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## Public Policy Innovation in The Digital Era: A Systematic Literature Review Study

Dede Hermansah<sup>1</sup>, Hendri Arditya<sup>2</sup>, Alfarul Dwi Gagas P<sup>3</sup>, Ilyasa Diswara Firdaus<sup>4</sup>,  
Devy Siti Khofifah<sup>5</sup>

<sup>1</sup>Universitas Linggabuana PGRI Sukabumi, Jawa Barat, Indonesia, [dech0785@gmail.com](mailto:dech0785@gmail.com)

<sup>2</sup>Universitas Linggabuana PGRI Sukabumi, Jawa Barat, Indonesia, [hendri.arditya.1991.ha@gmail.com](mailto:hendri.arditya.1991.ha@gmail.com)

<sup>3</sup>Universitas Linggabuana PGRI Sukabumi, Jawa Barat, Indonesia, [adwigagas@gmail.com](mailto:adwigagas@gmail.com)

<sup>4</sup>Universitas Linggabuana PGRI Sukabumi, Jawa Barat, Indonesia, [Ilyasadiswara887@gmail.com](mailto:Ilyasadiswara887@gmail.com)

<sup>5</sup>Universitas Linggabuana PGRI Sukabumi, Jawa Barat, Indonesia, [dkhofifah@gmail.com](mailto:dkhofifah@gmail.com)

Corresponding Author: [dech0785@gmail.com](mailto:dech0785@gmail.com)<sup>1</sup>

**Abstract:** Digital transformation is driving significant changes in governance and public services. This study aims to analyze the development of research on public policy innovation in the digital era using the Systematic Literature Review (SLR) method with the PRISMA approach. Data was obtained from the Scopus, ScienceDirect, Emerald Insight, Google Scholar, and Garuda databases using keywords related to public policy innovation and digital transformation. Based on the PRISMA selection process, 35 articles were obtained that met the inclusion criteria for analysis. The results of the study show that the main themes of the research include digital transformation of government, digital-based public service innovation, e-government implementation, and smart governance. Digitalization of government has been proven to improve bureaucratic effectiveness, quality of public services, transparency, and data-driven decision-making. However, its implementation still faces challenges such as limited technological infrastructure, low digital literacy, bureaucratic resistance, and data security. This study also found a research gap related to digital collaboration and evaluation of the effectiveness of government digital policies.

**Keyword:** Public Policy Innovation, Digital Transformation, E-Government, Smart Governance, SLR.

### INTRODUCTION

The development of digital technology has brought fundamental changes in various aspects of life, including in governance and public administration. The digital era encourages public sector organizations to transform service systems, administrative processes, and policy-making to be more effective, efficient, transparent, and adaptive to the needs of the community. Digital transformation in the public sector is an important part of realizing modern governance

that is able to face social, economic, and technological dynamics that are developing very quickly (Fang et al., 2023).

Public policy innovation in the digital era is not only related to the use of information technology, but also includes a change in the bureaucratic paradigm towards digital-based governance (digital governance). The government is required to be able to create innovative policies through the integration of digital technology in public services, data management, bureaucratic communication, and increased public participation in the public decision-making process. Digitalization in public organizations is an important strategy in improving the quality of services and the effectiveness of government organizations (Ulrich & Rieg, 2022).

The development of the concept of digital transformation also affects the way public organizations build technology-based public administration and service systems. Digital transformation allows the government to develop faster, more accessible, and transparent public services through the implementation of e-government, smart governance, and other digital service systems. Research by Fang et al. (2023) shows that digital transformation has a significant influence on the effectiveness of organizational governance through improving the quality of information management, strengthening organizational coordination, and improving data-based decision-making capabilities.

In addition, digitalization encourages changes in organizational culture and government bureaucratic work patterns. The implementation of digital technology in public organizations requires the readiness of human resources, leadership support, and the ability of the organization to manage change. According to Klimkeit and Reihlen (2022), the process of organizational digitalization is not only related to technological change, but also includes changes in organizational structures, communication patterns, and work cultures oriented towards innovation and collaboration.

In Indonesia, digital-based public policy innovation continues to develop through the implementation of various electronic public service programs, electronic-based government systems (SPBE), digitalization of government administration, and smart city development. The central government and local governments are competing to create digital-based public service innovations to improve the quality of services to the community. Digitization of public services is one of the government's strategies in strengthening bureaucratic effectiveness and increasing public satisfaction with government services (Mahira & Nastiti, 2021).

