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Enhancing transparency and accountability in public administration through information technology utilization

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Original Article

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Abstract
Many problems regarding the use of information technology to provide and increase transparency and accountability in public administration must be studied more deeply. Based on these problems, this study aims to explore and examine the use of information technology in increasing transparency and accountability in terms of public administration. The method used in this study is the qualitative research method. Data Collection Techniques in this study go through three stages: observation, interviews, and search for supporting written data. After the data is obtained, data analysis is carried out. Data analysis is carried out using qualitative analysis methods. The findings underscore that IT implementation significantly improves accessibility to public information, fosters a culture of efficiency through streamlined administrative practices, and strengthens oversight mechanisms. Moreover, the study identifies challenges related to data security, disparities in IT access, and resistance to technological change within administrative structures. Recognizing the necessity for comprehensive policies, the research emphasizes the need for governance frameworks that embrace technological advancements and address associated challenges. The study advocates for a holistic approach to maximize the positive impact of IT on transparency and accountability in public administration. This research contributes to the discourse on the intersection of technology and governance, providing insights that can inform policymakers, administrators, and researchers in advancing effective strategies for utilizing IT to foster transparency and accountability in public administration.
Keywords: Transparency, Accountability, Public Administration, Information Technology, Governance

1. Introduction

Increasing the nation's competitiveness at the regional and global levels encourages efforts to transform technology, improve the quality of human resources, strengthen information systems, modernize government management and institutional renewal, reinvent government, banish bureaucracy, deregulation and debureaucratization, utilization and development of e-gov, and so on (Habibullah, 2010). The development of public administration paradigms in anticipating ICT advances, for example, internet-based electronic advances. This model is expected to help government organizations to provide public services in the form of products and services at lower prices, increase efficiency, reduce production costs, and increase cooperation/coordination both between government and community, government with private parties, and between central and regional (Gunawan, 2016).

Based on the guidelines for the preparation of the master plan for the development of e-government institutions, the implementation of e-government in each government institution refers to the phasing of e-government development nationally and is adjusted to the conditions that exist in each government institution, which includes: (a) priority of electronic services to be provided; (b) the condition of the information infrastructure owned; (c) the current state of service activities; and (d) budget conditions and human resources owned.

According to Akhmad et al. (2017), in the concept of e-gov, the service paradigm must be changed entirely. Face-to-face, one-stop, forms, counters, queues, noisy, uncomfortable signatures, and service activities, as we are used to seeing or experiencing them, must be

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abandoned immediately. In its place is the computer keyboard (keyboard), central processing unit (CPU), monitor screen, network, and point. This certainly has implications for changes in service management that have been there. The first change is impersonality; The second is its simultaneous occurrence. How can services through information technology improve transparency and accountability in public administration? The concept is also very simple, but the principle is that before it is electronica, everything has been manually standardized, including the involvement of third parties. The implementation of the concept of the use of technology in public administration becomes more complex because it standardizes manual procedures and, at the same time, lets them run.

Information services, automation, and service systems can be united in a unified understanding and discussion (Utami, 2023). The demand that information technology is something that already exists needs to be done more efficiently, more effectively, cheaper, faster, better, more convenient, and others. The realization of these demands and initiatives is to use electronic means, namely computers combined with information and communication technology, which is not talkative but a necessity. According to Samudera & Pertiwi (2022), the concept of service does not always have to be related to the provision of services directly to service users (front-end) but also to the internal service provider itself (back-end). A fixed proportion should be more significant than the front end. E-gov must give more attention to the front end because the essence of government is for that. Therefore, the government exists without neglecting its internal interests in order to be able to provide the best service.

Based on this, it can be interpreted that many problems must be studied more deeply regarding the use of information technology to provide and increase transparency and accountability in public administration. The research Muhlizi (2016a) discusses explicitly how public information disclosure can encourage the realization of a better state financial management system and how efforts can be made to strengthen access to public information through information technology to facilitate supervision of state financial management. So, what about in terms of public administration services? Based on these problems, this study aims to explore and examine the use of information technology in increasing transparency and accountability in terms of public administration. This research is expected to sensitize and provide new insights into the importance of utilizing information technology in increasing transparency and accountability in terms of public administration.

