

Digital Transformation and the Role of Youth in Preventing Maladministration in the Modern Era

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Abstract: *Digital transformation has become a major driving force in improving public services and preventing maladministration in Indonesia. This article discusses the important role of young people, particularly Generation Z, as innovators in utilising digital technology to improve government transparency, efficiency and accountability. Although challenges such as uneven infrastructure, low digital literacy, and data security issues still exist, youth can contribute through app development, policy advocacy, and raising awareness of the importance of data security. With a collaborative approach between the government and the youth, it is hoped that a more responsive and effective public service system will be created, which in turn can increase public trust in government institutions.*

Keywords : *Digital Tranformation, Maladministration, Young Generation, Public Service.*

Abstrak: Transformasi digital telah menjadi motor penggerak utama dalam peningkatan pelayanan publik dan pencegahan maladministrasi di Indonesia. Artikel ini membahas tentang peran penting generasi muda, khususnya Generasi Z, sebagai inovator dalam memanfaatkan teknologi digital untuk meningkatkan transparansi, efisiensi, dan akuntabilitas pemerintahan. Meskipun tantangan seperti infrastruktur yang belum merata, literasi digital yang rendah, dan masalah keamanan data masih ada, generasi muda dapat berkontribusi melalui pengembangan aplikasi, advokasi kebijakan, dan peningkatan kesadaran akan pentingnya keamanan data. Dengan pendekatan kolaboratif antara pemerintah dan generasi muda, diharapkan akan tercipta sistem pelayanan publik yang lebih responsif dan efektif, yang pada akhirnya dapat meningkatkan kepercayaan publik terhadap lembaga pemerintah.

Kata Kunci: Transformasi Digital, Maladministrasi, Generasi Muda, Pelayanan Publik.

Introduction

Digital transformation has become a major catalyst driving change in various fields, including the public service sector. Digital transformation is the integral use of digital to enable new types of innovation and creativity in certain domains, not just enhancing and supporting traditional methods (Vezyridis, 2011). In this modern era, the application of digital technology in government is becoming increasingly important to improve transparency, efficiency, and accountability. However, maladministration remains a problem that hinders the provision of public services.

Maladministration is bad governance, meaning unreasonable behavior (including delays in providing services) (Nurchotimah, AuliaSholichah Iman 2021). Abuse of power, corrupt practices, and inadequate services continue to occur in society, which causes public trust in the government to decrease. Maladministration in Indonesia occurs due to weak law enforcement, lack of integrity among public officials, and the permissive attitude of the community towards unethical actions. This condition is exacerbated by the challenge of responding to public complaints effectively. Therefore, the role of youth, especially Generation Z, is very crucial. Youth are people who have a dynamic nature, although often emotional and optimistic, but are still unable to control their emotions well. (Abdulah, 1974). Meanwhile, according to WHO in Sarlito Sarwono (2008), youth are people aged 10 to 24 years. The role of youth balanced with high technological adaptation skills can be a driver of change through the use of social media and other digital technologies to monitor, report, and prevent maladministration.

In this article, the author will discuss the role of digital transformation and youth in eradicating maladministration in Indonesia. The use of government applications and other digital platforms as well as the role of young people in utilizing digital technology is expected to be the right combination in creating a more transparent service system.

Research Methods

The method used to write this article is the reference study method. Reference studies or reference lists can be interpreted as a series of programs related to collecting references, reading, writing, and processing targets in analyzing something (Zed, 2014).

The reference study method with a literature study approach collects data related to the literature review by including the results of previous research, scientific journals, official reports of government institutions such as the Ombudsman, and articles from the mass media related to the topics of maladministration, digital transformation, and the role of the younger generation in public services.

With this approach, this article aims to provide an in-depth look at how digital

technology can serve as a tool for monitoring and preventing maladministration, as well as highlighting the important role of the younger generation in this process.

Results and Discussion

In this section, we will discuss and analyze the research problem based on several key points that will be discussed in depth, such as the role of digital transformation in public services, maladministration and its impact on government, and the role of youth in addressing maladministration. These points will provide a comprehensive picture of the effectiveness of digital transformation in improving public services that are free from maladministration.