Nevertheless, the implementation of public policy innovation in the digital era still faces various challenges, such as limited technological infrastructure, low digital literacy, bureaucratic resistance to change, data security, and the readiness of human resources for government officials. In addition, the results of research on digital public policy innovations still show diverse findings and tend to be fragmented. Some research focuses more on the digital transformation of organizations, while other research focuses on public service innovation, digital governance, or the implementation of e-government. This condition shows that the study of public policy innovation in the digital era is still not comprehensively integrated.

Based on the literature review, there are several research gaps in previous research. First, most of the research still focuses on the business sector and private organizations, while studies related to digital public policy innovations in the government sector are still relatively limited. Second, previous research has mostly discussed the technical implementation of digital technology, but has not examined much of the relationship between public policy innovation, organizational transformation, and holistic governance improvement. Third, research on digital public policy innovation in Indonesia is still dominated by case studies in certain agencies so that it does not provide a comprehensive conceptual overview of research trends, supporting factors, and challenges in implementing public policy innovations in the digital era. Fourth, there is still limited research that synthesizes literature systematically using the Systematic

Literature Review (SLR) and PRISMA approaches to map the development of digital public policy innovation research.

In addition, previous research has also not identified many opportunities for future research development related to digital technology integration, smart governance, digital public participation, and technology-based public service innovation. In fact, mapping research developments and identifying research gaps is very important in supporting the development of theories and practices of digital public administration that are adaptive to changes in the strategic environment.

Based on these conditions, this study uses the Systematic Literature Review (SLR) method with the PRISMA approach to identify, evaluate, and synthesize various previous studies on public policy innovations in the digital era. This research aims to analyze research developments, identify factors that affect the implementation of digital public policy innovations, and prepare future research agendas related to digital transformation in public administration. The results of this study are expected to make a theoretical contribution to the development of digital public administration studies and become a practical reference for the government in designing public policies that are innovative, adaptive, and oriented towards improving the quality of public services.

## **METHOD**

This study uses the Systematic Literature Review (SLR) method with the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) approach to identify, evaluate, and synthesize various previous studies on public policy innovation in the digital era. The SLR method is used because it is able to provide a systematic, structured, and comprehensive literature review so that it can produce a more objective research synthesis than conventional literature review methods. The PRISMA approach was chosen to ensure that the process of identification, selection, and analysis of articles is carried out transparently and can be replicated by other researchers.

The data sources in this study come from national and international scientific articles obtained through several academic databases, namely Scopus, ScienceDirect, Emerald Insight, Google Scholar, and Garuda. The selection of the database was made because it has a wide scope of literature and is relevant to the topics of public administration, digital transformation, public policy innovation, and digital-based public services. The article search process was carried out using several keywords that were in accordance with the research focus, including "public policy innovation", "digital government", "e-government", "digital transformation", "smart governance", "public service innovation", and "digital public administration". Article search is done by combining keywords using Boolean operators such as AND and OR to obtain more specific and relevant articles to the research topic.

The articles obtained were then selected based on predetermined inclusion and exclusion criteria. The inclusion criteria in this study include scientific articles that discuss public policy innovations in the digital era, published in SINTA-indexed national journals or Scopus indexed international journals, available in full text form, published in the range of 2019–2026, and using Indonesian or English. Meanwhile, the exclusion criteria include articles that are not relevant to the research topic, articles in the form of proceedings, theses, theses, or dissertations, duplicate articles, and articles that are not fully available.

The research stages are carried out based on the PRISMA flow which consists of four main stages, namely identification, screening, eligibility, and included. At the identification stage, the researcher collects all articles obtained from various databases based on predetermined keywords. Furthermore, at the screening stage, article screening is carried out by removing duplicate articles and selecting articles based on titles and abstracts that are relevant to the research topic. The next stage is eligibility, which is the process of evaluating

the article through reading the full text to ensure the suitability of the content of the article with the research focus and inclusion criteria. At the included stage, articles that meet all criteria are designated as the main articles used in the literature analysis and synthesis process.

The data analysis technique in this study uses qualitative descriptive analysis through the process of identifying research themes, classifying articles based on research focus, synthesis of research results, identifying research trends, and finding research gaps. The selected articles are then analyzed and grouped based on key themes such as digital transformation of government, public service innovation, e-government, and smart governance. The results of the analysis are presented in the form of a matrix table of articles, groupings of research themes, and analytical narratives to describe the development of public policy innovation research in the digital era.

To increase the validity and reliability of the research, the article selection process is carried out systematically based on the PRISMA guidelines and using literature sources derived from quality scientific journals indexed by SINTA and Scopus. In addition, the use of various academic databases aims to expand the scope of literature so that the results of the research can provide a more comprehensive picture of the development of public policy innovation in the digital era.

