

## **Public Service Innovation in Enhancing Government Transparency and Accountability**

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### **ABSTRACT**

This study examines the role of public service innovation in enhancing government transparency and accountability in Indonesia. The study is motivated by the increasing demand for transparency and accountability in public governance and the potential of public service innovation to address these challenges. The study aims to identify the facilitators and challenges of public service innovation in enhancing government transparency and accountability in Indonesia. To achieve the research objectives, this study adopted a qualitative research approach, and data were collected through in-depth interviews with public sector officials and document analysis. The collected data were analyzed using thematic analysis. The study found that public service innovation can enhance government transparency and accountability by providing transparent and efficient public services, promoting citizen participation, and promoting data-driven decision-making. However, the implementation of public service innovation faces several challenges, such as limited funding, a lack of technical expertise, and resistance to change. The findings of this study contribute to the existing literature by highlighting the importance of public service innovation in enhancing government transparency and accountability in Indonesia. The study also provides insights into the facilitators and challenges of public service innovation in the context of Indonesia. The study recommends that public sector organizations need to address the challenges identified in this study and leverage the facilitators to successfully implement public service innovation initiatives that enhance government transparency and accountability.

**Keywords:** Public service innovation; transparency; accountability

### **INTRODUCTION**

In recent years, there has been a growing demand for transparency and accountability in public governance (Denhardt & Denhardt, 2003; Farazmand, 2018; Purdy, 2012; Wahyurudhanto, 2020). This demand is fueled by the increasing complexity of public governance and the need to ensure that public resources are allocated efficiently and effectively. In Indonesia, the issue of transparency and accountability has been a major concern for public sector organizations. Despite the efforts made by the government to enhance transparency and accountability, there are still challenges that need to be addressed (Godfrey Oshilim, 2015; Kuziemski & Misuraca, 2020).

Public service innovation has been identified as a potential solution to enhance government transparency and accountability in Indonesia. Public service innovation involves the creation and implementation of new or improved public services that meet the changing needs of the community. The utilization of public service innovation can improve the transparency and accountability of public governance by providing transparent and efficient public services, promoting citizen participation, and promoting data-driven decision-making.

Several studies have highlighted the potential of public service innovation to enhance government transparency and accountability. For example, Gallouj & Zanfei (2013) argued that public service innovation can help to bridge the gap between public expectations and government performance. Similarly, Windrum & Koch (2008) identified public service innovation as a means to improve the quality and efficiency of public services.

The purpose of this study is to identify the facilitators and challenges of public service innovation in enhancing government transparency and accountability in Indonesia. The study aims to contribute to the existing literature by highlighting the importance of public service innovation in enhancing government transparency and accountability in Indonesia.

## **METHOD**

This study adopted a qualitative research approach to explore the role of public service innovation in enhancing government transparency and accountability in Indonesia. The qualitative approach is suitable for exploring complex phenomena, such as public service innovation, in-depth and from different perspectives. Data were collected through in-depth interviews with public sector officials who are responsible for implementing public service innovation initiatives. The participants were selected using purposive sampling, which enabled the selection of participants with relevant knowledge and experience.

In addition to the interviews, document analysis was conducted to obtain relevant information related to public service innovation initiatives in Indonesia. The collected data were analyzed using thematic analysis, which involved identifying patterns and themes in the data (Hair et al., 2019; Hair Jr et al., 2014). The thematic analysis enabled the identification of the facilitators and challenges of public service innovation in enhancing government transparency and accountability in Indonesia.

The study adhered to ethical principles by obtaining informed consent from the participants and ensuring the confidentiality and anonymity of the participants. The study also followed ethical guidelines for conducting research with human subjects.

## **RESULT AND DISCUSSION**

### **Result**

The results of this study indicate that public service innovation can enhance government transparency and accountability in Indonesia. The study found that public service innovation initiatives can provide transparent and efficient public services, promote citizen participation, and promote data-driven decision-making, which are essential for enhancing government transparency and accountability.

The study identified several facilitators of public service innovation initiatives in enhancing government transparency and accountability. These include sufficient funding, adequate infrastructure, technical expertise, and effective communication and collaboration between public sector organizations and the community. The study recommends that public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise to implement public service innovation initiatives effectively.

Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the public service innovation initiatives provided meet the specific needs and preferences of the community.

The study also identified several challenges that hinder the implementation of public service innovation initiatives. These challenges include limited funding, a lack of technical expertise among public sector officials, resistance to change, and political interference. The study suggests that public sector organizations need to address these challenges to successfully implement public service innovation initiatives that enhance government transparency and accountability. Public sector organizations can address these challenges by leveraging partnerships with private sector organizations and non-governmental organizations, providing training and capacity-building opportunities to public sector officials, and promoting a culture of innovation and collaboration within the organization.

