

The Dynamics of State Administrative Law and the Role of Government in Upholding Social Justice: A Case Study of Public Policy Management in the Era of Digital Technology

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Abstract: *The increasing adoption of digital technology in public administration processes has brought about fundamental changes in the implementation and understanding of administrative law. The presence of technology not only influences patterns of government interaction with the public but also presents new challenges in the application of legal principles such as transparency, accountability, and public participation. Previous research has shown that digitalization can increase the efficiency and effectiveness of public services, but on the other hand, it also raises serious problems, including the risk of corruption in public policymaking and the digital divide. This research aims to analyze the dynamics of state administrative law and the role of government in upholding social justice in the digital era. The main focus of the study is on the alignment of administrative law with technological developments, particularly in the management of digital-based public policies. The research method used is normative legal research, using approaches from legislation, doctrine, and related legal literature. The results show that the government's role in the digital era is not limited to providing public services, but also as a regulator, facilitator, and innovator. Regulations such as Law No. 1 of 2024 concerning Electronic Information and Transactions (ITE), Law No. 25 of 2009 concerning Public Services, and Regulation of the Minister of Administrative and Bureaucratic Reform No. Law No. 11 of 2024 is a crucial foundation for ensuring social justice in the digital realm. However, challenges remain, including personal data protection, potential algorithmic bias, and limited public digital literacy. Therefore, this study concludes that the alignment of state administrative law with digital transformation is a key prerequisite for creating transparent, accountable, participatory, and inclusive governance. Strengthening regulations, increasing the digital literacy of civil servants, and increasing public participation are key strategies for realizing social justice in the digital era.*

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INTRODUCTION

The increasing adoption of digital technology in public administration processes has demanded significant changes in how administrative law is implemented and understood. Technology not only influences how the government interacts with the public but also introduces new challenges in the application of legal principles, such as transparency, accountability, and public participation (Sutrisno, 2024). This aligns with research showing that the presence of technology in public administrative law can improve the efficiency and effectiveness of public services (Firmansyah & Syam, 2022). By understanding these dynamics, this research seeks to analyze the progress achieved and the challenges faced.

Corruption as a critical social problem in Indonesia cannot be separated from the study of state administrative law. Corrupt practices are often integrated into public policy-making, where strengthening administrative law is crucial in efforts to eradicate corruption at every level of government (Rahim et al., 2023). This research aims to highlight how state administrative law can be an instrument to prevent corrupt

practices while simultaneously promoting better and fairer policy management (Firmansyah & Syam, 2022). Through this analysis, it is hoped that solutions will be found to address corrupt practices within the framework.

The development of digital technology has brought significant changes in various aspects of life, including in the field of state administrative law. The presence of e-Government and the digitalization of public services demands an adaptive, transparent, and accountable legal system. The government now plays a role not only as an administrative organizer, but also as a data manager, regulator of technology-based services, and guarantor of the protection of citizens' rights in the digital era. This condition reflects the dynamics in state administrative law that need to be analyzed in depth so as not to be left behind by the flow of technological transformation (Nadya Indah, 2023; Abdul Karim & Nuur Aqiilla, 2023). Besides bringing efficiency and effectiveness, digitalization also raises new issues related to social justice. Inequality in access to technology, or *the digital divide*, remains a real problem, especially for vulnerable groups who have not yet fully accessed digital facilities. Furthermore, the use of algorithms and big data in public decision-making has the potential to create bias, impacting justice and equality in society. This demonstrates that the presence of digital technology does not automatically guarantee social justice but requires adequate regulation and legal oversight (Nugroho & Bijaksana, 2023; Kompasiana, 2024). In this context, the role of government becomes increasingly important, not only as a regulator but also as a facilitator of digital justice. The government is required to formulate inclusive public policies, guarantee the protection of personal data, and provide equal access for all levels of society. The concept of *Digital Era Governance* emphasizes that the government must be able to reintegrate digital-based public services in a fair and participatory manner. Public participation through *e-democracy mechanisms* is also a crucial tool for strengthening transparency and accountability, which can ultimately support the realization of social justice (Wikipedia, 2024; Widodo et al., 2023).

Based on the description, the research title was chosen as "Dynamics of State Administrative Law and the Role of Government in Upholding Social Justice: A Case Study of Public Policy Management in the Era of Digital Technology." based on academic and practical urgency. Academically, this research is relevant to examining how state administrative law adapts to technological change. Practically, this research is expected to provide recommendations for the government in managing digital-based public policies so that they are not only efficient, but also fair and inclusive, in accordance with the principles of social justice as mandated in the constitution (Sutanti, 2024).

