

DYNAMICS OF OVERSIGHT OF PUBLIC POLICY FROM THE PERSPECTIVE OF STATE ADMINISTRATIVE LAW IN THE DIGITAL ERA

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Abstract

The digital revolution has transformed the delivery of public services in Indonesia through digitalization processes and electronic-based government systems (SPBE). This change makes it easier for the public to access services, reduces corruption practices, and enhances government transparency and accountability. Nevertheless, there are several legal challenges in managing digital services, such as questions about the validity of digital administrative decisions, liability for system errors, differences in digital access, and personal data protection. This study uses a normative legal approach by analyzing legislation and related literature. The research findings indicate that administrative law plays an important role in overseeing and improving the performance of effective, efficient, transparent, and accountable governance, while also serving as the legal foundation for inclusive and equitable digital transformation. Problems in implementing digitalization Public services such as infrastructure disparities, digital literacy gaps, bureaucratic unwillingness to change, data security issues, and incomplete policies need to be addressed with a flexible and integrated legal approach.

Keywords: State Administrative Law, Digital Public Services, Public Policy in the Digital Era

INTRODUCTION

The digital era has fundamentally transformed many aspects of life in Indonesia, reshaping government policy dynamics, social interactions, and the ways people work and earn a living. Rapid developments in information technology, coupled with widespread internet access and smartphone usage, have positioned the digital sphere as a central arena for information exchange, public opinion formation, and socio-political decision-making. Social media and digital platforms have become key forces in shaping public discourse while simultaneously constructing a new economic ecosystem characterized by speed, connectivity, and algorithm-based systems.

In the realm of public policy, social media enables issues to spread rapidly and gain massive attention within a short period of time. Certain issues can quickly go viral and generate significant public pressure, compelling the government to respond swiftly in order to avoid political and social instability. This condition has given rise to the phenomenon often referred

to as “viral-based policymaking,” where policy decisions are heavily influenced by trends and sentiments circulating in the digital public sphere. On one hand, this phenomenon reflects the government’s increased responsiveness to public demands. On the other hand, overly reactive policymaking risks neglecting comprehensive analysis, academic assessment, and consideration of long-term consequences. As a result, policies driven primarily by viral dynamics often encounter implementation challenges and may generate new problems in practice. The central challenge for the government, therefore, lies in ensuring that its responses are not merely reactive, but strategic, well-considered, and sustainable (Suliyono, 2025).

Beyond public governance, the digital era has also brought profound changes to the labor sector. Digital transformation has led to the rise of platform-based work, including ride-hailing drivers, delivery couriers, digital freelancers, and other forms of informal employment. These new forms of work offer flexibility and broaden access to job opportunities, particularly for individuals who face barriers to entering the formal labor market. However, this flexibility is accompanied by serious structural issues related to legal protection and social security for digital workers.

Platform companies typically classify workers as independent partners rather than employees. Consequently, workers are excluded from fundamental labor protections commonly associated with formal employment, such as participation in social security schemes, employment insurance, and guaranteed wages in accordance with the regional minimum wage. Although these working arrangements are formally framed as equal partnerships, in practice, platform companies maintain substantial control through algorithms, rating systems, and fare-setting mechanisms. This situation creates a clear relationship of economic dependence that is not formally recognized under existing labor law frameworks. Legal ambiguity surrounding employment status thus places workers in a vulnerable position and weakens their bargaining power within the platform economy.

These two phenomena viral-based policymaking and the vulnerability of digital workers highlight the significant challenges faced by the state in the digital era. The role of government, both in responding to rapidly evolving public issues and in protecting platform-based workers, remains limited. Existing administrative law instruments have yet to adequately address the complexities arising from the interaction between technology, market forces, and society. Therefore, a comprehensive and integrated study is needed to examine the impact of viral issues on public policymaking processes, as well as to explore how regulatory harmonization between labor law and administrative law can be achieved. Such harmonization is essential to ensure fair, effective, and sustainable legal protection for all citizens amid the rapid and dynamic development of the digital landscape (Saputra et al., 2025).

IMPLEMENTATION METHOD

This study employs a normative juridical approach, which is a legal research method that positions law as a set of norms or rules governing society. This approach aims to examine law as a system consisting of legal principles, legal norms, doctrines, and statutory regulations governing public administration, particularly in the context of public policy oversight and the digital transformation of public services from the perspective of Administrative Law.

The normative juridical approach is chosen because this research does not focus on the empirical behavior of society or government officials, but rather on the analysis of the legal framework that regulates governmental authority, responsibility, and supervisory mechanisms in the digital era. This study examines the extent to which administrative law norms are able to accommodate the development of digitalization, including the implementation of electronic-based government systems (e-Government), digital public services, and their implications for the principles of legality, accountability, transparency, and the protection of citizens' rights.