The Role of Digital Transformation in Public Services

From a government perspective, digital transformation has great potential to improve the efficiency of public services. The use of digital technology in various areas of government increases the efficiency of internal processes such as data management, archiving, and interdepartmental communication. Furthermore, the utilization of digital technology in public services accelerates the service process and increases the accessibility of services to the public.

From a management perspective, digital technology enables more efficient management of human and financial resources through integrated management systems. In addition, the introduction of digital technology also enables more accurate performance measurement and more effective monitoring of various aspects of public services. Therefore, digital transformation in public administration can significantly improve the efficiency of public services, accelerate responses to public needs, and improve overall service efficiency.

Digital services in Indonesia need to be improved as they are still in the development stage. Nonetheless, the government has made several efforts to digitize. Some of the obstacles faced include a lack of technological infrastructure, a less tech-savvy public, and public concerns about personal data security. In addition, digitization of public services has yet to be fully implemented in some parts of Indonesia.

According to previous research, implementing the digitization of public services to improve service efficiency is a challenge at this time, especially in local and village governments. This is reinforced by the results of research (Witri M., 2022) confirming that the Trayang Village government, Nganjuk district, must first overcome the lack of human resources, especially in IT matters because people must have the ability and knowledge of information and communication technology. In addition, there is a lack of supporting facilities such as computer hardware to make procedures easier and faster. Then, the internet network must be improved so that digital transformation in public services can be realized in all regions of Indonesia. Therefore, to achieve the efficiency of digital public services

in Indonesia, it is necessary to add technological infrastructure, increase the capacity of human resources, and harmonize policies between sectors in all regions of Indonesia.

Maladministration and its Impact on Government

Maladministration is a term that covers a wide range of problems in the public sector that have a major impact on the government and the people it serves. Abuse of power, corruption, and bureaucratic pathologies can undermine public trust and prevent governments from effectively addressing social problems (Pamungkas et al., 2023; Richard, 2012). How that impacts the quality of public service delivery is one of the main challenges caused by maladministration. Public frustration is often caused by complex bureaucratic procedures, slow responses, and unfriendly attitudes of state officials, which reduce public trust in the government system. In the government system. In addition, poor management of public resources and funds, often exacerbated by corruption, can divert resources away from important public service sectors, exacerbating the problem.

Maladministration not only disrupts public service delivery but also hinders economic and social growth. The uncertainty and inefficiencies generated by maladministration lead to an unfavorable environment for investment and innovation, which in turn leads to an obstruction of the development process. In addition to harming the government and the state, slow and inefficient public services can cause public dissatisfaction and even reduce public trust in government institutions (Haliq et al, 2023). This can hamper efforts to improve the welfare and quality of life of the community because poor services can have an impact on preventing people from getting proper education, health, and infrastructure. That is the impact of maladministration that can cause the public to lose access to public services that they should have. Poor public services often create public dissatisfaction with the government, showing that the quality of public services greatly affects the relationship between government and society. If maladministration continues, the gap between the two will widen and public trust will erode. (Wirman Syafri Sailiwa, 2012).

Maladministration practices in government can be detrimental and have a very negative impact on society and government officials, of course. Of the various problems, one of the most significant impacts is the loss of citizens' trust in the government. When they witness corruption, abuse of authority, or other types of maladministration, people will feel betrayed and lose their sense of belonging to their government. If maladministration occurs repeatedly, people inevitably begin to lose trust in the government, and this crisis of trust can reduce citizen participation in government programs.

Community participation in the supervision of public services will greatly assist the implementation of good public services and can be accessed by all levels of society without discrimination from the government (Ni Made Anggia, 2019),

In addition, it can also lead to conflict and tension between citizens and government officials, which in turn can hinder progress in development. education, health, and proper infrastructure. The government should prioritize comprehensive administrative reforms to address the problems posed by maladministration. These reforms should include increasing transparency and accountability and building a public service culture centered on the needs of the people. a public service culture centered on the needs of the people. Thus, these reforms are expected to improve government efficiency and restore public trust in state institutions.

