

## Policy Recommendations Based On the Evolution of Studies on E-Government and Public Services: A Bibliometric Analysis

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ARTICLE INFO	ABSTRACT
<p>Keyword:</p> <p>Public service; E-government; E-services; Digital divide; Cyber security</p>	<p>This research examines various topics discussed in public services and e-government publications. The Scopus database is used as a data source for research publication documents in this research. The analysis tool that is maximized is Vosviewer. The results of this study show that there are several research focuses, including the use of Artificial Intelligence in public services and e-government, decision-making processes, e-services, e-government services, e-participation, information services, local government, public policy, service quality, smart city, transparency, and trust. In addition, new topics such as digital transformation, sustainable development, and service delivery have also received significant attention in recent research. This analysis highlights the challenges faced in public services and e-government, such as the digital divide, data protection and privacy, and cyber security threats. Sharp and insightful policies are recommended to address these challenges, including comprehensive digital inclusion strategies, robust data protection measures, cyber security initiatives, and empowering community participation and private sector engagement. The government can build a strong foundation for effective, safe, and responsive public services in the digital era by implementing these recommendations.</p>

### INTRODUCTION

The public service concept is an approach that focuses on providing quality, fair, and responsive services to the community (Mahadiansar et al., 2021; McQuiston & Manoharan, 2021). Public services are directed to meet the basic needs and interests of society as a whole. This concept underlines the importance of government and public institutions in ensuring the availability and accessibility of services needed by the community. In the context of public service concepts, paying attention to several key elements is essential. Public services must be of high quality. This means that the services provided must meet established standards in terms of speed, accuracy, and user satisfaction. Good service quality can improve people's quality of life and positively impact social and economic development (Mensah, 2019; Sousa et al., 2019).

Apart from that, public services must also be fair. This means that every individual or group in society must be treated equally, and there is no discrimination in access and use of services. Governments and public institutions must ensure that the services provided can be enjoyed by all citizens regardless of social, economic, or demographic background (Chen et al., 2020; Szabó et al., 2022). Responsiveness is also an essential aspect of the concept of public service. Governments and public institutions must respond to community needs and problems quickly and effectively (Cadogan & Hughes, 2020). The government must be able to listen to and

understand complaints, input, and community expectations to continue improving and changing the services provided by developing needs.

Public services have high urgency in society because they play an essential role in meeting the needs and interests of society. Public services accessible to all levels of society are a primary need (Busch et al., 2018; Reddick et al., 2022). Public services accessible geographically, financially, and administratively ensure that every individual has the same opportunity to obtain the services needed (Connolly et al., 2010; Syamsudin et al., 2018; Verma, 2022). Adequate and quality public services provide satisfaction to the community. In providing services that meet people's needs and expectations, public services can improve society's quality of life and overall welfare (Cheng & Yang, 2019; Lapuente & Van de Walle, 2020; Trischler & Westman Trischler, 2022).

Public services involving the community in decision-making and program implementation can increase community empowerment (Bullock et al., 2015; Styryn et al., 2022; Utami et al., 2022). Involved communities can provide input, supervise, and share responsibility for implementing public services, strengthening public participation, and building better relationships between government and society (Agostino et al., 2021; Reddick et al., 2017; Rifaid et al., 2023). In addition, transparent and accountable public services are essential to build public trust in the government and public institutions. By ensuring that information related to public services is easily accessible, decision-making processes are open, and there are effective complaints and dispute resolution mechanisms, public services can build public trust and reduce the risk of corruption (Aminah et al., 2018; Pinem et al., 2018; Sofyani et al., 2020).

Good public services have a significant positive impact on social and economic development. For example, adequate health services can reduce the disease burden and increase community productivity. Quality education can improve people's skills and knowledge, supporting economic growth and social mobility (Aminah et al., 2018; Liu et al., 2020; Yan et al., 2021). By understanding this urgency, it is essential for the government and related institutions to continue to improve public services, involve the community, and ensure continuity and improvement in the quality of services provided to the community (Arundel et al., 2019; Hartley, 2005). This also makes it possible to adopt e-government applications. E-government refers to using information and communication technology to administer government and deliver public services to the community (Abdulkareem et al., 2022; Rodriguez-Hevíá et al., 2020; Ullah et al., 2022).

