

Implementation of Digital Governance in State Administrative Law in The Village Government System

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Abstract. *The development of information technology is driving the transformation of government administration down to the village level through the implementation of digital governance. In the context of State Administrative Law, the digitalization of village government is a crucial instrument for improving the quality of public services, transparency, and accountability of village officials. However, its implementation still faces various challenges, both in terms of regulations, human resource capacity, and technological infrastructure. This study aims to analyze the implementation of digital governance in the village government system from the perspective of State Administrative Law, as well as to identify obstacles and necessary strengthening efforts. The research method used is normative juridical with a statutory and conceptual approach, through an analysis of regulations related to village government and electronic-based government systems. The results show that the implementation of digital governance at the village level has a sufficient legal basis, but has not been optimal due to limited access to technology, low digital literacy among village officials, and the lack of comprehensive regulatory harmonization. Furthermore, the implementation of digital systems also raises potential legal issues, such as the protection of public data and the risk of maladministration. From the perspective of State Administrative Law, the implementation of digital governance must remain based on the principles of legality, accountability, transparency, and the General Principles of Good Governance (AUPB). Therefore, it is necessary to strengthen policies, increase the capacity of village officials, and develop equitable digital infrastructure to realize effective, efficient, and equitable village governance.*

Keywords: AUPB; Digital Governance; Public Services; State Administrative Law; Village Government.

1. Introduction

The development of digital technology has greatly encouraged several aspects of human life needs, globalization is marked by the development of digital technology making human lifestyle patterns in villages more effective and efficient (Anwar, 2020). This has also had an impact on the government sector, which has given birth to various forms of digital policies in the provision of public services, from the central government to regional governments, especially at the sub-district government level, which is used as the front-line government unit that interacts directly with the community (Mappagiling, Ihsan Muhammad, 2024). In today's digital era, public services are seen as an effort to modernize the bureaucracy to create more effective, efficient, transparent, and accountable services. This aligns with the principles of good governance, which require the government to respond quickly to public needs through the use of digital technology. Public services themselves are activities that meet the needs of the community, such as population administration services in accordance with applicable laws and regulations. These services are provided or carried out by government agencies or state institutions, corporations, and other institutions such as population offices and sub-district offices that have the function of serving the community (Alim, Mohamad Steven, Rizkiyanto Ibrahim. 2024).

Entering the current technological era raises legal questions that we need to examine in depth, such as how the legal legitimacy of digitalization policies, to what extent they are in accordance with the general principles of good governance (AUPB), and whether these policies have fulfilled the principles of administrative justice and the protection of the rights of the community as users of public services (Aziz, 2016). On the other hand, the implementation of digitalization policies at the sub-district level is often not supported by an adequate legal framework. Technical policies adopted by local or sub-district governments sometimes proceed faster than their normative arrangements. This has the potential to create a legal vacuum, administrative irregularity, and even violations of citizens' administrative rights. Therefore, the next step is to conduct in-depth research using a normative approach, examining regulations related to state administration and their relevance to the field, particularly for the research subjects, namely village governments.

2. Research Methods

This study uses normative research to explore and identify relevant legal norms, principles, and doctrines as a basis for addressing the legal issues at hand. Using a statutory and conceptual approach to the digitalization of public services policy from a state administrative law perspective, it is intended to assess whether the policy complies with applicable legal norms, principles, and principles.

3. Results and Discussion

3.1. The Legal Position of State Administration in the Digitalization of Public Services in Village Government

The digitalization of public services in Indonesia is part of the bureaucratic transformation toward a more modern, effective, and efficient government system. To ensure the legality and accountability of this digitalization process, a clear and structured legal framework is required, both at the central and regional levels, including at the village level as the frontline of public services (Dwiyanto, 2006). The concept of good governance is a normative principle used as a standard in modern government administration, including in the context of public services. Good governance not only regulates how power is exercised but also how public policies are formulated, implemented, and monitored to ensure they favor the public interest. In the context of digital public services, the principles of good governance serve as a normative and ethical foundation that ensures that the digitalization process is not only oriented towards technological efficiency but also upholds the values of justice, equality, and legal protection (Isbandi, 2007).

The digitalization of public services must provide space for active public involvement in the planning, implementation, and evaluation of the digital systems used. For example, digital aspiration channels or online satisfaction surveys allow citizens to voice their opinions and needs regarding government services. Digital services encourage open access to public information in real time, allowing the public to easily assess procedures, costs, and completion times for services (Nurhakim, 2014). This transparency is crucial to prevent abuse of authority and corrupt practices, as well as to increase public trust in the government. With a digital service system, decision-making and service delivery processes can be recorded and traced. This allows public officials to be held accountable administratively, legally, and publicly for their actions. Accountability also encompasses the government's obligation to address public complaints and improve services that do not meet standards (Podrug, N, 2011).