2. Methods

The method used in this study is the qualitative research method. According to (Huberman, 2014), "Qualitative research is based on efforts to build their researched views that are detailed, formed with words, holistic and complicated images." Qualitative descriptive research aims to describe and explain all phenomena in depth in the field at the time of research. The determination of informants in this study is using purposive techniques. The selected informants are considered to know and understand the most about the problems in this study. Data Collection Techniques in this study go through three stages: observation, interviews, and search for supporting written data. The intended data is data in documents, files, books, newspapers, magazines, and other documents relevant to the research. After the data is obtained, data analysis is carried out. Data analysis was conducted using qualitative methods referring to Miles and Huberman's interactive research cycle. The collected data is categorized in a form that is easy to read, understand, and interpret. The data is described in qualitative descriptions and analyzed qualitatively, consisting of data reduction, data presentation, and conclusion drawing.

3. Results and Discussion

Increased Accessibility of Information:

The study reveals that utilizing Information Technology (IT) significantly enhances the accessibility of public information. Digital platforms facilitate a more efficient and widespread dissemination of government data, promoting transparency (Gunawan, 2016). Increased accessibility of information in the modern era has brought about a profound transformation in how individuals and societies interact with knowledge. This shift is not merely technological but encompasses a broader socio-cultural and economic impact. Let's delve deeper into how the increased accessibility of information has unfolded.

Imagine a world not too long ago where access to information was limited, primarily confined to libraries, educational institutions, and traditional media. In this scenario, acquiring knowledge requires significant effort in terms of time and resources. However, the advent of the internet and digital technologies has shattered these constraints, ushering in an era of unprecedented access to information (Habibullah, 2010).

The internet serves as a vast repository of knowledge, democratizing information and making it accessible to virtually anyone with an internet connection. This shift has empowered individuals, transcending geographical boundaries and socio-economic disparities. The democratization of information means that a farmer in a remote village can access the same wealth of knowledge as a researcher in a cutting-edge laboratory. Moreover, increased accessibility has widened the scope of available information and diversified its forms (Mukhsin, 2020). Multimedia content, interactive platforms, and real-time updates have become the norm. The once passive consumer of information has transformed into an active participant, contributing to the creation and dissemination of knowledge.

Strengthened Oversight Mechanisms

Findings indicate that IT implementation strengthens oversight mechanisms within public administration. Advanced IT systems enable comprehensive tracking and auditing of administrative processes, contributing to heightened accountability (Saifuddin, 2020). Strengthened Oversight Mechanisms refer to efforts to enhance and fortify monitoring and supervision processes within various contexts, such as governance, business, or organizations (Supraja, 2019).

The primary objective of these measures is to ensure accountability, transparency, and effectiveness in an entity's policies, practices, and operations. Here are some critical aspects associated with "Strengthened Oversight Mechanisms": (1) Accountability: (a) Strengthened oversight mechanisms seek to increase accountability, ensuring that every action or decision can be traced back to the individuals or entities responsible. (b) This may involve establishing independent oversight bodies or reinforcing the roles of existing supervisory entities. (2) Transparency: (a) Steps to enhance transparency involve providing clear and easily accessible information about an entity's policies, decisions, and actions. (b) This can also include transparent financial reporting, disclosure of decision-making processes, and outlining performance evaluation criteria. (3) Prevention and Detection of Violations: (a) Robust oversight mechanisms are designed to prevent and detect violations of ethics, laws, or regulations. (b) This can include regular audits, compliance testing, and the engagement of independent auditors to ensure that policies and procedures are followed correctly. (4) Stakeholder Participation and Engagement: (a) Involving stakeholders in the decision-making process can be part of strengthened oversight mechanisms, ensuring that the perspectives of various parties are considered. (b) Forums for community engagement or feedback mechanisms can be used to give a voice to affected groups and enhance transparency in decision-making processes. (5) Regulation and Policy Strengthening: Oversight mechanisms may involve improvements or enhancements to existing regulations and policies. This could include stricter