RESEARCH METHOD

This type is normative legal research, namely research that has as its object of study legal rules or regulations. Normative legal research examines legal rules or regulations as a system structure related to a legal event. This research was conducted with the aim of providing legal arguments as a basis for determining whether an event is right or wrong and how the event should be handled according to law.

There are several approaches to legal research. These approaches allow researchers to obtain information from various aspects of the issue they are attempting to answer (Marzuki, 2024). This research uses a normative approach in the form of legal materials such as law books, statutory regulations and law journals.

RESULT AND DISCUSSION

Dynamics of State Administrative Law

The current development of state administrative law in Indonesia is marked by structural reform efforts that adapt to changes in technology, governance, and public demands for accountability. These reforms stem from the need to strengthen oversight mechanisms for government administrative actions, thereby creating legal certainty and protecting citizens' rights. One of the important pillars in this dynamic is the role of the State Administrative Court (PTUN) which functions as a catalyst for bureaucratic reform through the enforcement of administrative law. The PTUN not only resolves administrative disputes, but also creates precedents that encourage improvements in public service procedures and standards. Along with the acceleration of digitalization of public services, the dynamics of administrative law are becoming

increasingly complex. Digitalization policies at the sub-district level, for example, target increased efficiency, transparency, and accountability of services to the public. However, this transformation is often not accompanied by an adequate legal framework, thus giving rise to the potential for administrative irregularities, violations of good governance principles, and the risk of data misuse. Research shows that without clear regulations, digital innovation can lead to fragmentation of administrative rights protection and reduce public trust (Ansori et al., 2025).

In response to these challenges, Law Number 1 of 2024 concerning the Second Amendment to the ITE Law (2024 ITE Law) adds provisions relevant to digital administrative law. Article 5 paragraph (1) recognizes electronic documents as legal evidence and provides a basis for administrative authorities to utilize electronic data in decision-making processes. Furthermore, Article 16A affirms the protection of children's personal data, while other articles regulate sanctions for the dissemination of false information and cybersecurity violations. Thus, the 2024 ITE Law broadens the spectrum of administrative regulations to align with today's digital realities.

The dynamics of state administrative law are now also influenced by *the principles of good governance* which demand transparency, participation, and accountability in every stage of policy. The implementation of digitalization must be carried out in line with these principles, for example through the provision of online complaint mechanisms, information technology audits, and public data transparency. Synergistic efforts between administrative justice institutions, cyber regulators, and government agencies can create an adaptive legal ecosystem, guarantee legal certainty, and protect public interests in the digital era.

Enforcement of Social Justice is Achieved Through Equal Access to Digital Public Services, Protection of Citizens' Rights, and Inclusive Public Policy

Equal Access to Digital Public Services

The shift in the paradigm of public services towards a digital environment requires every citizen to be able to access services safely, comfortably, fairly, non-discriminatory, easily, friendly, and equally. Regulation of the Minister of Administrative and Bureaucratic Reform No. 11 of 2024 affirms equal rights for all service users, especially vulnerable groups, by requiring the provision of public services that are friendly to vulnerable groups and guaranteeing easy access through online systems. This policy serves as the primary legal basis encouraging the government to develop e-government portals, mobile applications, and online service centers that are responsive to the needs of all levels of society.

Protection of Citizens' Rights in the Digital Realm

The digitalization of public services cannot ignore the protection of constitutional rights, such as the right to information, the right to privacy, and the right to receive non-discriminatory services. Law Number 25 of 2009 concerning Public Services (cited in the 2024 Ministerial Regulation of the Administrative and Bureaucratic Reform) emphasizes that every citizen has the right to receive fair and non-discriminatory services. The implementation of information technology, such as integrated database systems and electronic authentication, must be accompanied by online complaint mechanisms and cybersecurity audits to protect personal data and prevent misuse of information.

Inclusiveness of Public Policy as a Form of Social Justice

Inclusivity is a key aspect of the bureaucratic reform agenda. The Minister of Administrative and Bureaucratic Reform emphasized the importance of inclusive public services so that "justice and equality can be felt by all people without exception." This policy includes providing accessibility facilities (e.g., disability-friendly interfaces, regional language-based services, and digital assistance for low-income groups) as well as active citizen engagement through participatory platforms such as e-consultation and e-voting. Thus, public policy is not only top-down, but also dialogic, ensuring that the decisions taken reflect the real needs of society.

