

TRANSFORMATION OF PUBLIC ADMINISTRATION FROM AN ISLAMIC PERSPECTIVE IN DIGITALIZATION ERA

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Abstract: This article will discuss the phenomenon of digitalization and modernization in the context of public administration, taking a distinctive perspective from Islamic values that underline transparency, justice and efficiency. This transformation is not just a technological process, but also a paradigm shift in seeing government governance that is more responsive and oriented to the needs of society. The use of technology in public administration, in line with Islamic values, is expected to have a positive impact on the welfare of society. By viewing technology as a means to increase accountability, prevent corruption, and improve service quality, this transformation is oriented to provide maximum benefits for all levels of society. Through this approach, this article will review the challenges and opportunities that arise in adopting technology in public administration in the Islamic world. From the perspective of Islamic law, ethics, and governance principles, we will explore how the application of technology can be compatible with the values upheld by Muslim societies.

Keywords: Public Administration Transformation, Islamic Values, Digitalization

Introduction

The digital era is marked by remarkable advancements in information and communication technology that have fundamentally transformed the paradigms and order of human life. This transformation is inevitable, and one of the aspects experiencing the most significant impact is public administration, encompassing processes in the organization that were previously manual and sluggish but have now evolved into rapid, efficient, and responsive operations. Public administration, as an integral part of governance, undergoes significant transformation to enhance efficiency, transparency, and public participation. This change involves the implementation of information systems, e-government, and other innovative strategies.

The transformation of administration encompasses changes in systems, processes, and culture within the governance structure. The digital era marks a significant shift in administrative approaches, where information technology becomes the primary key to realizing such transformation. Digital technologies such as cloud computing, artificial intelligence, and the Internet of Things (IoT) have opened new opportunities and accelerated progress across various sectors. In public administration, these technologies provide a foundation for innovation and efficiency, and public administration reflecting Islamic values is a crucial requirement in governance management. In the realm of public administration, technology lays the groundwork for innovation and efficiency. The principles of justice, transparency, accountability, and community participation are fundamental elements that underpin Islamic values in administration, addressing complex challenges such as corruption, inequality, and injustice necessitates a holistic approach. The transformation of public administration in the digital era can serve as an effective

solution to address these challenges more comprehensively. From an Islamic perspective in the transformation of public administration, it encompasses:

1. Justice as the main foundation
Islam emphasizes the principle of justice in all aspects of life, including in public administration. This transformation must result in a fairer system, where every citizen has the same rights and receives fair treatment.
2. Transparency and accountability
Islamic values encourage transparency and accountability in government management. In the context of public administration, the use of digital technology to provide open access to government information and decisions is a direct implementation of this principle.
3. Community participation
Islam places the importance of active community participation in decision making. The transformation of public administration in the digital era must embrace public participation through participatory platforms, enabling citizens to contribute to the policy-making process.
4. Maintaining digital ethics
Islam teaches maintaining ethics in every action, including the use of technology. Digitally transformed public administration must maintain integrity, avoid misuse of data, and ensure the continuity of ethical values.

The development of technology in this digital era presents opportunities in public administration, making administrative processes more efficient. The automation of routine tasks, rapid data processing, and real-time access to information contribute to enhanced productivity. Likewise, there is an improvement in public services, with the government providing better and faster services through the utilization of mobile applications, e-government portals, and online platforms, offering easier access for the public to obtain information and services. Sepriano et al. (2023) explain that digital technology supports the implementation of transparency in governance, including open and easily accessible data, thereby increasing government accountability. This aligns with public demand for clear and verifiable information. Advanced data analysis and artificial intelligence provide opportunities for more intelligent decision-making. Furthermore, the government can use data to design more effective policies and respond to societal dynamics.

Despite the opportunities presented by technological advancements in the digital era for the transformation of public administration, there are also challenges that must be addressed to fully leverage these opportunities. Information security challenges, such as cyber threats like malware attacks and data breaches, require maximum efforts to maintain the integrity and confidentiality of information. From an Islamic perspective, protecting individual and community rights is a priority. The implementation of digital technology also requires significant financial investment, but a shortage of human resources with technological skills may hinder the transformation process. While technology has created new opportunities, there is still inequality in access to technology. Communities with limited access to the internet or technology may lag behind in accessing digital public services.