The digitalization of public services aims to simplify procedures, speed up service times, and reduce operational costs. However, this efficiency must not be achieved at the expense of service quality and accessibility, especially for vulnerable populations such as the elderly, people with disabilities, or residents in areas without adequate digital infrastructure. Good governance requires that all government actions and policies comply with the law. This means that the digital transformation of public services must be based on valid regulations, not conflict with higher-level regulations, and guarantee the protection of the legal rights of every citizen (Sari, K. D, 2012).

By making good governance the primary foundation for developing and implementing public service digitalization policies, the government can foster a modern, inclusive, and democratic bureaucratic system. This aligns with the spirit of bureaucratic reform and the

demands of the digital era, where services are not only fast and practical, but also fair, transparent, and legally valid.

The basis for implementing state administration in terms of services has been set out in several regulations as follows:

- a. Law Number 25 of 2009 concerning Public Services. This law serves as the primary legal umbrella for all types of public services, including those provided digitally. Article 4 of this law emphasizes that the provision of public services must adhere to the principles of legal certainty, participation, transparency, accountability, and non-discrimination. Although it does not explicitly regulate digital systems, these principles support the development of fair and open digital services.
- b. Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE). This Presidential Regulation provides a normative framework for the development of information and communication technology (ICT)-based public services. SPBE encourages the integration of service systems across all government units, including regional and sub-district governments. SPBE requires the provision of standardized, secure, easily accessible, and inter-agency digital services.
- c. Regulation of the Minister of Administrative and Bureaucratic Reform Number 59 of 2020 concerning Monitoring and Evaluation of SPBE This regulation provides technical guidance in measuring the effectiveness of SPBE implementation, including digital service indicators at the regional level.

Village authority in digital public services is part of the implementation of village autonomy as regulated in various laws and regulations in Indonesia, particularly Law Number 6 of 2014 concerning Villages, which legitimizes village governments to regulate and manage the interests of local communities. In this context, the digitalization of public services is a crucial instrument for increasing the effectiveness, transparency, and accountability of village governance. This authority is also reinforced by Law Number 25 of 2009 concerning Public Services and Law Number 14 of 2008 concerning Public Information Disclosure, which emphasize the government's obligation, including village governments, to provide easily accessible information services, including through electronic media (Aziz, N. L, 2016).

In practice, village governments have an obligation to provide, manage, and distribute public information accurately and transparently to the community, including through the development of digital-based village information systems (Maryam, Neneng, 2016). This includes developing publicly accessible documentation and information systems, as well as utilizing electronic technology in the delivery of public services. In fact, regulations regarding village public information services stipulate that village governments are required to provide information service facilities and infrastructure and can utilize electronic media to improve service accessibility (Rahmawati, Noer Bunka, Muhammad Baharudin, and Zubakhrom Tjenreng, 2025).

However, the implementation of this authority still faces various obstacles, such as limited human resources, low digital literacy, and uneven distribution of technological infrastructure in rural areas. This situation has resulted in suboptimal utilization of digital governance at the village level, despite its strong legal basis. Therefore, strengthening the capacity of village officials, providing digital infrastructure, and harmonizing policies are crucial factors in supporting the optimization of village authority in digital-based public services.

3.2. Digital Governance Challenges in State Administrative Law in the Village Government System

The digitalization of public services has brought about significant changes in the way governments deliver services to the public. This transformation aims to increase bureaucratic efficiency, transparency, and accountability. However, the digitalization of public services also presents a number of significant challenges, particularly in the context of state administrative law (Sulistiyowati, 2022). State administrative law plays a central role in regulating and overseeing all administrative actions taken by the state towards its citizens. Therefore, the challenges arising from the digitalization of public services must be viewed through the lens of administrative law to ensure that the state continues to operate in accordance with the principles of the rule of law.

One of the biggest challenges relates to the principle of legality, which is the foundation of state administrative law. This principle requires that every government action, including the digitalization of services, must have a clear legal basis. Often, rapid digitalization policies are implemented without adequate regulatory preparedness, resulting in unclear legal basis for some digital services (Van Slyke, 2006). In this situation, government actions in providing services through digital platforms could be deemed illegitimate or even unlawful if they lack a clear basis. Decisions made by automated systems or algorithms within digital platforms must comply with applicable regulations and must not deviate from existing legal frameworks.

Another challenge concerns administrative accountability. In digital systems, many decisions are made through applications or automated systems without the direct involvement of public officials. This creates difficulties in determining who is responsible for errors or violations of citizens' rights. In conventional governance, responsibility for an administrative decision can be directly attributed to the official who made the decision. However, in digital systems, who should be held accountable for policies produced by machines or automated systems? This lack of clarity can be detrimental to the public, as they cannot directly access legal channels to seek justice or redress if they feel aggrieved (Suroso, 2014).