E-government and digital services are interrelated concepts that improve the efficiency and quality of public services. E-government refers to using information and communication technology to administer government and deliver public services to the public, while digital services refer to providing services through online and technology-based platforms (N. Alharbi et al., 2017; Baharuddin, 2020; Baharuddin, Qodir, et al., 2022; Kiettikunwong, 2022). The concept of e-government and digital services can change how governments interact with citizens. Through e-government, the government can provide public services electronically, such as submitting applications, paying taxes, registering residents, online consultations, etc. These services can be accessed via digital platforms, such as official government websites, mobile applications, or electronic portals (Agostino et al., 2022; Ahmad & Kirmani, 2020; Connolly et al., 2010, 2010; Janssen et al., 2018).

The existence of digital services within the e-government framework provides several benefits. Digital services enable people to access public services easily and quickly. The public can transact or submit applications anytime and anywhere via electronic devices without visiting a physical government office (Li et al., 2021; Xie et al., 2020). In addition, digital services also increase the efficiency of public administration (Lember et al., 2019; Mir et al., 2022). Time-consuming manual processes can be replaced with automated processes using suitable information systems and technology. This reduces bureaucracy, speeds up data processing, and minimizes human error. Furthermore, digital services in e-government also contribute to increasing government transparency and accountability (Schopf, 2012; Turner et al., 2022). The public can access information regarding public policies, procedures, and budgets transparently via digital platforms. In addition, an electronic tracking and reporting system allows better

monitoring of government performance and the results of services provided (Ibrahim et al., 2023a).

However, implementing e-government and digital services also faces several challenges. These challenges include the digital divide, data security, privacy, and people's inability to operate technology (Samsor, 2021; Trepte et al., 2015). Therefore, the government needs to provide inclusive access, protect personal data, and provide training or assistance to the public in digital services. Overall, e-government and digital services support each other in increasing the efficiency, accessibility, transparency, and responsiveness of public services. The use of information and communication technology in government administration can significantly transform how government interacts with the public, strengthen the quality of services, and increase public involvement in decision-making processes.

There has been much research on public services. However, more specific and simultaneous research results are still needed to link this topic to e-government, especially using a bibliometric analysis approach to see trends and accommodative policy recommendations. This research question is described as follows. (a) What are the trends in developing research results on public services with e-government? (b) What are the challenges and policy recommendations for improving public services with an e-government approach? The answers to these two questions allow us to know what future trends, challenges, and accommodative policy recommendations will be.

## **RESEARCH METHODS**

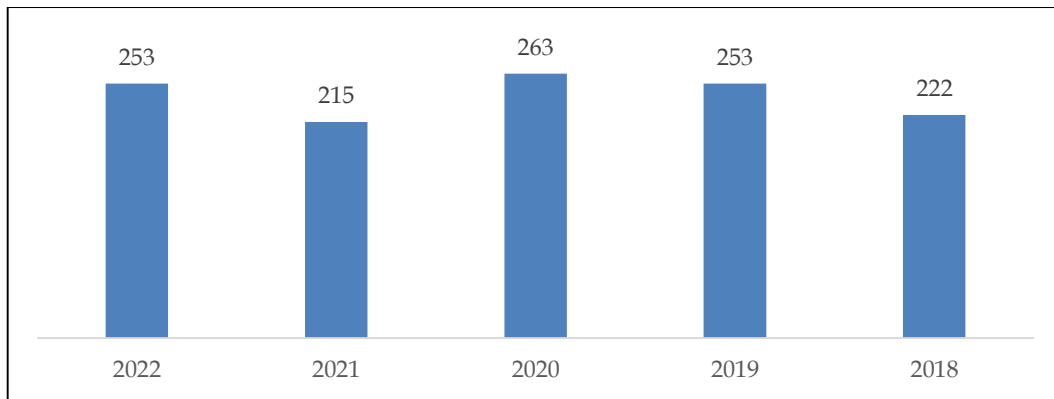
The Scopus database is used as a data source for research publication documents in this research. The Scopus database was chosen because it allows researchers to see global studies and literature development trends (Baharuddin, Nurmandi, et al., 2022; Iskandar et al., 2024; Karinda & Baharuddin, 2024; Widayat et al., 2022), primarily related to public services and e-government. The search for publication documents was carried out in June 2023. In the document search and filtering process, no restrictions regarding researchers or authors, geographic locations, types of articles, or specific journals were applied. However, the publication year limit is set between 2018 and 2022. Filtering is based on keywords that focus on literature related to public services and e-government.