This research is qualitative in nature, emphasizing the understanding of the meaning, substance, and legal reasoning contained in laws and legal doctrines. Qualitative analysis is used to interpret legal norms, assess the compatibility between the principles of administrative law and the practice of government digitalization, and identify potential legal issues arising in the supervision of public policies in the digital era. This study does not employ statistical data or numerical calculations, but instead prioritizes legal arguments and normative legal reasoning.

The sources of legal materials used in this research consist of primary legal materials, secondary legal materials, and tertiary legal materials. Primary legal materials include laws and regulations directly related to the administration of government and the digitalization of public services, such as legislation on Administrative Law, the Law on Electronic Information and Transactions, the Law on Personal Data Protection, the Law on Public Services, and regulations concerning electronic-based government systems. Secondary legal materials consist of scholarly literature, including legal textbooks, academic journals, previous research findings, and expert opinions relevant to administrative oversight and digital transformation. Tertiary legal materials serve as supporting references, such as legal dictionaries, encyclopedias, and other sources that assist in clarifying legal terms and concepts.

The collection of legal materials is conducted through library research, involving the systematic identification, inventory, and classification of relevant laws and legal literature. This process is carried out to obtain a comprehensive understanding of the development of public policies and administrative oversight mechanisms in the context of public service digitalization.

Data analysis is conducted using descriptive-analytical and prescriptive methods. Descriptively, this research systematically describes the framework of administrative law, mechanisms for supervising public policies, and the dynamics of digital transformation in government administration. Analytically, the study examines the relationship between digital public services and the principles of administrative law, identifies emerging legal issues, and evaluates the effectiveness of existing supervisory instruments. The prescriptive approach is employed to provide legal arguments and normative recommendations for strengthening supervisory mechanisms and updating regulations to align with technological developments.

Thus, through a normative juridical approach and qualitative analysis, this research is expected to contribute academically to the development of Administrative Law, particularly in addressing the challenges of public policy oversight in the digital era, and to provide an

argumentative foundation for the formulation of more adaptive, equitable, and sustainable public policies.

RESULTS AND DISCUSSION

State Administrative Law and Digital Transformation for Better Governance

State Administrative Law and digital transformation are two closely interconnected elements in realizing effective, efficient, transparent, and accountable governance. State Administrative Law functions as an instrument for supervising and controlling governmental actions to ensure they remain within the boundaries of the law, while digital transformation serves as a strategic means to enhance the quality and accessibility of public services. Both play a crucial role in ensuring that governmental modernization is not solely oriented toward technological advancement, but also continues to guarantee legal protection and the rights of citizens.

State Administrative Law as an Instrument for Supervision and Improvement of Government Performance

State Administrative Law regulates the relationship between the government and society as well as among governmental institutions, with the objective of ensuring that every administrative action is conducted lawfully, transparently, and accountably. As a supervisory instrument, State Administrative Law upholds the principle of legality, which emphasizes that every governmental action must have a clear legal basis in order to prevent the abuse of authority. This supervision is carried out through complementary internal and external mechanisms and provides space for public participation in overseeing the administration of government. Through the regulation of procedures, authority, and accountability, State Administrative Law also functions as a means to improve bureaucratic performance by creating legal certainty, promoting good governance, managing human resources professionally, and enhancing the work motivation of government officials.

Digital Transformation and Accessibility of Public Services

Digital transformation in the public sector is a process of utilizing information and communication technology to change work methods, organizational culture, and the delivery of public services. The implementation of e-government enables governments to provide services that are faster, more efficient, and more transparent, while also expanding service reach to remote areas. The digitalization of public services further promotes inclusivity by facilitating access for vulnerable groups and individuals with limited mobility. Government digital platforms, such as online complaint systems and application-based services, play a significant role in enhancing governmental responsiveness and accountability, as well as supporting the principles of good governance through information transparency and public participation.

The Role of State Administrative Law in Supervising Government Actions

State Administrative Law plays a strategic role in supervising governmental actions through administrative, institutional, and legal mechanisms. This supervision includes internal oversight by government apparatus, external oversight by independent institutions, and judicial

oversight through the State Administrative Court. Internal supervision ensures that every policy and administrative action, including those related to the digitalization of public services, remains grounded in the principles of legality, accountability, and transparency. External supervision conducted by institutions such as the Ombudsman of the Republic of Indonesia, the Supreme Audit Board, the Corruption Eradication Commission, and legislative bodies serves to maintain objectivity and integrity in governance and to protect citizens' rights from maladministration (Arrazak & Frinaldi, 2024).

