

In the Disruption 4.0 Era, What Should the Government and the People Do?

Paramita Khodijah¹, Lubna Salsabila², Timbul Dompok³, Karol Teovani Lodan⁴

pb201010029@upbatam.ac.id

^{1,2,3,4}Faculty of Social and Humanities, Universitas Putera Batam, Batam, Indonesia

Abstract

The purpose of this study is to explore how public discontent with government policies is addressed. This is a descriptive qualitative study that describes how the collective treatment of perspectives carried out in policies is in line with current social conditions. The goal is to avoid misunderstandings between municipal and federal governments. The following step is to discover the truth. Individuals involved in policy implementation must be able to explain their policies to members of the public. Furthermore, the policy should be founded on execution integrity so that the recipient understands the action. Policy knowledge may conflict with what is happening on the ground. To increase public trust in the government, the implementation of handling public opinion in the form of documents, pictures, and related policies by the government itself must be done openly, honestly, and responsibly. Environmental conditions and inter-organizational relationships may have an impact. Characteristics, organizational resources for program implementation, and the government's ability to overcome them which is guided by general guidelines for public service implementation: openness, accountability, status, participation, and equality.

Keywords:

Policy Implementation, Government Responsibility, Good Governance

Introduction

The Indonesian government has several tasks to play in policy formulation. In making a policy, the government must also understand whether the policy is in the interests of specific groups or in the interests of the community, because the government, which has the authority to make policy, must be based on the interests of the people, and common interests should not include elements of personal and group interests. Policy implementation has received a lot of attention and support from both theorists and practitioners. Many individuals are becoming interested in and involved in research, discussions on subjects such as poverty alleviation programs and political implementation, community development-based programs, decentralization or local implementation, autonomous program implementation, and strategic decisions. Perspectives, schools, and programs have all been introduced and defined at the same time. Despite this, there is no consensus on the theoretical and practical merits of enacting this strategy. Which policy implementation approach is applicable to all sorts of development programs, projects, and industries? The topic of policy implementation is described in this article. Contour lines or focal points are used in their viewpoints, models, and metrics. What, why, and how will the policy be implemented?

The Indonesian government introduced a tax reform policy that elicited significant public discontent. The policy was perceived to impose a disproportionate burden on individuals with middle and lower incomes, while affording preferential treatment to those who are wealthy. Consequently, the implementation of the policy resulted in a

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

decrease in consumer expenditure, which had adverse effects on businesses and ultimately contributed to a deceleration in economic expansion. The presence of public dissatisfaction further engendered uncertainty, thereby dissuading both domestic and international investors, ultimately resulting in diminished levels of investment and economic engagement. The government's management of the policy and subsequent enforcement actions against demonstrators undermined public confidence in the government's capacity to address citizen grievances and uphold democratic tenets.

Moreover, the issue of miscommunication between central and regional governments has been found to have a detrimental effect on society. Divergent interpretations of the policy by regional governments resulted in disparate implementation and inequitable access to educational opportunities. Certain regions encountered difficulties in fulfilling the stipulations of the policy, whereas others surpassed them, thereby giving rise to disparities in the quality and availability of education. The lack of effective communication further intensified disparities in education and contributed to feelings of resentment within communities that were not receiving sufficient support.

As many people are aware, most government entities have a minimal amount of bureaucracy. Long and tedious procedures have become impediments to persons conducting lawful business, whether personal or commercial. This casts a poor light on the public sector. According to World Bank data issued in 2012 as a member of the G20, Indonesia ranks twelfth in terms of bureaucratic convenience. This is one of the lowest rankings among our South East Asian neighbors. According to the Global Growth Competitiveness Index, Indonesia ranked 50th out of 144 nations in 2012-2013. This is a four-rank drop from last year, when Indonesia was ranked 46th out of 142 countries in the poll (Bashar et al., 2011)