The search results yielded 1,206 document results. These documents cover various topics related to public services and e-government. This research will analyze and evaluate these documents to gain insight into trends, findings, and developments in juvenile criminal justice studies. Using the Scopus database as a data source, this research is expected to comprehensively understand research developments in public services and e-government globally. The results of this research can contribute to developing future policies and practices related to better public services and e-government.

## **RESULTS AND DISCUSSION**

### ***Research trends: Number of documents, country affiliation, citations***

This section contains some research data that was collected through search results on the Scopus database. This section specifically outlines publication trends based on year of publication, number of documents by country, and number of citations. The publication trends based on the number of published documents are as follows:

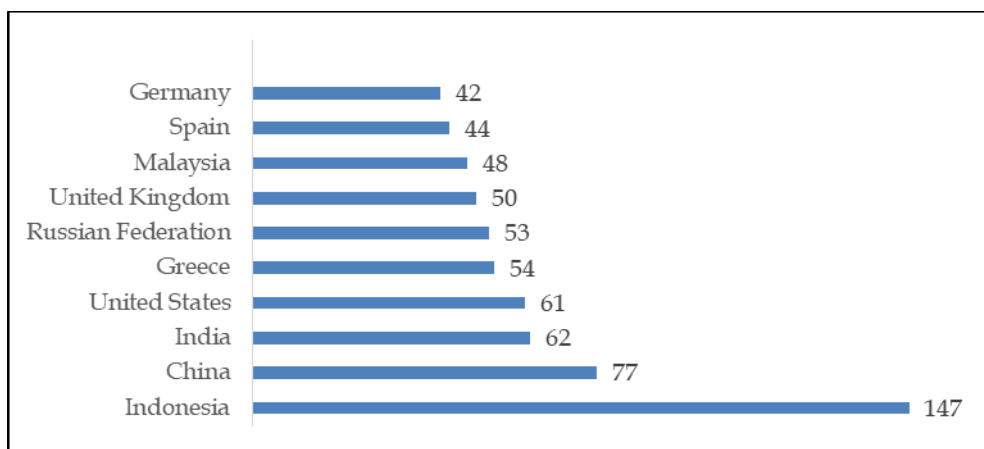


**Figure 1.** Number of published documents related to public services and e-government (2018-2022)

*Source: Scopus Database, 2023*

Figure 1 shows the trend in published documents based on year of publication related to public services and e-government. In 2018, there were 222 documents. In 2019 there was an increase of 253 documents. In 2020 it also continued to increase with the number of published documents reaching 263 documents, but in 2021 the number of documents decreased by 215 documents. In 2022 the number of documents will again increase by 253 documents. From 2018-2022 there were 1,206 document results related to public services and e-government.

Apart from the number of documents based on year of publication, there is also the number of documents based on researcher affiliation. The number of documents based on country affiliation is described as follows:



**Figure 2.** Number of published documents based on country affiliation related to public services and e-government (2018-2022)

*Source: Scopus Database, 2023*

Indonesia has the most significant number of published documents on public services and e-government, with 147 documents. This shows a high interest and focus in research and development of technology-based public services in Indonesia. The Indonesian government has been actively introducing e-government programs to increase the efficiency and accessibility of public services. This significant number of published documents indicates the commitment and efforts made by academics, researchers, and practitioners in studying and improving the public service system in Indonesia. On the other hand, several countries such as China, India, and the United States also show many published documents, with 77, 62, and 61 documents, respectively. This illustrates the attention given by these countries to the development of e-government and technology-based public services. These countries have different scales and complexities in the

administration of government and public services, and efforts to utilize technology to improve the quality and efficiency of public services are a significant concern.