In addition to the opportunities presented by technological development in the digital era for the transformation of public administration, there are also challenges that must be addressed to effectively capitalize on these opportunities. These challenges are related to information security, specifically the presence of cyber threats such as malware attacks and data breaches, requiring maximum efforts to safeguard the integrity and confidentiality of information. From an Islamic

perspective, prioritizing the protection of individual and community rights is essential. The implementation of digital technology also demands significant financial investment. However, a shortage of human resources with technological skills may impede the transformation process. Despite the creation of new opportunities by technology, there is still inequality in access to technology. Communities with limited access to the internet or technology may lag behind in accessing digital public services.

The implementation of digital technology in public administration has taken the form of an electronic system known as e-government. The e-government system involves the use of information technology to deliver public services, manage licensing processes, and facilitate interactions with the government electronically. The utilization of this platform can enhance efficiency and reduce administrative burdens, thereby providing easy access for all stakeholders. Governments can also leverage big data to analyze trends, understand societal needs, and formulate more adaptive policies. Predictive analysis aids in forecasting future events based on data patterns. Meanwhile, artificial intelligence assists in automating routine tasks, such as data processing and responding to public inquiries. Chatbots and virtual assistants serve as tangible examples of AI implementation in public administration. Additionally, blockchain technology can be employed to enhance security and transparency, especially in the management of government data and financial transactions.

Administrative transformation in the digital era is a change that cannot be avoided. The challenges faced, such as information security and access inequality, require thoughtful and collaborative solutions. Meanwhile, opportunities such as operational efficiency and policy innovation must be utilized optimally. The success of administrative transformation depends on the government's ability to overcome obstacles and build internal capacity. Community involvement in this process is also key, because community acceptance and participation will accelerate adaptation to change. By utilizing digital technology wisely, the government can create an administration that is more adaptive, efficient and responsive to the needs of the community. In facing an increasingly digitally connected future, a progressive and innovative government will be the backbone of a nation's progress. Services that are efficient, easy to access, and provide real benefits for society are the main goals that are in line with Islamic principles because Islamic values encourage transparency and accountability in government management. In the context of public administration, the use of digital technology to provide open access to government information and decisions is a direct implementation of this principle.

This research is expected to provide in-depth insight into the transformation of public administration from an Islamic perspective. It is hoped that the research results can become the basis for a better understanding of how Islamic values can guide the formulation of better public administration policies and practices. Apart from that, it is also hoped that this research can contribute to the development of literature regarding the relationship between Islam, public administration and technology. As times progress, the need to update the way government operates becomes increasingly important. By incorporating Islamic values, it is hoped that the transformation of public administration can bring positive changes that include aspects of justice, transparency and efficiency. Next, this literature review will explore these aspects further through the analysis of various relevant and related studies.

Literature Review

The transformation of public administration from an Islamic perspective is a complex issue involving various elements, and this literature reflects a diversity of approaches and interpretations. This transformation does not only include the technological dimension but also considers a paradigm shift in running a government that is more responsive to the needs of society.

One perspective that is increasingly receiving attention is the transformation of public administration in the context of Islamic values. This article aims to outline and explore literature related to the transformation of public administration from an Islamic perspective, highlighting the importance of Islamic values in forming a more just, transparent and efficient public administration system.

Islam is not only a religion but also a complete system that covers aspects of daily life, including governance. Therefore, literature related to the transformation of public administration from an Islamic perspective provides insight into how Islamic principles can direct reforms in government governance. This transformation is not only about technological aspects but also includes changes in the way the government views its responsibilities towards society. Public administration is the core of government functions that has a major impact on people's lives. Along with the progress of the times, the phenomenon of public administration transformation has emerged which reflects significant changes in government governance. This transformation involves the application of technology, paradigm shifts, and the integration of values that are fundamental to the communities served. In this study, we will explore the transformation of public administration, but with a special view, namely from an Islamic perspective.