With its excessive reliance on bureaucracy, hierarchy, rules, and regulations, it proved ineffective in providing good services to people, and it appeared to be defined in the twenty-first century by the impact of globalization, which has the potential to shift the world's social, cultural, economic, and political arenas one way or the other. Most developing countries, like India, are currently reinventing public service with information and communication technologies, whereas many developed countries have already made steps to strengthen relations between citizens and government (Bashar et al., 2011; Cordella & Tempini, 2011; Turnip et al., 2018; Welch & Pandey, 2008). According to a 2016 survey, Indonesia ranked 116 EGDI, down ten scores from 106 in 2014. The United Nations produced the EGDI (Government Development Index) range, which is significantly lower than countries in South-East Asia, Malaysia, the Philippines, and Brunei Darussalam. This has undoubtedly tasked Indonesia with boosting EGDI rankings in the next years, where data reflect the e-government application conditions for increased inclusion, performance, accountability, and transparency in public institutions (Multama et al., 2019; Solinthone & Rummyantseva, 2016). Bureaucracy should have been properly functioning in the systematization, facilitation, speed, support, and rationality of governmental aims. Instead, the phenomena of bureaucratic incompetence in Indonesia, particularly at the regional and local levels, has highlighted inefficiencies in public service.

A difficult bureaucratic procedure is another source of corruption that develops from 'lubrication' payments used to expedite appropriate processing. According to the Transparency International Perception of Corruption Index, Indonesia was ranked 100th in 2011, along with 11 other countries, with a score of 3.0 (0 being the most corrupt and ten being the least corrupt) (Salsabila & Purnomo, 2018). To increase the function of public supervision and repair the quality of bureaucratic performance in state institutions, some semblance of public openness and accountability must be adopted (Multama et al., 2019; Solinthone & Rummyantseva, 2016). The advancement of modern technology and ICT can be used to increase the efficiency of the government. In the government, e-government is defined as the utilization of modern technology and systems. E-government will become an essential component of the government's efforts to improve bureaucratic efficiency.

The Indonesian government intends to implement e-government with Presidential Instruction No. 3 of 2003. This e-government application will better address all aspects of government, including not just the Central
Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

Government of Jakarta, but also local and provincial offices (Salsabila & Purnomo, 2018). Because e-government expands through IT facilities, the study's contribution is to develop an integrated e-government architectural system that integrates the IT infrastructure with public sector organizational business process management. The increasing growth of digital connectivity, major breakthroughs in communication and information technology, and strong global competition are revolutionizing the way businesses work and compete. The current literature emphasizes the tremendous potential of ICT resources in operational productivity, cost savings, service quality, convenience, creativity, and training in the corporate and public sectors (Baeuo et al., 2016; Suhardi et al., 2015; Sulehat & Taib, 2016; Turnip et al., 2018; Woro & Supriyanto, 2013).

The goal of this study is to investigate how public displeasure with government policy is managed. This form of qualitative study describes how the collective treatment of perspectives carried out in policies agrees with present social situations. The purpose is to eliminate confusion between local governments and local governments. The following stage is to discover the truth. Individuals involved in policy implementation must be able to explain their policies to members of the public. Furthermore, if government policy is based on the welfare of the people, the policy will be properly implemented. The policy must then be built around execution integrity so that the recipient understands the action. Knowing which policies are being followed may not correspond to what is happening on the ground. To build public trust in the government, the administration must respond to public opinion openly, honestly, and responsibly through documents, photographs, and related policies. Potential implications include environmental factors, inter-organizational relationships, organizational resources, and program implementation features, as well as the government's ability to overcome them (openness, accountability, status, participation, equality).

