in the real world and across digital platforms such as social media. This understanding is demonstrated through their actions that reflect the values of citizenship taught to them, such as social responsibility, active participation, and awareness of the rights and obligations of their status as citizens. The younger generation can make various contributions to society, including: a) innovation: through a deep understanding of technology, they can create ideas. New technologies help simplify and modernize public services; b) active participation: through digital platforms, they can convey criticism and suggestions and monitor government activities; c) digital literacy: as a generation that grew up with technology, they can help the community access public services; d) direct participation - many government programs involve them as volunteers, for example in the fields of health, education and disaster management; e) social control: the younger generation can ensure that public services run according to community expectations.

Specific examples of the role of the younger generation in monitoring public services include a) creating applications to support public access to information about public services; b) implementing campaigns that encourage public participation; and c) blogging to disseminate information about good public services.

However, the implementation of public services in Indonesia still faces various obstacles as identified by Rahmadana et al. (2020), including a) a lack of competent and specialized human resources; b) a slow response to public complaints; (c) information is not

widely available; (d) bureaucratic complexity, especially in the licensing process; e) lack of coordination between service units.

Although some of the younger generation have minimal knowledge about intelligent citizenship and good citizenship, there are also those who are aware of the importance of citizenship education. Those who do not understand often feel that they have not optimally implemented the values of citizenship education and are not good citizens.

This problem is a challenge for the Indonesian nation that must be resolved immediately. Personal awareness that he has not become a good citizen can encourage other young generations to be more aware of the importance of being good and intelligent citizens in everyday life. The fulfillment of information needs and interaction styles of today's young generation is greatly influenced by technological advances (Malatunny et al, 2020). The widespread use of the Internet allows them to find information related to intelligent citizenship and citizenship education and helps raise awareness among the younger generation.

Development Of Digital Technology Utilization

The use of digital technology in learning can be interpreted as a system that encourages active learning, knowledge development, research, and long-distance communication between teachers and students. With the development of technology, the use of digital technology is not only limited to formal learning but also to all sectors of education. (Fuadi et al, 2021).

Technological advances also contribute to increasing the efficiency and accessibility of public services. Public services can now be accessed online through official websites, mobile applications, and special platforms that support access to information. In this way, the public can quickly access the necessary services such as licensing, health services, and education. Of course, this reduces the time and effort required to obtain these services, while increasing public satisfaction with government services.

Social media has opened up new opportunities for public interaction and participation. Through platforms such as Twitter and Facebook, governments and public institutions can communicate directly with the public. This interaction allows the public to express their opinions, contribute, and participate in the decision-making process related to public policy. In this way, public participation in government will increase, creating a more open and transparent dialogue space.

Technological innovation and the use of social networks have also created new trends in the development of public services, such as the application of artificial intelligence and big data analysis. This technology can be used to identify community needs, predict trends, and optimize service processes. By using existing data and technology, the government can design programs that are more effective and better meet the needs of the community. This also creates opportunities for the younger generation to contribute to the development of better and more relevant solutions.

Finally, the opportunity for the younger generation to participate in community development is not only limited to direct participation but also to act as agents of change. With a good understanding of technology and social media, they can use digital platforms to advocate for important issues, disseminate information, and raise awareness. Therefore, education is important to prepare the younger generation to use technology wisely and

responsibly, so that they can play an active role in realizing a better and more sustainable Indonesia.

RESEARCH PURPOSES

The purpose of this study is to explore the role of the younger generation in creating intelligent and ethical citizens. The main focus of this study is the characteristics and ideal criteria needed to be a good citizen in the context of public service. By understanding these attributes, we hope to better understand the factors that support the formation of positive character. We also want to examine how the younger generation can internalize civic values and apply them in everyday life.

Next, this study will explore the influence of civic education on the development of personal attitudes and behaviors. In this case, we will identify the main factors that contribute to this process, such as program quality, teaching methods, and community involvement. This study aims to provide concrete evidence of the importance of education in the formation of responsible, skilled, and socially conscious citizens by looking at how education correlates with civic values and personal development.

Through this approach, we hope to uncover the various challenges and opportunities faced by the younger generation in the process of forming their identities as good citizens. This study is also expected to provide practical recommendations for developing more effective educational programs so that the younger generation is better prepared to play a role in society. Therefore, this research not only contributes to the development of science in the field of civic education but also contributes to improving the quality of public services through the active participation of the younger generation.

CONCLUSION

Civic education plays an important role in forming positive attitudes such as responsibility, tolerance, justice, and active participation in society. By strengthening character education, civic education contributes to the formation of a strong nation, where strong citizen character becomes the foundation of the nation's existence and recognition in the eyes of the international community.

Civic education is important in training students who excel in various aspects and have the potential to become future leaders. Good students with good character will be valuable assets for national development. Therefore, cooperation between educational institutions, government, and society is needed to strengthen civic education, providing good conditions for students to face challenges as capable and ethical citizens.

The main goal of character education is to form students who are responsible for the sustainability of their country. This responsibility will lead to the active participation of the younger generation in the development process. The younger generation who have a sense of responsibility will also be able to filter values that conflict with Pancasila. Civic education is expected to produce citizens who are sincere and willing to contribute to the country, as well as reduce violations of government policies.

From these findings, it must be emphasized that civic education is very important. Hopefully, this education can train citizens who are intelligent in acting and thinking, so that it becomes a solution to the decline in moral values that is currently occurring. Education from

elementary to advanced levels needs to be centralized, with the participation of many parties to ensure an effective learning process and train students according to national expectations. The younger generation plays an important role as agents of change in building the nation's identity.

They are responsible for training good citizens. In this context, character education must be applied at all levels of education, with an emphasis on moral and ethical values. This is expected to encourage the younger generation to become responsible individuals and contribute positively to society.

In the digital era, the role of the younger generation is becoming increasingly important, they can contribute significantly to monitoring public services, innovating in the use of technology, and actively participating in information through digital platforms. The development of digital technology has changed the way we interact, work, and learn. With the Internet and social networks, communication is faster. In business, digitalization increases productivity and access to global markets, while education is transformed through online learning. However, this transformation also poses challenges such as privacy, data security, and the digital divide. Therefore, digital literacy education is needed to prepare the younger generation to face these challenges, so that they can use technology wisely and responsibly. Overall, although digitalization offers many opportunities, it is important to pay attention to the social and ethical implications for overall progress.

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