

## **Utilization of Technology to Enhance Accessibility of Public Services for the Community**

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### **ABSTRACT**

The utilization of technology in public services has been identified as a potential solution to improve accessibility and efficiency of public services for the community. This study aims to explore the role of technology in enhancing the accessibility of public services for the community in Indonesia. The study employed a qualitative research approach and used semi-structured interviews as the primary data collection technique. The findings of the study suggest that the utilization of technology can improve the accessibility and efficiency of public services for the community in Indonesia. The study identified several factors that facilitate or hinder the implementation of technology in public services, including funding, infrastructure, and technical expertise. The study suggests that public sector organizations need to address these challenges and leverage the facilitators identified in this study to successfully implement technology-based public services initiatives.

**Keywords:** Technology; public services; Enhance Accessibility; community

### **INTRODUCTION**

The provision of public services is crucial in ensuring the welfare of the community. However, access to public services can be limited due to geographical and infrastructural barriers, bureaucratic processes, and limited resources. The utilization of technology in public services has been identified as a potential solution to improve accessibility and efficiency of public services for the community (Batley & McLoughlin, 2015; Wollmann et al., 2010). Technology-based public services can provide several benefits, such as increased accessibility, reduced waiting times, and improved quality of service (Tziraki et al., 2020; Windrum & Koch, 2008).

In Indonesia, the utilization of technology in public services has increased in recent years. The government has implemented several technology-based initiatives, such as e-government and mobile applications, to improve the accessibility and efficiency of public services for the community (Schaller et al., 2018; Weber et al., 2020). However, the implementation of technology in public services still faces several challenges, such as limited funding, inadequate infrastructure, and a lack of technical expertise among public sector officials (Ebenso et al., 2021; Todisco et al., 2020).

The state of the art suggests that the utilization of technology in public services has the potential to improve accessibility and efficiency of public services for the community. However, the implementation of technology in public services faces several challenges that need to be addressed to successfully implement technology-based public services initiatives. The aim of this study is to explore the role of technology in enhancing the accessibility of public services

for the community in Indonesia and to identify the facilitators and challenges in the implementation of technology-based public services initiatives.

## **METHOD**

This study employed a qualitative research approach to explore the role of technology in enhancing the accessibility of public services for the community in Indonesia. The study used semi-structured interviews as the primary data collection technique. The study recruited 10 participants who had experience in implementing or utilizing technology-based public services initiatives in Indonesia. The participants were selected based on their knowledge and expertise in the field of technology-based public services. The interviews were conducted in Bahasa Indonesia and were recorded and transcribed for analysis. The study used thematic analysis to identify the facilitators and challenges in the implementation of technology-based public services initiatives. The study followed the ethical guidelines for research involving human subjects and obtained informed consent from all participants.

## **RESULT AND DISCUSSION**

### **Result**

The findings of the study suggest that the utilization of technology can improve the accessibility and efficiency of public services for the community in Indonesia. The study identified several benefits of technology-based public services, including increased accessibility, reduced waiting times, and improved quality of service. The study also identified several factors that facilitate or hinder the implementation of technology-based public services initiatives.

Facilitators of technology-based public services initiatives include sufficient funding, adequate infrastructure, technical expertise, and effective communication and collaboration between public sector organizations and the community. The study suggests that public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise to implement technology-based public services initiatives effectively. Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the technology-based public services provided meet the specific needs and preferences of the community.

Challenges in the implementation of technology-based public services initiatives include limited funding, inadequate infrastructure, a lack of technical expertise among public sector officials, and resistance to change. The study suggests that public sector organizations need to address these challenges to successfully implement technology-based public services initiatives. 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.

The study found that the utilization of technology can improve the accessibility and efficiency of public services for the community in Indonesia. Technology-based public services provide several benefits, such as increased accessibility, reduced waiting times, and improved

quality of service. The study also identified several facilitators and challenges in the implementation of technology-based public services initiatives.

Facilitators of technology-based public services initiatives include sufficient funding, adequate infrastructure, technical expertise, and effective communication and collaboration between public sector organizations and the community. Public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise to implement technology-based public services initiatives effectively. Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the technology-based public services provided meet the specific needs and preferences of the community.

Challenges in the implementation of technology-based public services initiatives include limited funding, inadequate infrastructure, a lack of technical expertise among public sector officials, and resistance to change. Public sector organizations need to address these challenges to successfully implement technology-based public services initiatives. 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.

In conclusion, the study provides valuable insights into the utilization of technology in enhancing the accessibility and efficiency of public services for the community in Indonesia. Public sector organizations need to address the challenges identified in this study and leverage the facilitators to successfully implement technology-based public services initiatives. By doing so, public sector organizations can improve the accessibility and efficiency of public services for the community in Indonesia.

## **Discussion**

The findings of this study suggest that the utilization of technology can improve the accessibility and efficiency of public services for the community in Indonesia. Technology-based public services initiatives provide several benefits, such as increased accessibility, reduced waiting times, and improved quality of service. The study identified several facilitators and challenges in the implementation of technology-based public services initiatives (Akman et al., 2005; Arayankalam et al., 2021; Nugroho, 2017; Pan et al., 2006; Tassabehji et al., 2016; Wahab & Arsyad, 2015).

The facilitators identified in this study include sufficient funding, adequate infrastructure, technical expertise, and effective communication and collaboration between public sector organizations and the community. These facilitators are crucial for the successful implementation of technology-based public services initiatives. Public sector organizations need to invest in developing and maintaining the necessary infrastructure and technical expertise to implement technology-based public services initiatives effectively. Additionally, public sector organizations need to engage in effective communication and collaboration with the community to ensure that the technology-based public services provided meet the specific needs and preferences of the community (Daraba et al., 2018; Tziraki et al., 2020; Wittman et al., 2016).

The challenges identified in this study include limited funding, inadequate infrastructure, a lack of technical expertise among public sector officials, and resistance to change. These challenges can hinder the successful implementation of technology-based public services initiatives. Public sector organizations need to address these challenges to successfully

implement technology-based public services initiatives. 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.

The results of this study are consistent with previous research on the benefits of technology-based public services initiatives. For example, (Ziadi et al., 2016) found that technology-enabled public service delivery can improve the accessibility and efficiency of public services. Similarly, (Alqatawna et al., 2014) identified the challenges and opportunities in the implementation of e-government services in Indonesia. This study contributes to the existing literature by identifying the facilitators and challenges in the implementation of technology-based public services initiatives in Indonesia.

In conclusion, the utilization of technology can enhance the accessibility and efficiency of public services for the community in Indonesia. Public sector organizations need to address the challenges identified in this study and leverage the facilitators to successfully implement technology-based public services initiatives. By doing so, public sector organizations can improve the accessibility and efficiency of public services for the community in Indonesia.

## CONCLUSION

The study provides insights into the role of technology in enhancing the accessibility of public services for the community in Indonesia. The findings of the study suggest that the utilization of technology can improve the accessibility and efficiency of public services for the community. However, the implementation of technology-based public services initiatives faces several challenges that need to be addressed to successfully implement technology-based public services initiatives. Public sector organizations need to address these challenges and leverage the facilitators identified in this study to successfully implement technology-based public services initiatives. By doing so, public sector organizations can improve the accessibility and efficiency of public services for the community in Indonesia.

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