Literature Review

Government and Technology

Following the 1998 reform movement in Indonesia, the Indonesian government's paradigm was demand for better service than previously. Citizens should be involved in state affairs. At the 2019 Indonesia Industrial Summit, the President of the Republic of Indonesia revealed a path to Indonesia 4.0, a national plan in the face of the Fourth Industrial Revolution. According to Article 23(1) of the Republic of Indonesia Act No 25 of 2009 on PSS, "a national information system would be required for the provision of information support for the performance of public services," whereas Article 23(4) of the PSN No 25 of 2009 states that PSS is a national information system. Article 23 is mentioned (1) Many local governments see the implementation of e-government as nothing more than a website for the local government, therefore e-government is not enforced until the four levels that must be passed are matured. The government's commitment to improving e-government growth, particularly in terms of infrastructures, human resources, applications, regulations, and socialization in the government and communities, is required to improve the quality of e-government development in Indonesia (Erhan et al., 2017). For more than a decade, governments around the world have used electronic government initiatives to construct information societies. With various hurdles and limited resources, developing an e-government system necessitates careful preparation. The majority of financing for creating e-government systems in underdeveloped nations comes from donors. IT has improved the lives of many people by enhancing e-government, administration, bureaucracy, and ICT. It is essential in all aspects of modern-day IT. In comparison to typical governments centered on red-lace dread, the government is a gift of information technology. Almost all Information and Communication Technologies (ICTs) in the industrialized world are recognized as solid raw materials of e-government to improve the quality of services provided to people or businesses and streamline the administrative device's internal organization. The use of information technology, particularly the internet, has made the delivery of information and communication more convenient, pleasant, and cost-effective, regardless of location or time constraints. The Internet is being brought into various parts of human existence, including government sectors. The establishment of a local government website is a tangible

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

representation of the implementation of e-Government in Indonesia. In general, e-Government is a means for leveraging information technology to improve the quality and efficiency of the government system (Alshehri & Drew, 2010)

Information and communication technology is undergoing a global transformation. Governments all throughout the world recognize the value of e-government. The World Bank defines e-government as the use of information technology by government agencies to transform relationships with people, enterprises, and other government arms. Their technology can be used for a variety of reasons, including increased provision of public services, greater business-industry interactions, empowering individuals through access to knowledge, and successful government management. E-government refers to the processes and frameworks required to provide electronic services to the public and engage with corporate partners (Ebrahim & Irani, 2005). E-Government refers to national or municipal governments distributing information and services to citizens, businesses, or other government agencies via the Internet or other digital means. E-Government is a catch-all term for web-based services provided by municipal, state, and federal government agencies. According to other sources, e-government is as follows: The World Bank (AOEMA Report) is described as follows: 'E-government' refers to the use of government IT agencies to transform connections between individuals, businesses, and other parts of government. These innovations can serve a variety of reasons, including improved government service delivery to citizens, increased interaction with business and industry, citizen empowerment through information access, and improved governance (Bashar et al., 2011).

Research Methods

This study employs a qualitative research method with a descriptive approach (Sujarweni, 2021:11). A qualitative research method is one of the studies that employs research guidelines to generate descriptive data in the form of writing or speech, as well as the behavior of those being investigated. Qualitative research is supposed to provide an in-depth explanation of writing, speech, or observable activities from a person, society, and organizations in society, as well as in some instances in community groups that can be researched from a complete and thorough perspective. . According to (Sujarweni, 2021:73), researchers used two types of data sources in this study: primary data and secondary data. Primary data is information obtained directly from the source (directly from the informant). Secondary data includes information gathered from books, papers, notes, journals, past study, and statistical data obtained from the Office of Social Affairs, city and regional government websites.

Results and Discussion

Government policies are founded on the advancement of social welfare, both in terms of growing the number of individuals experiencing issues, capacity building to satisfy demands, and social and community empowerment. Everyone's family. To enhance the implementation of social problems, it must be viewed as a state that meets the community's material, spiritual, and social needs so that they can properly live, develop, and fulfill their social functions. While the role is an action taken by someone in a community's judgment of the government's part in implementing a policy, there must be direct intervention from the community, because it will be a significant problem if a policy is not open to the people but the impact is felt by the people.

It is critical to educate and pass on knowledge. Provide valuable information in order to build attitudes and behaviors that should be useful for the community in understanding what policies the government has implemented, as well as the reasons for implementing these policies. It is not always possible to explain understanding to the public since those who are able to comprehend what the government decides are those within the government who contribute to the policy, therefore it is not uncommon for people to believe that the policies they have implemented are understandable. As a result, it is the government's responsibility. How to make every decision that is made

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

publicly and provide information before they feel the influence of the policy. Because there are still many people who do not appreciate the significance of a policy that the government decides on. In fact, if the government understands the policy's meaning, it will already be aware of the consequences when it is enacted. When it comes to policy, it is a general choice that is then thoroughly applied. How is government policy being implemented?