Judicial Supervision and Challenges of Digital Administration

Judicial supervision through the State Administrative Court constitutes an essential mechanism for providing legal protection to citizens harmed by administrative decisions. In the digital context, the role of the State Administrative Court has become increasingly significant due to the emergence of administrative decisions based on electronic systems and algorithms. State Administrative Law is therefore required to regulate the legality of automated decisions, determine the legal subjects responsible for system errors, and ensure access to justice through fair, inclusive, and easily accessible dispute resolution mechanisms. Accordingly, the transition from conventional service systems to digital ones remains within a framework of equitable legal protection (Tamaulina Br. Sembiring dkk., 2025).

Strengthening Administrative Law Mechanisms in Digital Oversight

Strengthening administrative law mechanisms in digital oversight has become an urgent necessity to maintain the effectiveness, transparency, and accountability of public policies. Updating administrative law regulations is required to accommodate the use of electronic documents, digital signatures, and personal data protection, with reference to the Law on Electronic Information and Transactions and the Law on Personal Data Protection. In addition, oversight mechanisms must be supported by the utilization of digital technologies, such as management information systems and online complaint platforms, in order to accelerate monitoring and responses to public grievances. Strengthening human resource capacity and cross-sectoral cooperation are also critical factors in preventing digital maladministration and ensuring algorithmic transparency in public services (Sarjito & Djati, 2025; Kusumoningtyas et al., 2023).

Professional Ethics in State Administration

Professional ethics constitute the moral foundation of public administration, emphasizing integrity, accountability, transparency, and justice. These ethics function to maintain public trust, prevent the abuse of authority, and guide public officials in addressing moral dilemmas, particularly in the context of governmental digitalization (Denhardt & Denhardt, 2015). Integrity demands honesty and consistency from public officials in every action, accountability requires clear responsibility to the public, transparency guarantees openness of information, and justice ensures equal treatment for all citizens without discrimination (Green, 2019; Ondrová, 2017; Bovens et al., 2014; Budiyanto, 2025).

Legal and Policy Implications of Oversight in the Digital Era

Digital transformation necessitates significant adjustments in the policies and regulations of State Administrative Law to ensure that oversight does not result in legal uncertainty or violations of human rights. Policy implications include strengthening regulations on information disclosure and personal data protection, adjusting oversight mechanisms and law enforcement related to digital administrative decisions, and improving the capacity of bureaucratic human resources. Furthermore, regulations must ensure a balance between transparency and privacy, the legality of automated decisions, clarity of legal accountability, and inclusivity in access to public services amid digital inequality (Riziq et al., 2025; Isma et al., 2025).

Dynamics and Challenges of Oversight in the Digital Era

Oversight in the digital era operates within complex dynamics due to the rapid advancement of information technology, big data, artificial intelligence, and electronic-based government systems. Major challenges include data security and privacy, regulatory limitations, low levels of digital literacy, disparities in access to technology, and limited capacity of supervisory human resources. On the other hand, digital oversight also creates opportunities for multi-stakeholder collaboration among governments, the private sector, academics, and civil society to develop more adaptive and participatory oversight systems. Therefore, oversight in the digital era must be developed in a balanced manner to protect citizens' rights, ensure governmental accountability, and remain aligned with the principles of the rule of law (Abdul et al., 2025; Keshet, 2020; Mali & Wismaningtyas, 2024; Yuda & Fatihah, 2021; Fernando & Fakrulloh, 2025; Ermiami, 2025).

CONCLUSION

State Administrative Law (SAL) and digital transformation are two important and complementary elements in creating good, effective, efficient, transparent, and accountable governance. State Administrative Law functions as a mechanism for supervision and the improvement of government performance by ensuring that all governmental actions are carried out in accordance with the law and the principles of good governance. Digital transformation serves as a strategy to enhance access to and the quality of public services through the use of digital technology and electronic-based government systems.

However, the process of digitalizing public services in Indonesia continues to face several challenges, including disparities in telecommunications infrastructure, limited digital capabilities among the public and government officials, a resistant bureaucratic culture, issues related to data security and personal data protection, as well as constraints in policy and budgetary support. Therefore, a flexible, integrated, and inclusive policy approach is required to address these challenges.

Several key recommendations include strengthening digital infrastructure and public digital literacy, establishing clear and adaptive regulations that respond to technological developments, promoting cross-sector collaboration, and ensuring that digital public services are accessible to all segments of society, including vulnerable groups. Accordingly, State Administrative Law must continue to adapt in order to provide legal certainty, protect citizens'

rights, and support fair digital transformation, thereby fostering better governance in the digital era.

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