Countries such as Greece, the Russian Federation, the United Kingdom, Malaysia, Spain, and Germany also show significant commitment to research and publications related to public services and e-government. Even though the number of published documents is lower compared to Indonesia or other countries, this figure still shows attention and involvement in developing and improving technology-based public services in these countries. Overall, the number of published documents on public services and e-government can provide an idea of countries' level of interest, focus, and involvement in developing and improving their public services by utilizing information and communication technology. The more published documents there are, the more knowledge and insight can be used to improve efficiency, transparency, and the quality of public services in the future.

Apart from the number of published documents and documents based on affiliation, another trend is the frequent citation of published documents related to e-learning. Frequently cited documents are described as follows:

**Table 1.** Publication documents that are often cited in studies of public services and e-government

<b>Document title (Year)</b>	<b>Cited</b>
The public value of E-Government – A literature review (2019)	283
Close encounters of the digital kind: A research agenda for the digitalization of public services (2019)	152
Prospects and challenges of sharing economy for the public sector (2018)	134
Challenges of blockchain technology adoption for e-government: A systematic literature review (2018)	118
Trustworthiness of digital government services: deriving a comprehensive theory through interpretive structural modelling (2018)	101

*Source: Scopus Database, 2023*

One of the highest citations influencing the results of other public services and e-government publications is the first article. This article has been cited 283 times, according to the data provided. This article provides a comprehensive literature review of the public value of e-government. In this article, we explore the concept of public value and analyze how e-government can create public value in delivering public services. By providing in-depth analysis and presenting valuable insights, this article has influenced the results of other public services and e-government publications.

With many citations, this article is an essential reference for researchers, academics, and practitioners interested in studying and developing the concept of public value in e-government. High citations indicate that this article significantly contributes to the understanding and development of knowledge in this field and influences subsequent studies in public services and e-government. The success of this article in receiving high citations can indicate that the arguments, methodology, findings, or thoughts proposed by the author have been recognized and adopted by colleagues. This shows that the article significantly enriches academic literature and influences the development of thinking and research in public services and e-government.

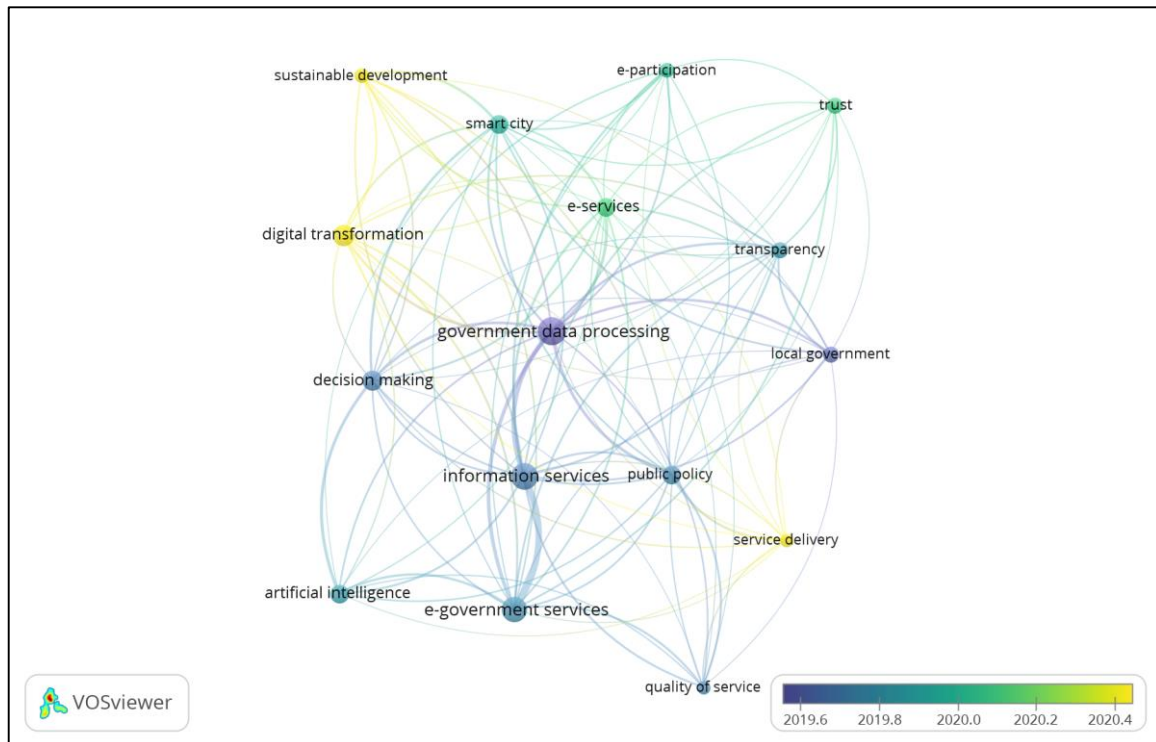
From the overall data above, analysis of research trends related to public services and e-government shows several exciting patterns. The number of published documents is an essential indicator of the level of interest and research focus in this field. In this case, Indonesia leads with the most published documents, followed by China, India, the United States, and Greece. This shows a strong interest and commitment to studying and developing technology-based public services in these countries. It is known that in 2018-2022, Indonesia had the highest number of published documents on public services and e-government, namely 147. This shows strong interest and commitment from academics, researchers, and practitioners in Indonesia in studying and developing technology-based public services.