The implementation of public policy is one of the measures taken to meet the aims set for decision making. Implementing public policy is a critical step toward achieving comprehensive public policy. Then, before deciding on a policy, policymakers should first grasp the objectives of the government policy itself, which include; (1) To establish order in the community; (2) To safeguard the rights of the community; (3) To instill a sense of calm and serenity in the community; (4) To ensure the well-being of people's lives. Moreover, in order to implement a policy, one must first comprehend the bureaucratic structure that exists between the community and the government, which is as follows:

Communication

Communication is a crucial factor in the successful implementation of government policies and the efficient delivery of services to the community within the framework of e-government in Indonesia. Notwithstanding, various communication-related concerns and difficulties may emerge, impeding the seamless transmission of information and generating impediments in the policymakers' and the public's interaction. One of the foremost concerns pertains to the requirement for appropriate technology for communication delivery. The utilization of suitable tools and platforms for effective and dependable communication is imperative for the Indonesian government in light of technological progress. This entails the utilization of contemporary communication channels, such as electronic mail, instant messaging, social media platforms, and specialized government portals. Through the utilization of these technologies, policymakers can proficiently distribute information, collect input, and interact with the public in a more expedient and efficient manner. Moreover, the extensive geographic scope of Indonesia presents a difficulty for efficient communication, particularly in isolated and countryside regions. The accessibility and availability of e-government services can be constrained by infrastructure limitations, such as insufficient internet connectivity and inadequate network coverage. In order to tackle this matter, it is imperative for the government to allocate resources towards the augmentation and enhancement of the digital infrastructure, thereby guaranteeing consistent access to internet connectivity across all geographical areas. The implementation of this measure is expected to enhance communication efficiency and promote seamless access to government services and information for citizens, irrespective of their geographical location.

One of the challenges that can impede effective communication is the limitation of communication space. Limitations can be enforced in certain instances as a result of diverse factors, including bureaucratic procedures, hierarchical frameworks, or cultural conventions. The presence of these limitations may hinder the transmission of data, resulting in a decrease in the efficiency of communication. The promotion of a culture of open and transparent communication is deemed imperative for the Indonesian government, whereby policymakers are encouraged to engage in active dialogue and information sharing with the public. Through the establishment of a conducive atmosphere that promotes transparent dialogue, policymakers can enhance their comprehension of the community's requirements and goals, thereby resulting in more knowledgeable policy formulation and execution. In e-government initiatives, it is imperative to prioritize the safeguarding of communication channels to guarantee their security and privacy. It is imperative for the government to accord priority to cybersecurity measures aimed at safeguarding sensitive information and forestalling unauthorized access or data breaches. The adoption of strong encryption protocols, frequent security audits, and the provision of training programs to government personnel can effectively reduce the potential hazards associated with digital communication.

To summarize, effective communication plays a crucial role in the successful implementation of e-government in Indonesia. However, there exist various challenges that must be tackled to ensure its smooth execution. The aforementioned factors encompass the implementation of appropriate communication technologies, enhancement of digital infrastructure, mitigation of communication limitations, and assurance of communication channel security. Through efficient management of these challenges, the Indonesian administration can augment its communicative aptitudes, fortify civic participation, and ultimately enhance the provision of governmental amenities throughout the nation.

Human Capital

In the Indonesian e-government framework, the effective execution of policies and the general operations of government entities are heavily reliant on the human resources (HR) component. Several challenges and issues pertaining to human resources (HR) have been identified as crucial factors that require attention in order to facilitate effective e-government initiatives and enhance community welfare. The presence of a comprehensive and unambiguous human resources system is of paramount importance for the efficient functioning of governmental entities. The presence of proficient and adept personnel who possess a comprehensive understanding of the organization's goals and objectives and possess the requisite proficiency to implement e-government policies with efficacy is of utmost importance. Indonesia, due to its significant population, encounters the obstacle of an inadequate workforce to adequately address the requirements of the government and its undertakings. The insufficiency of human resources may result in operational inefficiencies, postponements, and an inadequate ability to cater to the needs of the populace.