1. The global context of public administration transformation developed by Putra (2021) and emphasizing understanding the global context of public administration transformation. The world today is witnessing a surge in information and communication technology that has changed the way governments operate and interact with the public. Digitalization and modernization are keywords in efforts to increase efficiency, transparency and public involvement. However, while technological developments provide great potential, it is also necessary to pay attention to the social impact, ethics and values inherent in a society.
2. The importance of Islamic values in Public Administration was stated by Asmara et al (2022) and Abdullah & Ismail (2018) who emphasized that in the framework of public administration innovation, we cannot ignore religious and ethical values. The Islamic perspective offers a unique view, enriched by the principles of morals and justice embedded in Islamic teachings. It is hoped that the application of these values will be able to provide a new dimension in the transformation of public administration, forming a government that is fairer and more responsive to the needs of society. The main values in Islam such as transparency, justice and efficiency appear to be in accordance with the goals of transforming global public administration. However, the extension and application of these values in the context of public administration requires in-depth analysis. How can the concept of Islamic justice be translated into public decision making? To what extent can Islamic values be integrated into existing administrative structures? These questions mark the beginning of our exploration of the role of Islamic values in guiding the transformation of public administration.
3. The role of technology in public administration from an Islamic perspective developed by Ali and Ismail (2019) that in integrating Islamic values in public administration, technology has a central role. How can technology be used to increase accountability, reduce corruption, and improve the quality of services, all in accordance with Islamic principles? This research will discuss the comparison between technological innovation in public administration and the provisions of Islamic ethics, as well as explore whether and how technology can be a tool to achieve the moral and ethical goals set by religion.
4. Challenges in adopting Islamic values Pramesti (2018) and Farooq & Ahmed (2014) that in facing transformation, it is inevitable that challenges will arise. On the other hand, challenges themselves can be seen as opportunities for innovation and improvement. This

research will highlight the specific challenges faced by Muslim communities in adopting technology in public administration, as well as opportunities that can be exploited to improve community welfare. Discusses solutions that have been proposed or implemented to overcome obstacles that may arise in efforts to integrate Islamic values with technological developments in public administration.

Method

The research method used in this literature review involves searching and analyzing literature relevant to the research topic. Verified primary and secondary sources will be used to support critical analysis of the proposed conceptual framework. The literature search will include academic databases, digital libraries, and other related sources. Inclusion and exclusion criteria will be used to ensure that the sources retrieved are relevant and of high quality. Brandsma et al (2016) that this literature review will be structured into several main sections, including First, we will discuss Islamic values that are relevant to public administration, including the concepts of transparency, justice and efficiency. Second, we will explore the literature related to the application of technology in public administration and its impact on society. Third, we will investigate the challenges and opportunities that arise in integrating Islamic values with the transformation of public administration. In addition, this research will provide an overview of the methods and approaches that have been used in previous research relevant to this topic.

Result and Discussion

The transformation of public administration has become a topic that is receiving serious attention in various parts of the world. This change not only includes the technological dimension, but also includes a paradigm shift in understanding and implementing government governance. In this context, Islamic values provide a significant ethical and moral framework that can shape the way public administration is conducted. Effective and fair public administration is a prerequisite for sustainable and inclusive societal development. In the midst of dynamic social, economic and political change, understanding the role of Islam in guiding public administration is becoming increasingly important. As a teaching that covers all aspects of life, Islam provides guidelines for administering government that is oriented towards community service. The transformation of public administration is not just a purely technological phenomenon, but also includes philosophical changes in the government's perception and responsibility towards its society.

A better understanding of how Islamic values can be applied in this transformation process can provide valuable insights for practitioners, researchers and policy makers. Where, the transformation of public administration must be understood from a global and local perspective. Although Islamic concepts can provide global guidance, it is important to consider the local context and uniqueness of each Muslim society. This shows that a flexible and adaptive approach is more effective than a one-size-fits-all approach.

Islamic values in the transformation of public administration such as transparency, justice and efficiency are considered as a moral foundation that can guide public administration practices. Abdullah and Ismail (2018) stated that the application of these values is expected to form a better public service culture, create clean governance, and provide justice to the community. The transformation of public administration from an Islamic perspective requires the integration of Islamic values as an ethical and moral foundation. Islamic principles such as transparency (Al-Shura), justice (Adl), and efficiency (Ihsan) are the main pillars that must be applied in public administration practices. The importance of accountability, openness and dissemination of information is recognized as a prerequisite for achieving good governance. In the concept of

transparency, Al-Shura emphasizes community involvement and participation in the decision-making process. This is in line with the principles of Islamic democracy which places justice and consultation as the main values in policy formation. Therefore, the transformation of public administration from an Islamic perspective must include steps that provide space for community participation and input in the decision-making process.