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law enforcement, increased sanctions, or heightened reporting requirements. (6) Utilization of Technology: In the digital age, technology can be leveraged to reinforce oversight mechanisms. Information systems and data analytics can help detect anomalies or suspicious behavioral patterns. Implementing strengthened oversight mechanisms is crucial for building public trust, preventing abuse of power, and ensuring the sustainability and integrity of an entity or system (Utami, 2023).

Transformation of Administrative Processes

The research underscores the transformative impact of IT on administrative practices. Through digitalization, bureaucratic processes become more streamlined, reducing the likelihood of errors and promoting a culture of efficiency. The transformation of administrative processes constitutes a narrative of modernization, efficiency, and adaptability within various organizations, be they government institutions, businesses, or non-profit entities (Akhmad et al., 2017). This narrative is characterized by the systematic reevaluation and restructuring of traditional bureaucratic practices to leverage technological advancements, streamline operations, and enhance overall effectiveness. Let's delve deeper into the dynamics of this transformation.

In the story of the transformation of administrative processes, the traditional bureaucratic model, often criticized for its rigidity and slow response to change, undergoes a metamorphosis. This narrative embraces integrating digital technologies, automation, and data-driven decision-making to create a more agile, responsive, and user-friendly administrative environment. Technological innovation becomes a cornerstone of this narrative. Organizations leverage advanced software, artificial intelligence, and machine learning to automate routine tasks, reduce manual errors, and increase the speed of administrative processes (Samudera & Pertiwi, 2022). This shift optimizes resource utilization and frees up human capital to focus on more complex and value-added tasks.

Central to this narrative is the digitization of records and information. Paper-based systems give way to electronic databases, cloud storage, and collaborative platforms, enabling real-time access to information from anywhere in the world (Muhlizi, 2016). This digital transformation enhances information sharing, collaboration, and decision-making processes within and across organizational boundaries. The narrative also involves a reimagining of communication channels. More agile and inclusive platforms replace or complement traditional hierarchical communication structures. Video conferencing, instant messaging, and collaborative project management tools become integral, fostering seamless communication and coordination among team members regardless of geographical location.

Moreover, the transformation of administrative processes entails a cultural shift within organizations. There is an emphasis on fostering continuous improvement and adaptability (Tarigan & Nurtanzila, 2013). Employees are encouraged to embrace change, learn new skills, and contribute to the ongoing evolution of administrative practices. This narrative acknowledges that successful transformation requires not just technological upgrades but also a change in organizational culture.

In the public sector, this narrative often involves e-governance initiatives aimed at providing citizens with online access to government services, increasing transparency, and reducing bureaucratic red tape. Government agencies adopt digital platforms for services such as tax filing, permit applications, and public information dissemination, enhancing overall citizen satisfaction. However, the narrative of the transformation of administrative processes is not without challenges. Resistance to change, concerns about job displacement due to automation, and potential cybersecurity threats are among the hurdles that organizations may face. Successful transformation requires effective change management strategies, cybersecurity measures, and a commitment to addressing the human aspect of the transition.

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Promotion of Citizen Engagement

The study identifies that IT utilization encourages citizen engagement. Online platforms and applications empower citizens to participate actively in decision-making processes, share feedback, and contribute to policy discussions, fostering a more collaborative governance model. The promotion of citizen engagement is a narrative that revolves around empowering individuals to actively participate in the decision-making processes of their communities, governments, and societies (Annisa et al., 2021). This narrative recognizes the value of involving citizens in shaping policies, expressing their views, and contributing to the development and governance of their respective areas. Let's explore the various facets of this narrative in greater detail. At its core, promoting citizen engagement seeks to break down traditional barriers between the government and the governed, fostering a more inclusive and participatory democracy. In this narrative, citizens are not passive recipients of government actions but are active contributors, bringing their perspectives, expertise, and concerns to the forefront of public discourse.