The analytical focus on Indonesia can open up space for a deeper understanding of the development of e-government and the implementation of effective public services in this country.

In the Indonesian context, this analysis can involve various aspects, such as the successful implementation of e-government programs, evaluation of the impact of technology-based public services on society, challenges and obstacles faced, as well as efforts that have been made to improve the efficiency and responsiveness of public services in the digital era. , including public participation in decision-making processes, government transparency, and the use of technology to strengthen public services (Roziqin et al., 2022).

**Research trends based on discussion topics**

Other trends based on the topics discussed in the published documents studied are described as follows:



**Figure 3.** Trends based on discussion topics in published documents (2018-2023)  
 Source: Processed by researchers using Vosviewer, 2023

In 2018-2022, research and discussions on public services and e-government have highlighted several essential and relevant topics. Topics such as artificial intelligence, decision-making, digital transformation, e-services, e-government services, e-participation, e-government services, information services, local government, public policy, quality of service, smart city, sustainable development, transparency, and trust have become the dominant focus in the study of public services and e-government. However, we discussed relatively new topics, namely digital transformation, sustainable development, and service delivery.

In published public services and e-government documents, various discussion topics are the main focus. One topic often discussed is Artificial Intelligence (AI) in the context of public services and e-government. AI has great potential to improve the efficiency and quality of public services through process automation, sophisticated data analysis, and more accurate decision-making (Turner et al., 2022; Verma, 2022). Apart from that, decision-making is also an essential focus of this publication document. Good decision-making is crucial to effective and responsive public services (Bächtold et al., 2020; Noori et al., 2023). Research explores innovative decision-making methods and tools, such as using big data and predictive analytics to aid informational and evidence-based decision-making.

The topics of e-services and e-government services are also of concern in this research. E-services refer to public services provided electronically via online platforms, while e-government services relate to the provision of public services by the Government via digital platforms. Research in this area may study the development and implementation of effective e-services and the evaluation of user experiences and people's satisfaction with these services (Iong & Phillips, 2023; Xin et al., 2022). Apart from that, e-participation discusses community participation in the decision-making process and provision of public services via digital platforms. This involves using information and communication technology to facilitate community involvement in policy-making and decision-making that impact public services (Chohan et al., 2020; Dobrolyubova et al., 2019; Shobahah & Rifai, 2021).