Synergy between Law Enforcement and Technology

Strengthening the legal framework (Permen PANRB 2024, Public Services Law) combined with digital infrastructure (service information systems, open portals, and open data) creates an ecosystem where social justice can be measured, monitored, and enforced in real time. For example, indicators such as "online

service response time" and "percentage of resolved complaints" can be published openly, fostering accountability and continuous improvement.

The Role of Government in Managing Digital Public Policy and the Conformity of State Administrative Law with the Development of Digital Technology

The Role of Government in Managing Digital Public Policy

The development of digital technology has transformed the way governments deliver public services. Governments are no longer merely manual service providers, but are transforming into digital-based public policy managers, demanding efficiency, transparency, and accountability. Within the framework of *good governance*, the government has a role as a regulator, facilitator, and innovator in ensuring the creation of public policies based on information technology (Indah, 2023).

As a regulator, the government plays a role in drafting regulations governing digital-based administrative governance, including aspects of data security, privacy, and protection of citizens' rights. As a facilitator, the government is obliged to ensure that digital services can be accessed inclusively by all levels of society, including vulnerable groups, to reduce the digital *divide*. In addition, as an innovator, the government is required to utilize the latest technology, such as *artificial intelligence* and *big data*, to improve the quality of public services (Karim & Aqilia, 2023).

Public participation is also a crucial element in digital policy management. The concept of *e-democracy* enables the public to participate in the process of policy formulation, implementation, and evaluation through digital platforms. Thus, the government's management of digital public policy not only improves the quality of services but also strengthens democratic legitimacy and upholds social justice (Nugroho & Bijaksana, 2025).

The Conformity of State Administrative Law with the Development of Digital Technology

Digital transformation in public administration demands adaptive and responsive state administrative law. Conventional regulations often lag behind technological developments, so legal updates are needed to adapt to digital dynamics. The basic principles of state administrative law, namely legal certainty, justice, and benefit, must remain the guiding principle even when applied in the digital space (Sutanti, 2024).

One of the main challenges is the regulation of personal data protection. With the increasing use of data in government digital services, the potential for violations of citizens' privacy rights also increases. Therefore, regulations such as Law No. 27 of 2022 concerning Personal Data Protection demonstrate the alignment of administrative law with the demands of the digital era. Furthermore, administrative law must also accommodate new phenomena, such as the use of algorithms in decision-making, which have the potential to create bias if not properly regulated (Widodo, 2023).

Furthermore, the alignment of administrative law with the digital era is also evident in the application of the principles of digital transparency and accountability. The digitalization of public services allows the public to directly monitor administrative processes through online systems. This aligns with the concept of *Digital Era Governance*, which emphasizes the integration of technology-based public services with a focus on community needs. Thus, the alignment of state administrative law with the development of digital technology is not only limited to the formulation of new regulations, but also includes strengthening institutional capacity, digital literacy of the apparatus, and legal oversight mechanisms that can guarantee social justice.

CONCLUSION

Based on the discussion regarding the dynamics of state administrative law, the enforcement of social justice, and the role of government in managing digital public policy, several main points can be concluded. First, the dynamics of state administrative law in the digital era demonstrate the need for ongoing legal reform to adapt to developments in information technology. The presence of regulations such as the ITE Law and the strengthening of the role of the State Administrative Court (PTUN) demonstrates that administrative law serves not only as an instrument of legal certainty but also as a means of protecting citizens' rights amidst the acceleration of digitalization. Second, upholding social justice in the digital realm demands equal access to public services, protection of citizens' rights, and inclusive policies. Regulations

such as Ministerial Regulation No. 11 of 2024 on Administrative and Bureaucratic Reform (PANRB) And Law No. 25 of 2009 concerning Public Services emphasizes the importance of the principles of non-discrimination, personal data protection, and public participation. The inclusiveness of digital public policy reflects a concrete manifestation of social justice by ensuring the involvement of all levels of society, including vulnerable groups.

Third, the role of government in managing digital public policy is increasingly complex because the government acts not only as a service provider, but also as a regulator, facilitator, and innovator. The government needs to ensure regulations are adaptive to technology, bridge the digital divide, and integrate new technologies such as big data and artificial intelligence to improve the quality of public services. Fourth, the conformity of state administrative law with the development of digital technology. is a primary prerequisite for digital transformation to run effectively and fairly. Administrative law must be adaptive to contemporary issues, such as personal data protection, algorithm transparency, and oversight of digital services. The principles of good governance transparency, accountability, participation, and legal certainty must remain the foundation of every digital policy. Thus, it can be emphasized that the success of digital public policy management does not only depend on technology alone, but also on a responsive state administrative legal framework and the government's commitment to realizing inclusive and sustainable social justice.

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