One key aspect of this narrative involves leveraging technology to facilitate communication and interaction between citizens and government entities. Online platforms, social media, and mobile applications have become tools for citizens to access information, voice their opinions, and discuss various issues (Gunawan & Amin, 2021). These platforms create virtual spaces where citizens can connect, collaborate, and influence decision-makers.

Local governance is a crucial arena in the promotion of citizen engagement. Initiatives such as town hall meetings, community forums, and participatory budgeting processes are designed to involve citizens in decisions that directly impact their neighborhoods. This narrative recognizes that community members possess unique insights into local challenges and opportunities, and their input is invaluable for effective and responsive governance. Furthermore, the promotion of citizen engagement emphasizes education and awareness. It encourages initiatives that enhance civic literacy, ensuring citizens have the knowledge and skills to understand complex issues, evaluate policies, and actively participate in democratic processes. Education becomes a catalyst for informed and meaningful engagement.

Civil society organizations play a vital role in this narrative, acting as intermediaries between citizens and government institutions. These organizations often facilitate dialogue, organize advocacy campaigns, and empower citizens to address issues of common concern collectively. The narrative recognizes that a vibrant civil society contributes to the robustness of democratic systems.

Challenges in Data Security

Research findings highlight challenges related to data security. The study acknowledges that as IT systems handle sensitive information, ensuring robust data security measures is crucial to maintaining public trust. Data security landscape is marked by a complex and evolving set of challenges, reflecting the increasing reliance on digital technologies and the vast amounts of data generated, processed, and stored (Muliawaty & Hendryawan, 2020).

These challenges pose significant risks to individuals, organizations, and societies, requiring constant vigilance and innovative solutions. Let's delve deeper into the multifaceted challenges in data security: (1) Cyber Threats and Attacks: (a) Malware and Ransomware: Malicious software and ransomware attacks can compromise the integrity and confidentiality of data. Ransomware, in particular, encrypts data and demands payment for its release. (b) Phishing: Social engineering techniques, such as phishing emails, trick individuals into disclosing sensitive information like login credentials. (2) Insider Threats: (a) Malicious Insiders: Employees or individuals with privileged access may intentionally or unintentionally misuse their access, leading to data breaches. (b) Human Error: Accidental data breaches are often caused by mistakes in handling sensitive information, misconfigurations, or unintended

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disclosure. (3) Inadequate Authentication and Authorization: (a) Weak Passwords: Poor password practices, such as using easily guessable passwords or not updating them regularly, can lead to unauthorized access. (b) Insufficient Access Controls: Inadequate management of user privileges and access controls can result in unauthorized individuals gaining access to sensitive data. (4) Data Encryption and Decryption: (a) Key Management: Effectively managing encryption keys is crucial. If encryption keys are compromised, attackers may gain access to encrypted data. (b) Balancing Security and Performance: The trade-off between strong encryption and system performance is a constant challenge, especially in high-speed processing environments. (5) Data Governance and Compliance: (a) Compliance Challenges: Meeting regulatory requirements for data protection, such as GDPR or HIPAA, can be challenging, particularly for multinational organizations dealing with diverse legal frameworks. (b) Data Residency: Balancing the need for data localization with the efficiency of centralized data processing can be complex. (6) Cloud Security: (a) Shared Responsibility Model: Understanding and managing security responsibilities in cloud environments can be challenging due to the shared responsibility model between cloud service providers and customers. (b) Data Transfer and Storage: Ensuring the secure transfer and storage of data in the cloud, especially in multi-cloud or hybrid environments. (7) Emerging Technologies: (a) IoT Security: The proliferation of Internet of Things (IoT) devices introduces new vulnerabilities, as many devices lack robust security features. (b) Artificial Intelligence and Machine Learning Security: Ensuring the security of AI and machine learning algorithms, especially in applications like facial recognition or autonomous systems. (8) Supply Chain Vulnerabilities: (a) Third-Party Risks: Dependence on third-party vendors and suppliers introduces additional points of vulnerability in the supply chain. (b) Software and Hardware Risks: Vulnerabilities in software or hardware components can be exploited to compromise data security. (9) Incident Response and Recovery: (a) Timely Detection: Rapidly detecting and responding to security incidents is challenging, and delays can exacerbate the impact of a data breach. (b) Data Recovery: Ensuring the effective recovery of data after an incident is crucial to minimizing the impact on operations.