Furthermore, equitable access to digital services is also a crucial issue in the context of state administrative law. While the goal of digitalization is to facilitate public access to public services, the reality remains that many regions, especially remote ones, lack adequate internet access. Furthermore, many communities lack sufficient digital literacy skills to utilize these services. This unequal access contradicts the principle of justice in state administrative

law, which requires that every citizen have an equal right to access services without hindrance (Basyo, Irfan, and Anirwan Anirwan, 2023). The state must ensure that every individual, regardless of social status or geographic location, can access services provided by the government fairly and without discrimination.

One of the primary roles of state administrative law is to uphold the principle of legality in all forms of digital services. In the context of digitalization, many service processes have shifted from face-to-face interactions to automated systems based on applications and online platforms (Darmawan, 2021). This is where state administrative law comes in, ensuring that every digital procedure has a valid legal basis and does not conflict with applicable laws and regulations. Administrative law stipulates that every action by administrative officials, including the use of electronic systems, must be based on the authority granted by law. Therefore, administrative law plays a crucial role in legitimizing the digital systems used in public services.

Furthermore, state administrative law also plays a role in ensuring accountability and legal responsibility in the provision of digital public services. When administrative decisions are made by systems or algorithms, administrative law must ensure that legal entities remain accountable for errors or violations. In this regard, regulations regarding the legal standing of state administrative officials, the development of digital standard operating procedures, and evaluation and oversight mechanisms are important instruments regulated through administrative law. The strategic role of administrative law here is to prevent the loss of legal responsibility due to service automation and to ensure that the principles of transparency and fairness are maintained even when service processes are conducted digitally.

Another challenge is the limited access to supporting digital services, as many villages remain underdeveloped. This situation is exacerbated by several factors, including geographic location and inadequate village income for digitalization. However, digital governance must be encouraged to improve the effectiveness of state administrative law within the government system that directly impacts the community, namely village government (Raharjo, 2020).

Community participation is defined as the active involvement of the community in the process of identifying problems, making decisions, implementing solutions, and evaluating changes. This participation is not merely passive but involves active involvement in various aspects of development and policymaking (Santoso, 2021). Community participation is a key element in revitalizing local democracy, emphasizing that participation is not just about physical presence, but also involvement in the formulation, implementation, and evaluation of development policies. This involvement will create a space for social control that encourages transparency and accountability. In the village context, community participation is a crucial foundation for creating a government that is transparent, accountable, and responsive to community needs.

The implementation of a digital-based government system in the village environment is a strategic initiative aimed at encouraging improvements in the quality of local governance. The concept of e-government, which refers to the use of information and communication technology to improve bureaucratic performance in terms of efficiency, effectiveness, openness, and accountability (Bank, E-government Handbook for Developing Countries, 2015), has great potential to reform the working mechanisms of village governments.

Community involvement is a fundamental aspect of democratic governance practices, particularly within village government. Citizen participation encompasses community involvement in development activities, both in the planning and implementation stages of programs or projects within the local community. This active involvement significantly impacts the performance of village officials in carrying out their functions (Sihombing, 2022).

Community involvement significantly contributes to improving village government performance. The greater the intensity of community participation, the more optimal the implementation of government duties at the village level. Citizen participation in the planning and oversight stages of village development impacts the effectiveness and efficiency of managing local potential and resources. This means that with active participation, village governments are encouraged to apply the principles of transparency and accountability in budget use and work program implementation.¹

Public involvement in decision-making and oversight mechanisms can encourage the government to be more responsive and accountable in carrying out its mandate. In villages, this participation can be realized through community deliberation forums, direct supervision of program implementation, and periodic performance evaluations of village officials. However, the effectiveness of this participation is determined not only by quantity but also by its quality.

4. Conclusion

The implementation of digital governance in the village government system is a strategic step in realizing modern, effective, transparent, and accountable governance. From a State Administrative Law perspective, the digitalization of public services at the village level has a strong legal basis through various regulations, such as the Public Service Law, Information Disclosure Law, and the Electronic-Based Government System (SPBE) policy. This demonstrates that, normatively, the application of digital technology in village governance has clear legitimacy and aligns with the principles of good governance and the General Principles of Good Governance (AUPB). However, this implementation has not been optimal. Several obstacles remain, including limited technological infrastructure in rural areas, low digital capacity and literacy among village officials and communities, and the lack of comprehensive regulatory harmonization. Furthermore, digitalization also raises new legal challenges, such as unclear accountability in automated systems, the potential for

¹Wahyudi, 2023, The Urgency of Reformulating State Administrative Law to Ensure Inclusive Digital Public Services, Journal of Constitution and Public Administration, Vol. 3, No. 2, 99–113.

maladministration, and issues of protecting people's personal data. In this context, State Administrative Law plays a crucial role as a regulatory instrument to ensure that all digital governance policies and practices remain based on the principles of legality, accountability, transparency, and fairness. Therefore, strengthening efforts are needed, including improving regulations, increasing human resource capacity, equitable distribution of digital infrastructure, and strengthening oversight mechanisms and public participation. This way, digital governance at the village level can be optimally implemented to support the realization of inclusive, efficient, and equitable public services.

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