In order to effectively tackle the aforementioned matter, it is imperative that the government places emphasis on the implementation of human resource development and capacity building initiatives. The proposed initiative involves the allocation of resources towards the implementation of training programs, skill development, and continuous learning opportunities for employees within the government sector. The augmentation of workforce capabilities and competencies is imperative for the government to guarantee that they possess the essential skills to execute e-government policies and provide services proficiently. The government may consider investigating potential partnerships with academic institutions and private sector entities to address the skills deficit and foster the cultivation of a competent labor pool. The recruitment and retention of skilled personnel in the public sector is an additional factor to be taken into account. The retention and attraction of skilled professionals within government organizations is of utmost importance to ensure the continuity and expertise of e-government initiatives. In order to attain this objective, the government may provide remuneration packages that are competitive, opportunities for career advancement, and a work atmosphere that is conducive to fostering innovation and creativity. The implementation of merit-based recruitment processes and transparent HR policies can potentially foster trust and confidence among prospective candidates.

The establishment of proficient performance evaluation and reward mechanisms is crucial in order to incentivize and acknowledge the endeavors of public servants. The establishment of unambiguous performance metrics and their alignment with the objectives of the organization can furnish the workforce with a distinct sense of direction and purpose. It has been observed that acknowledging and compensating exceptional work not only has the potential to boost the spirits of the workforce but also has the ability to allure and maintain highly skilled individuals in the governmental domain. The enhancement of human resources in e-government is of utmost importance for the betterment of the community's well-being. It is expected by the community that the policies enacted by the government will yield a favorable outcome on their well-being. The implementation of HR development initiatives by the government can lead to a proficient workforce capable of providing effective and citizen-oriented services, ultimately resulting in improved community satisfaction and welfare.

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

In brief, it is imperative to tackle the obstacles pertaining to human resources in e-government for the triumph of undertakings in Indonesia. The implementation of e-government policies that contribute to community welfare can be facilitated by the government's emphasis on HR development, recruitment and retention strategies, performance evaluation, and recognition of excellence. This approach can help build a skilled and motivated workforce.

Disposition

In the Indonesian e-government landscape, the crucial factors for the successful implementation and effectiveness of policies are the readiness and acceptance of the community. It is more probable for policies to garner favorable reception and backing when they are congruent with the interests and necessities of the populace. In the event that policies are deemed arduous or incongruous with the community's interests, it may result in discontentment and the notion that the government is favoring particular interests over the common good. It is imperative for the government to prioritize transparency and inclusivity in the policy-making process to ensure the successful reception of e-government policies by the community. The proposed approach entails active engagement of the general public in the decision-making process, soliciting their feedback, and taking into account their viewpoints and apprehensions. The utilization of public consultations, surveys, focus groups, and online platforms for citizen engagement can furnish policymakers with significant insights and facilitate a more comprehensive comprehension of the community's requirements and aspirations.

Furthermore, it is imperative to note that proficient communication serves as a crucial component in the resolution of any potential discrepancies that may arise between governmental policies and the interests of the general public. It is recommended that the government endeavors to effectively communicate the underlying reasoning behind its policies, elucidating their intended advantages for the broader community. The utilization of transparent and accessible communication channels, including public announcements, official websites, and social media platforms, can effectively facilitate the dissemination of information, provision of updates, and resolution of public concerns. Through the cultivation of transparent and reciprocal channels of communication, the government has the capacity to establish confidence and credibility, consequently augmenting the level of acquiescence and comprehension of e-government regulations.

It is imperative that the government implements measures to ensure accountability and facilitate feedback mechanisms. Through the proactive solicitation of input from the populace and its subsequent integration into the formulation and execution of policies, the government can evince its dedication to the fulfillment of the citizenry's needs and desires. The implementation of regular evaluations, public hearings, and monitoring mechanisms can facilitate the attainment of this objective. These measures enable citizens to express their views, propose enhancements, and ensure that the government is responsible for its conduct. It is recommended that the government take into account the various socioeconomic and cultural backgrounds present within Indonesian society during the development of e-government policies. It is recommended that policies be customized to effectively tackle the distinct requirements and difficulties encountered by diverse communities, regions, and socioeconomic strata. Through the implementation of a localized and context-sensitive approach, the government can guarantee the equitable distribution of policies that take into account the diverse interests of the populace.