Addressing these challenges requires a comprehensive and adaptive approach, including robust security policies, employee training, technology solutions, and ongoing monitoring and evaluation (Indraswari & Rahayu, 2021). As technology continues to evolve, so must strategies for safeguarding sensitive information from diverse threats.

Discussion

This section unveils the in-depth findings derived from the research, shedding light on the impacts of Information Technology (IT) utilization on transparency and accountability within public administration. The critical findings offer significant insights into the evolving dynamics within the administrative landscape due to the increased integration of IT. First and foremost, the implementation of IT has acted as a catalyst for transparency by facilitating more accessible access to information (Gardner et al., 2019). Public administrations capable of swiftly and accurately providing data through digital platforms build a robust foundation for transparency (Hansen & Flyverbom, 2015). The revelation of information to the public reduces information gaps and empowers the community to comprehend governmental decision-making processes.

In the context of accountability, IT usage has enhanced public entities' audit trail and performance tracking. Integrated IT systems enable more detailed and traceable record-keeping, aiding auditors and stakeholders in monitoring resource utilization and evaluating the effectiveness of public policies (Mosweu, 2018). This heightened level of accountability forms the basis for governments to justify their actions and policies to the public. Further analysis reveals that utilizing IT induces operational changes and enriches public participation. The community can actively engage in decision-making processes through online applications and

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platforms, provide direct feedback, and even contribute to policy formulation. This strengthens the government and the public relationship, creating a more democratic dynamic within public administration.

Nevertheless, these findings highlight several challenges, including data security risks, unequal IT access, and cultural resistance to change (Oreg & Sverdlik, 2018). Therefore, a holistic approach is necessary to maximize the positive impact of IT utilization in achieving transparency and accountability. This involves the development of prudent policies, community engagement, and the enhancement of human resource capabilities. By aligning these findings, the research provides a richer understanding of how IT can catalyze transparency and accountability in public administration. The in-depth results serve as a foundation for formulating precise policy recommendations, guiding the development of a responsive and open public administration in the era of information technology.

4. Conclusion

In summary, the outcomes of this research unequivocally emphasize the indispensable influence of Information Technology in sculpting transparency and accountability within the realm of public administration. The intricate revelations extracted from this study not only shed light on the current landscape but also serve as a catalyst for strategic policy proposals, providing a comprehensive blueprint for governments to exploit the vast capabilities of IT in advancing the quality of public governance. As we delve deeper into the intricacies of these findings, it becomes evident that Information Technology acts as a linchpin, revolutionizing the very foundations of transparency and accountability. The multifaceted nature of IT, as uncovered by this research, presents governments with a transformative toolset capable of reshaping traditional paradigms and fostering a more open, responsive, and efficient public administration.

Moreover, the nuanced insights from this study serve as a beacon, guiding policymakers toward a path of informed decision-making. The synthesized knowledge offers a roadmap, delineating actionable steps for governments to navigate and harness the full potential of Information Technology. By embracing these strategic recommendations, administrations can adapt to the evolving landscape and proactively utilize IT as a powerful instrument for enhancing public governance. In conclusion, the research not only underscores the current pivotal role of Information Technology but also advocates for a proactive approach in leveraging IT advancements for the collective improvement of public administration. Through conscientious implementation of the outlined recommendations, governments can not only stay abreast of technological developments but also pave the way for a more transparent, accountable, and effective governance model that aligns with the needs and expectations of modern societies.

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