Overall, the study highlights the importance of public service innovation in enhancing government transparency and accountability in Indonesia. The study provides insights into the facilitators and challenges of public service innovation in the context of Indonesia and recommends strategies for addressing the challenges and leveraging the facilitators to successfully implement public service innovation initiatives that enhance government transparency and accountability.

The study concludes that public service innovation can play a vital role in enhancing government transparency and accountability in Indonesia. Public service innovation initiatives can improve the efficiency, accessibility, and quality of public services while promoting citizen participation and data-driven decision-making. However, implementing public service innovation initiatives requires overcoming several challenges, such as limited funding, a lack of technical expertise, resistance to change, and political interference.

To address these challenges, public sector organizations should invest in developing and maintaining the necessary infrastructure and technical expertise to implement public service innovation initiatives effectively. Public sector organizations should also engage in effective communication and collaboration with the community to ensure that the initiatives meet the specific needs and preferences of the community. Leveraging partnerships with private sector organizations and non-governmental organizations, providing training and capacity-building opportunities to public sector officials, and promoting a culture of innovation and collaboration within the organization can also help address the challenges and facilitate the successful implementation of public service innovation initiatives.

This study provides important insights into the potential benefits of public service innovation in enhancing government transparency and accountability in Indonesia. The findings and recommendations of this study can inform the development and implementation of public service innovation initiatives in Indonesia and other developing countries. Further research is needed to explore the impact of public service innovation on government transparency and accountability in different contexts and to identify additional facilitators and challenges of public service innovation in enhancing government transparency and accountability.

In conclusion, public service innovation is a key strategy for enhancing government transparency and accountability in Indonesia. The study recommends that public sector organizations should prioritize the development and implementation of public service innovation initiatives to improve the accessibility and quality of public services. By addressing the challenges and leveraging the facilitators of public service innovation, public sector

organizations can successfully implement innovative solutions that meet the needs and preferences of the community.

Furthermore, promoting a culture of innovation and collaboration within the organization can foster a sustainable and effective public service innovation ecosystem. This study contributes to the existing literature on public service innovation and provides valuable insights into the context of Indonesia. It is hoped that this study will encourage further research and innovation in the field of public service delivery, ultimately leading to more effective, accountable, and responsive governance in Indonesia and beyond.

## **Discussion**

The study findings suggest that public service innovation can enhance government transparency and accountability in Indonesia. The use of innovative strategies and techniques can help improve the efficiency, accessibility, and quality of public services, which in turn can promote government transparency and accountability. Public service innovation initiatives can also enhance citizen participation in government decision-making processes, allowing for greater scrutiny of government actions and decisions.

The study identified several facilitators of public service innovation initiatives in enhancing government transparency and accountability, such as sufficient funding, adequate infrastructure, technical expertise, and effective communication and collaboration between public sector organizations and the community. To implement public service innovation initiatives effectively, public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise (Andi et al., 2018; Lai et al., 2021; Rengifurwarin et al., 2018). Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the initiatives meet the specific needs and preferences of the community.

Challenges in the implementation of public service innovation initiatives include limited funding, a lack of technical expertise among public sector officials, resistance to change, and political interference. These challenges can be addressed by leveraging partnerships with private sector organizations and non-governmental organizations, providing training and capacity-building opportunities to public sector officials, and promoting a culture of innovation and collaboration within the organization.

The findings of this study are consistent with previous research on public service innovation and government transparency and accountability. For example, a study by (Lai et al., 2021) found that public service innovation can promote government transparency and accountability in Korea. Another study (Borins, 2001; Sheikh et al., 2021) found that citizen participation in public service delivery can improve government transparency and accountability in Ghana.

Overall, this study highlights the importance of public service innovation in enhancing government transparency and accountability in Indonesia. The study provides insights into the facilitators and challenges of public service innovation in the context of Indonesia and recommends strategies for addressing the challenges and leveraging the facilitators to successfully implement public service innovation initiatives that enhance government transparency and accountability.

## CONCLUSION

this study demonstrates that public service innovation has the potential to enhance government transparency and accountability in Indonesia. The study identifies the benefits of public service innovation in providing transparent and efficient public services, promoting citizen participation, and promoting data-driven decision-making. The study also identifies the facilitators and challenges of public service innovation initiatives in the context of Indonesia.

To successfully implement public service innovation initiatives, public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise. Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the initiatives meet the specific needs and preferences of the community.

This study contributes to the literature on public service innovation and government transparency and accountability. It highlights the importance of public service innovation in enhancing government transparency and accountability and provides insights into the context of Indonesia. The findings of this study can inform policymakers and practitioners in designing and implementing public service innovation initiatives that meet the needs and preferences of the community, ultimately leading to more effective, accountable, and responsive governance in Indonesia and beyond.

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