Digital Transformation and the Role of Youth in Preventing Maladministration

Today's young generation plays an important role in facing the era of digitalization which is characterized by the integration of technology into our daily lives. everyday life. The younger generation not only utilizes technology but also as innovators and key drivers of digital transformation. They also play an important role in accelerating the adaptation of technology in the fields of education, business, and culture, as well as influencing social change through global connections and knowledge. global connections and knowledge. In the digital era, cooperation between the public and private sectors is essential to provide efficient and private sector is essential to provide efficient and effective public services. effective public services. Digital technology can be used to optimize various processes such as archiving, communication, and data management. This not only speeds up the service process but also increases the transparency and accountability of the government system. In addition, the use of digital technology allows the government to communicate with more people, especially those who live in remote areas. As a result, the digital divide can be narrowed and people's quality of life can be improved.

The digital age has empowered the younger generation to become agents of change, as young people have access to technology and social media. As young people have access to technology and social media, they can amplify their voices, mobilize communities, and fight for meaningful change. They can bring about digital change in a way that does not conflict with the principles set by good governance, ethical leadership, and inclusive decision-making. With digital transformation, young people now have an unprecedented opportunity to play an active role in shaping the future of our society. in shaping the future of our society. The younger generation, as digital natives, have a different understanding and fluency with emerging technologies. emerging technologies. As such, they are strategically positioned to drive innovation, generate effective solutions, lead efforts to prevent maladministration and support ethical governance in the modern technological era. The younger generation can be powerful agents of change by utilizing their technological skills, forward-looking mindset, and intrinsic motivation for change. forward-looking mindset, and intrinsic motivation for

change. Young people can amplify their voices, mobilize communities, and push for important reforms in line with transparency, accountability, and inclusive decision-making. in line with transparency, accountability, and inclusive decision-making by using digital platforms and social media. by using digital platforms and social media. It is critical to encourage young people to overcome the difficulties of the technological era and usher in a new era of better governance.

While digital transformation and the role of youth have great potential in preventing maladministration, the government also still has to face some challenges that must be overcome, here are the challenges that must be and the importance of the contribution of the younger generation in overcoming these challenges :

1. Infrastructure Challenge

The digital infrastructure that can support integrated public services between regions is the first obstacle faced by the government when building digital-based public services. To ensure that digital services are accessible across the country, the availability of fast internet is crucial. For that, the government must solve the infrastructure problem first. One of the most important most important examples is the Integrated Fiber Optic Development (Palapa Ring). Fiber optic development is essential to provide fast internet access across the country. Currently, the government has the first phase of the Palapa Ring network of 12,229 km, which was initiated in 2019 and is operational. The total Palapa Ring required to integrate the entire territory of Indonesia is 23,300 km on land and sea. Youth play an important role in addressing the challenges of digital infrastructure which is still an obstacle in public services. As a generation that has grown up with technology, they can be innovators in creating creative solutions. One of them is developing technology-based applications or platforms that can overcome infrastructure limitations, such as online learning that can be accessed in areas with limited internet connection. Besides, In addition, youth can also act as policy advocates. They can voice the importance of equitable digital infrastructure development through various means, such as campaigns, petitions, or lobbying the government. government. Thus, youth can encourage the government to increase the budget for digital infrastructure development, especially in underdeveloped areas.

2. Digital Literacy

The government continues to face problems with the digital literacy of the public, which is the second challenge. Digital literacy is the ability to understand and utilize information from various sources that can be accessed through computers or digital media. It also includes the ability to use information technology and interact critically, creatively, and inspiringly with others in the digital world. According to a survey conducted by the Ministry of Communication and Informatics and Katadata Insight Center, Indonesia's digital literacy index received a score of 3.49. This puts Indonesia in the medium category with a scoring

base of 0 to 5. Regular and programmed digital literacy training programmatic digital literacy training is a way to increase the number of people using government digital platforms, according to using government digital platforms, according to research conducted in 2020. Not only literacy for the public, the Government must also consider the digital literacy level of the State Civil Apparatus (ASN). Only 0.17% of government employees have expertise in using Internet technology, according to data collected by the State Civil Service Agency (BKN).