In brief, the level of preparedness and approval of e-government policies in Indonesia is contingent upon the congruence of said policies with the populace's interests and well-being. In order to foster community support, it is recommended that the government prioritize certain key factors. These include transparency, inclusivity, effective communication, accountability, and the consideration of socioeconomic and cultural diversity. By placing emphasis on these areas, the government can work towards building stronger relationships with the communities it serves. Through the incorporation of community engagement in the decision-making process and the resolution of their

apprehensions, the government can cultivate a sentiment of proprietorship and cooperation, culminating in policies that genuinely cater to the welfare of the populace.

Structure of the Organization

Within the framework of e-government in Indonesia, the organizational structure of government institutions, including the Batam City Social Service, is of paramount importance in enabling efficient operations and the prosperous execution of e-government projects. The implementation of a suitable and effectively structured organizational framework guarantees the unambiguous allocation of duties and responsibilities to personnel in accordance with their respective competencies and proficiencies. The optimization of human resources and enhancement of overall efficiency can be achieved by structuring the organization of Batam City Social Service in a manner that aligns with the abilities and professional domains of its employees. The allocation of tasks and responsibilities according to an individual's competency allows for the utilization of their specialized skills and knowledge, resulting in enhanced performance and outcomes. The implementation of this approach has been observed to cultivate a perception of ownership and responsibility within the workforce. This is due to the fact that employees tend to perform better in positions that correspond with their particular skill sets.

Within the context of e-government, the implementation of an efficient organizational structure can serve to facilitate optimized processes and enhanced coordination between distinct units or departments situated within the institution. The implementation of digital solutions and provision of online services to the public is of significant importance. It is imperative to establish unambiguous channels of communication and cooperation to guarantee the unhindered transmission of data and the uninterrupted provision of services. It has been observed that a well-structured organization can play a crucial role in promoting effective teamwork, facilitating information sharing, and enabling sound decision-making. Such an organization can also enhance the institution's ability to adapt to changing technologies and evolving citizen needs. Furthermore, the implementation of a suitable organizational framework fosters the development of specialized skills and ongoing education. The implementation of this approach enables personnel to concentrate on their specialized fields of proficiency, potentially resulting in elevated levels of skill and originality. The relevance of specialized skills is particularly noteworthy in the context of e-government, given the continuous evolution of digital tools and technological advancements. The Batam City Social Service can establish a favorable setting for professional advancement and skill acquisition by structuring the institution according to competencies and talents. This approach can enable employees to effectively navigate the digital landscape.

It is imperative to acknowledge that although a meticulously crafted organizational framework has the potential to augment efficacy, it is not the exclusive factor that determines triumph. The effectiveness of e-government initiatives is significantly influenced by factors such as effective leadership, supportive organizational culture, and adequate resources. The holistic consideration of various aspects and the establishment of an ecosystem that encourages collaboration, innovation, and continuous improvement are deemed critical for the Batam City Social Service and other government institutions. The significance of e-government implementation is contingent upon the organizational structure of government institutions, including the Batam City Social Service. The optimization of human resources, enhancement of coordination, and fostering of specialization can be achieved by aligning the structure of the institution with the competencies and expertise of its employees. It is imperative to acknowledge that the organizational structure is merely a single constituent of a more extensive ecosystem that encompasses leadership, culture, and resources. After a thorough analysis of the various factors involved, it is recommended that the institution establish a conducive environment for successful e-government initiatives. This will enable the institution to better serve the needs of the community.

Conclusions

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

As per the findings and deliberations carried out, it is apparent that the government's function in executing policies is of utmost significance for the well-being of the populace. The effective communication and comprehension of government policies by the populace results in various favorable consequences that enhance the welfare of the society. The promotion of transparency and accountability is facilitated by the government's efforts to disseminate policies to the populace. The government's provision of lucid and easily comprehensible information regarding policies facilitates citizens' comprehension of the underlying reasoning behind decisions and actions taken. The implementation of transparency measures fosters trust and confidence in the government by ensuring that citizens are well-informed and included in the decision-making process. As a result, the legitimacy of government policies is bolstered and public participation and support are promoted.