Other topics often discussed in this publication document include information services, local Government, Public policy, quality of service, smart city, transparency, and trust. Information Services relate to providing public information electronically, including the accessibility, accuracy, and reliability of information provided to the public (Gao & Lee, 2017). Local Government discusses the roles and responsibilities of local governments in providing public services (Manoharan & Ingrams, 2018). Public Policy includes analysis of public policies related to public services and e-government. Quality of Service discusses assessing and improving the quality of public services (Ullah et al., 2022). Smart City uses information and communication technology to improve efficiency and quality of life in an urban context (Ibrahim et al., 2023b; Yang et al., 2018). Transparency discusses transparency in the provision of public services and government decision-making. At the same time, trust highlights the importance of building trust between the Government and society in the context of public services (López-lópez et al., 2018).

In published public services and e-government documents, several topics are relatively new and being widely discussed. These topics include digital transformation, sustainable development, and service delivery. Digital transformation refers to fundamental changes in organizations and governments driven by digital technology (Ullah et al., 2022). This topic discusses how governments and public institutions can holistically adopt digital technology to increase efficiency and accessibility and provide better public services to the community. Research in this regard may discuss strategies and challenges in implementing digital transformation in the context of public services.

Sustainable development is an increasingly important topic in public service and e-government research. The focus on sustainable development emphasizes the importance of meeting current needs without compromising the ability of future generations to meet their needs (Castro & Lopes, 2022). In the context of public services and e-government, research on sustainable development covers the environmental, social, and economic aspects of providing sustainable and responsible public services. Service delivery is a very relevant topic in public services and e-government. This includes practical ways to deliver public services to citizens, focusing on quality, speed, and responsiveness. The research addresses effective service delivery methods, practices, and innovations, including digital technology and better system integration (Mishra & Geleta, 2019; Sadik-zada et al., 2022).

### ***A policy challenge and recommendation***

Several challenges need to be faced in the context of public services and e-government. One of the main challenges is the gap in digital access and participation (Leroux et al., 2020). Even though technological developments have made it possible to provide public services online, some people still need access or sufficient skills to take advantage of them. Therefore, more significant efforts are needed to ensure digital inclusivity and reduce access gaps through training, adequate infrastructure, and increased digital literacy. In addition, data protection and privacy are also significant challenges. Personal information has become very valuable and vulnerable to misuse in the digital era. The government needs to develop robust policies on data protection and privacy and increase public awareness and education regarding the importance of protecting their privacy when using digital public services.

Another challenge is cyber security (Alrubaiq, 2021). Cyber attacks and digital security threats are increasing in the context of digital-based public services. The government must engage cyber security experts and implement preventive solid measures to protect public service systems and citizen data from cyber attacks. To overcome this challenge, sharp and measurable policy recommendations are needed. The government must adopt a comprehensive digital inclusion strategy, focusing on training and digital literacy for people who still need adequate access or skills. In this regard, cooperation between the public, private, and civil society sectors can be essential in providing affordable internet access and practical digital training.

In addition, the government needs to strengthen the legal framework and data protection and privacy policies. Clear and strict regulations must be implemented to protect people's data and ensure that entities managing data comply with privacy standards (A. S. Alharbi et al., 2021; Mutimukwe et al., 2019). The government must also invest sufficient resources in strengthening cyber security. This involves developing proactive policies and measures to prevent, detect, and respond to cyber-attacks. Collaboration with the private sector and cybersecurity institutions is vital to face increasingly complex digital security threats. Overall, public services and e-government challenges require analytical and sharp policy recommendations. Governments can build a strong foundation for effective, safe, and responsive public services in this digital era by focusing on digital inclusion, data protection, and cyber security.

## **CONCLUSION**

In published documents related to public services and e-government, various topics of discussion are the main focus, including the use of Artificial Intelligence (AI), decision-making, e-services, e-government services, e-participation, information services, local government, public policy, quality of service, smart city, transparency, and trust. Some new topics increasingly being discussed are digital transformation, sustainable development, and service delivery. Public services and e-government challenges include gaps in digital access and participation, data protection and privacy, and cyber security. Therefore, appropriate policy recommendations include digital infrastructure development, digital training and literacy, data protection and privacy, cyber security, public participation, community involvement, technological innovation, and private empowerment. Implementing this policy will help improve quality, efficiency, and public satisfaction in public services and e-government.

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