## RESULTS AND DISCUSSION

Based on the *Systematic Literature Review* (SLR) process using the PRISMA approach, this study successfully identified and analyzed various scientific articles that discuss public policy innovations in the digital era. The article search process was carried out through the databases of Scopus, ScienceDirect, Emerald Insight, Google Scholar, and Garuda using the keywords "public policy innovation", "digital government", "e-government", "digital transformation", "smart governance", "public service innovation", and "digital public administration". The initial search results at the *identification* stage obtained as many as 215 articles relevant to the research topic.

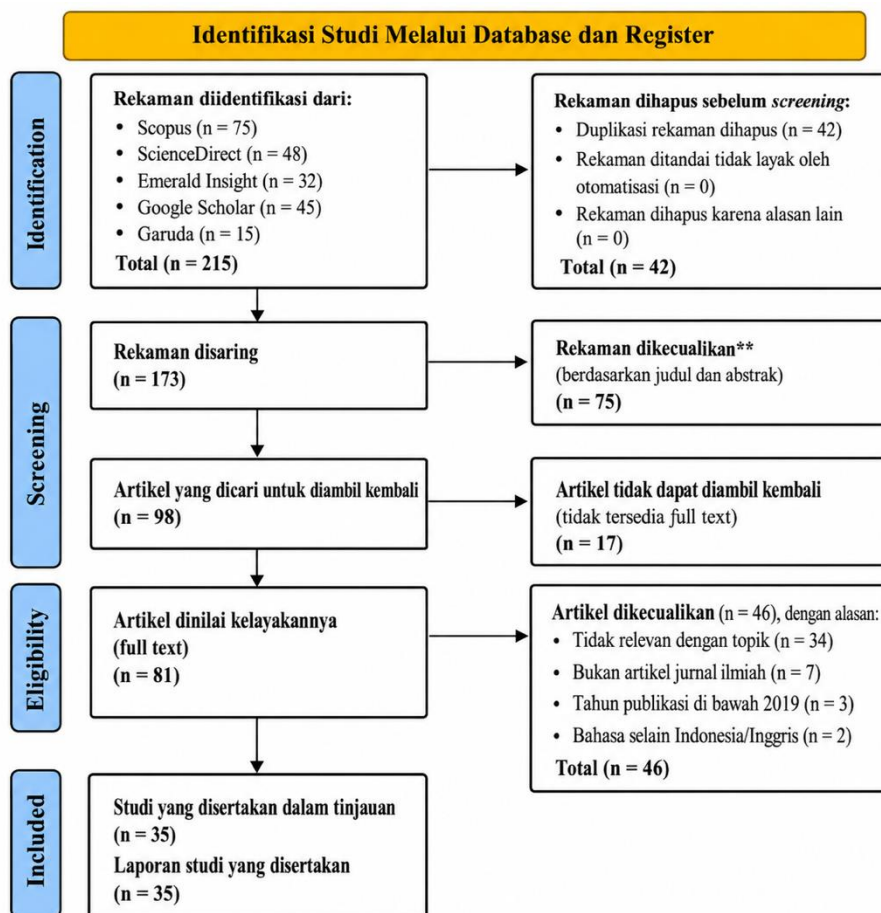
At the *screening* stage, duplicate articles are removed and selection based on titles and abstracts is carried out. From this process, as many as 117 articles were eliminated because they were not in accordance with the research focus or had similar data with other articles, so that 98 articles were obtained that met the initial research criteria. Furthermore, at the *eligibility* stage, the researcher conducts a thorough evaluation of *the full text article* based on the inclusion and exclusion criteria that have been set. The results of the evaluation showed that as many as 63 articles were eliminated because they did not discuss specific digital public policy innovations, were not available in *full text* form, or did not come from SINTA and Scopus indexed journals. Thus, 35 articles were obtained that were eligible and used in the final analysis process (*included*).

**Table 1. Article Screening Results with the PRISMA Approach**

Stages	Selection Process	Number of Articles
Identification	Articles obtained from the Scopus database	75
	Article obtained from ScienceDirect	48
	Article obtained from Emerald Insight	32
	Article obtained from Google Scholar	45
	Article obtained from Garuda	15
<b>Total Identification</b>	Total articles identified	215
Screening	Duplicate articles have been deleted	42
	Articles are eliminated by title and abstract	75
<b>Total Screening</b>	Articles that passed the screening stage	98
Eligibility	Full-text articles evaluated	98
	Articles that are not relevant to the topic	34
	Articles not available full text	17

Stages	Selection Process	Number of Articles
	Non-indexed scientific journal articles	12
<b>Total Eligibility</b>	Articles meet the eligibility criteria	35
<b>Included</b>	Final article analyzed in the study	35

Source : Data processed by the author in 2026



**Figure 1. SLR method with PRISMA**

Source: Processed by the author in 2026

The results of the literature synthesis show that research on public policy innovation in the digital era has experienced significant development since 2020. The increase in the number of research is influenced by the acceleration of digital transformation of government, the need for technology-based public services, and the development of the concept of *digital governance* and *smart government*. Most of the research analyzed comes from the fields of public administration, public policy, and digital governance.