It is imperative that the populace comprehends the underlying principles of governmental policies, as this enables them to make well-informed assessments and participate actively in the policy formulation procedure. It has been observed that citizens who possess adequate knowledge and awareness regarding the relevant issues are more inclined to offer constructive criticism, recommendations, and diverse viewpoints to the policymakers. The involvement of individuals can potentially enhance policy deliberations, enhance the quality of policy results, and mitigate any possible deficiencies or inadvertent effects. Through community engagement, the government can ensure that policies are in alignment with the diverse needs and aspirations of the populace they serve.

It has been observed that the involvement of the community in endorsing government policies results in enhanced implementation and efficacy of said policies. The active participation and endorsement of citizens can enhance the seamless implementation of policies on the field. The aforementioned activity may encompass the voluntary contribution of community members' time, the sharing of resources, or the active involvement in initiatives that are in line with the objectives of the government. The partnership established between the government and the community generates a perception of mutual accountability and possession, thereby cultivating a favorable milieu for the execution of policies and the promotion of enduring growth.

Furthermore, the endorsement and awareness of government policies by the populace serve to amplify their efficacy in promoting the general welfare of the community. The purpose of policies is to tackle societal, financial, and ecological obstacles and to foster prosperity and comprehensive advancement. Increased comprehension of the objectives and advantages of said policies by the populace is positively correlated with heightened participation and efficacy in their implementation. The successful implementation of policies can lead to the attainment of desired outcomes, including but not limited to, the enhancement of public services, improvement of infrastructure, reduction of poverty, and promotion of sustainable development.

Conclusively, it is imperative to note that the government assumes a pivotal role in the execution of policies aimed at promoting the well-being of the populace. The government promotes transparency, accountability, and active citizen participation by ensuring that policies are widely disseminated and comprehended by the populace. The aforementioned phenomenon results in enhanced policy outcomes, efficient execution, and favorable effects on the well-being of the community. The government can enhance its rapport with the community and strive towards common objectives of prosperity and well-being by endorsing an all-encompassing and collaborative strategy for policy formulation and execution.

References

- Farid, I. T. & M. (2010). *Panduan Bantuan Hukum Bagi Paralehal* (1st ed.). Yogyakarta: LBH Yogyakarta, Tifa Foundation.
- Judge, R. S. & T. A. (2015). *Perilaku Organisasi*. (Ratna Saraswati, Ed.) (Ke 6). Jakarta: Salemba Empat.
- Kinicki, R. K. & A. (2014). *Perilaku Organisasi (Biro Bahas)*. Jakarta: Salemba Empat.

Paramita Khodijah, Lubna Salsabila,
Timbul Dompok, and Karol Teovani
Lodan

- Nawi, R. (2017). Perilaku Kebijakan Organisasi. (M. P. Dr. Syamsuddin Maldun, Ed.) (Desember 2). Makassar: CV. SAH MEDIA.
- Nurkholis. (2019). Penggangaran Sektor Publik. Jakarta: UB Press.
- Role of the Social Service in Dealing with the Problem of Social Violence Against Children in North Sumatra Province, 2(1), 38–45.
- Salsabila, L., & Purnomo, E. (2018). Establishing and Implementing Good Practices E-Government(A Case Study: Indonesia and South Korea E-Government Implementation 2012-2016). Journal of Asian Review of Public <https://home.kku.ac.th/arpap/index.php/arpap/article/view/136>
- Sujarweni, V. W. (2021). Metodologi Penelitian (Edisi 2021). Jl. Wonosari Km.6 Demblaksari Baturetno Banguntapan Bantul Yogyakarta: PUSTAKA BARU PRESS.
- Tesoriero, jim ife & frank. (2016). Community Development Alternatif Pengembangan Masyarakat dl Era Globalisasi (Edisi 3). Yogyakarta: Pustaka Pelajar.