Farooq & Ahmed (2014) state that the concept of justice in Islam (Adl) is the foundation for law enforcement and equitable distribution of resources. Public administration based on Islamic values must prioritize the provision of rights and obligations in accordance with the principles of justice. This involves fair treatment of all citizens, without discrimination and unfair treatment. Furthermore, he also explained the concept of efficiency (Ihsan) in Islamic public administration highlighting the importance of providing public services in an efficient and high quality manner. Efficient administration will provide maximum benefits to society, in accordance with the principle of goodness (Ihsan) in Islam. Therefore, innovation and change in public administration must be directed at increasing service efficiency and response to community needs.

The application of technology in public administration is recognized as an effective means of achieving the goals of transparency and efficiency. Technological resources such as information systems, e-government, and big data have the potential to improve public services and reduce levels of corruption. The application of technology must be in line with Islamic values and pay attention to ethical and moral aspects. El den & Al-Surmi (2017) argue that from an Islamic perspective, the application of technology must consider privacy protection, data security and its impact on society. Therefore, the literature emphasizes the need to develop and implement policies that accommodate Islamic principles in the use of technology.

Ali & Ismail (2019) explain that technology can also be used to increase transparency by utilizing information technology, public information can be accessed easily by the public. In this context, the literature highlights the importance of applying technology in supporting government openness and accountability towards society. However, the use of technology also becomes resistance to change due to a lack of understanding of Islamic values, and uncertainty related to the implementation of these concepts in modern public administration are some of the challenges faced. In addition, a lack of understanding and awareness regarding Islamic principles can be an obstacle, especially in environments that are not yet accustomed to the application of religious values in a government context. The importance of ethical and moral views in the application of technology in public administration is recognized in the literature. Openness to potential misuse of technology, protecting privacy, and avoiding negative impacts on society are the main concerns.

The transformation of public administration in accordance with Islamic values is expected to have a positive impact on community welfare. Increasing efficiency, reducing levels of corruption and improving public services are expected to produce a fairer, safer and more prosperous society. This is in line with the principles of maqasid al-shariah, namely the main aim of Islamic law to protect religion, life, ancestry, reason and property, especially the protection of privacy, data security and transparency in the use of technology are ethical issues that need attention. The use of technology that is unethical or violates Islamic principles can harm society and threaten the sustainability of public administration transformation.

An in-depth understanding of Islamic concepts and their application in public administration can provide a strong foundation for improving government effectiveness and societal welfare. However, challenges in overcoming resistance to change, understanding the impact of technology, and accommodating local contexts demonstrate the need for a holistic and integrated approach to public administration transformation. Thus, the transformation of public administration from an Islamic perspective is not just a structural change, but also a paradigm

change that involves a deep understanding of the ethical and moral values held by Muslim society. By continuing to deepen knowledge and broaden horizons through research and discussion, it can be hoped that this transformation of public administration can make a positive contribution to sustainable development and better public services.

The importance of strengthening Islamic values in public administration is not only rhetorical, but appears as a deep ethical and moral basis. The concepts of transparency, justice and efficiency are the main foundations that can form a more just and responsible government system. By integrating these values, public administration can provide better services to society. Public administration transformation that includes Islamic values also involves active community participation in the decision-making process. The concept of shura or consultation as part of Islamic leadership emphasizes the importance of taking into account community aspirations and input. In a digital context, technology can play an important role in providing a platform for wider public participation through e-participation and collaborative tools.

Conclusion

The transformation of public administration from an Islamic perspective in the digital era is a strategic step to build a fair, efficient and just society. The integration of Islamic values, the application of technology, Islamic-based leadership, and ethical and moral awareness are the key elements that form the foundation of this transformation. It is important to recognize that public administration transformation cannot occur without the active involvement and support of all parties, including government, society and the private sector. Close collaboration between these parties will strengthen transformation efforts, overcome challenges and maximize opportunities that arise in the digital era.

Understanding the transformation of public administration from an Islamic perspective in the digital era is not only about adopting technology, but also about building strong ethical, moral and justice foundations. This is in line with the Islamic vision of creating a just, just and prosperous society. This transformation must also be inclusive, ensuring that its benefits can be felt by all of society without discrimination. By understanding and appreciating the diversity of cultures and local contexts, the transformation of public administration can be a positive force that stimulates the development and prosperity of Muslim communities throughout the world. Thus, the steps taken in facing the digital era must always be directed at achieving pure Islamic goals which include justice, prosperity and the common good. So, the transformation of public administration from an Islamic perspective in the digital era is not only a demand, but also a call to create a moral, innovative and competitive society on the world stage.

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