3. Data Security

One of the elements that can hinder the implementation of digital-based services is the problem of data leakage. In recent times recently, the government has been struggling to overcome the problem of data leakage. The leakage of personal data of around 279 million people is one of the examples. one example. Allegedly, the data was purchased for up to Rp 1.9 billion through virtual markets. This case shows how important it is to protect personal data in the digital age. According to a recent report from the National Security and Privacy Bureau (BSSN). The number of data leaks in Indonesia has increased rapidly in recent years. Approximately 1,500 data leakage incidents were recorded in 2023, a 25% increase from the previous year. Personal data such as identification numbers, financial information, and health are usually involved in these incidents. Furthermore, when looking at global rankings, Indonesia's cybersecurity ranking based on the National Cyber Security Index (NCSI) is 49th out of 176 countries surveyed. countries surveyed. Indonesia scored 63.64 for cybersecurity cybersecurity. However, Indonesia is ranked 13th globally for data leakage, and the worst in ASEAN. data leakage, and the worst in ASEAN. Indonesia is also in the top 10 countries with the largest data leakage in the world by 2024, the rampant leakage of personal personal data leaks that are rampant reduces public trust in the government which can adversely affect the utilization of public services. government which can adversely affect the utilization of digital public services provided by the government. digital public services provided by the government. Data security is an issue that is in the digital era. Youth can contribute to improving data security in various ways. One of them is organizing campaigns to raise awareness of the importance of keeping personal data safe. They can share cybersecurity tips on social media, encourage the use of strong passwords, and warn about the dangers of phishing. and warn about the dangers of phishing. In addition, youth can also play an active role in reporting data security breaches to authorities. By doing so, they can help prevent the occurrence of data leaks that can harm many parties.

Effectiveness of Digital Transformation

In this era of digitalization, digital transformation has a major role in increasing the efficiency of public services in Indonesia. Based on the results of a

study conducted by (Wiranti & Frinaldi, 2023) In the era of modern technology, the use of technology can significantly increase the efficiency of public services. The government officially ratified Presidential Regulation (PERPRES) Number 82 of 2023, which aims to accelerate digital transformation and improve digital services in Indonesia on December 18, 2023. Various digital platform innovations have been used by the Indonesian people such as the use of e-stamps, electronic signatures, or the JKN Mobile and JMO Mobile health applications.

However, in the implementation of the government platform based on digital transformation, there are still many obstacles, as explained, there are still many infrastructure challenges, digital literacy challenges, and challenges from data security. Therefore, from the problems that arise, the government needs to review the infrastructure inequality that occurs in remote areas with equitable development. Meanwhile, for digital literacy problems, the government can provide education to people who are illiterate or technologically disadvantaged. According to the results of research conducted by (Witri M., 2022), Trayang Village, Nganjuk Regency overcomes digital literacy problems by first providing an understanding of technology to the community.

Regarding the issue of personal data leaks, the government's role must be to regulate the security of Indonesian people's databases, form a task force that focuses on data protection, or provide technical assistance to electronic system organizers (PSE) to prevent data leaks.

Conclusion

Digital transformation has great potential to improve public services in Indonesia and prevent maladministration. Although challenges such as uneven infrastructure, low digital literacy, and data security issues are still challenges, the role of the younger generation is crucial in overcoming these problems.

In preventing maladministration, the younger generation has a strategic role as a driver of digital transformation and an agent of change. They can drive innovation, improve people's digital literacy, and raise awareness of the importance of data security with their technological capabilities. In addition, the younger generation can become policy advocates and encourage the development of digital infrastructure that is evenly distributed throughout Indonesia. They can build clear, accountable, and efficient governance through active involvement in the development of innovative solutions and the use of digital platforms. To create a better government for the community, a collaboration between the government, the community, and the younger generation is key to building inclusive, modern, and maladministration-free public services.

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