Based on the results of the grouping of research themes, the articles analyzed can be classified into four main themes, namely: (1) digital transformation of government, (2) digital-based public service innovation, (3) *e-government implementation*, and (4) *smart governance*. The theme of government digital transformation is the most dominant theme with a research focus on the use of digital technology to improve bureaucratic effectiveness, government transparency, and the quality of public decision-making. Research on this theme shows that digital transformation is able to strengthen the efficiency of government organizations through the integration of information technology and digital-based data management.

The theme of digital-based public service innovation also shows significant developments. Most of the research discusses the implementation of public services through

digital applications, online services, and government information system integration. Digital public service innovations are considered to be able to improve service quality, speed up the administrative process, and increase public satisfaction with government services.

In addition, the theme of *e-government implementation* shows that government digitalization has an important role in supporting the effectiveness of public administration and increasing bureaucratic transparency. Research related to *smart governance* emphasizes the importance of digital collaboration between governments, communities, and the private sector in creating governance that is more responsive, participatory, and adaptive to digital technology developments.

**Table 2. Research Synthesis Results Matrix**

Yes	Research Theme	Study Focus	Key Results
1	Digital Transformation of Government	Digitization of bureaucracy and governance	Improving the effectiveness of government organizations
2	Public Service Innovation	Digital application-based services	Accelerating services and increasing community satisfaction
3	E-Government	Electronic government system	Improve bureaucratic transparency and efficiency
4	Smart Governance	Government digital collaboration	Supporting participatory governance

Based on the matrix of research synthesis results, the majority of studies show that digital-based public policy innovations have a positive impact on improving the quality of public services and the effectiveness of governance. Digital transformation allows the government to create an administrative system that is faster, more efficient, transparent, and more accessible to the public.

The results of the study show that public policy innovation in the digital era is an important part of the transformation of modern public administration. The implementation of digital technology in government organizations not only functions as an administrative tool, but also becomes a strategy for organizational change in improving the quality of public services and bureaucratic effectiveness. Digital transformation allows the government to develop a public service system that is more responsive to the needs of the community and strengthens data-based decision-making capabilities.

The findings of the study show that the digitization of public services is able to improve bureaucratic efficiency through simplifying administrative procedures and accelerating public services. The use of digital service applications, online administration systems, and government data integration helps people obtain services more easily and quickly. This condition shows that digital public service innovation has a significant contribution to improving the quality of government services and public satisfaction.

In addition, the implementation of *e-government* has been proven to have a positive impact on government transparency and accountability. Digitization of government administration allows the process of service and information management to be carried out more openly so as to increase public trust in the government. The implementation of *e-government* also supports the effectiveness of government organizations through strengthening information systems and integrating digital data in public administration processes.

However, the results of the study also show that the implementation of public policy innovations in the digital era still faces various challenges. The main challenges include the limitations of technological infrastructure, low digital literacy of the community, bureaucratic resistance to change, data security, and limited competence of human resources of government apparatus. This condition shows that the success of the government's digital transformation does not only depend on technological readiness, but is also influenced by organizational readiness, work culture, and the quality of human resources.

The results of the research synthesis also show that most of the previous research still focused on the technical implementation of digital technology and has not discussed much integration between public policy innovation, community participation, and governance comprehensively. Research on *smart governance* and digital collaboration between the government, society, and the private sector is also still relatively limited. In addition, studies on data security, digital literacy, and sustainability in digital public policy innovation still need further development.

Based on the results of the literature analysis, this study found several *research gaps*. First, there is still limited research that discusses digital public policy innovations in a collaborative perspective between the government, society, and the private sector. Second, there is still relatively little research on evaluating the effectiveness of government digital policies in improving the quality of public services. Third, research related to data security and digital literacy in the implementation of digital public policies has not been studied in depth. Therefore, further research needs to develop a more comprehensive study on the integration of digital technology, governance, and community participation in supporting public policy innovation in the digital era.

## CONCLUSION

Based on the results of the Systematic Literature Review (SLR) with the PRISMA approach, this study shows that public policy innovation in the digital era has a strategic role in supporting the transformation of public administration and improving the quality of governance. Digital transformation encourages the government to develop a public service system that is more effective, efficient, transparent, and responsive to the needs of the community through the implementation of digital technology, e-government, and smart governance. The results of the literature synthesis show that digital-based public policy innovation is able to improve the quality of public services, accelerate administrative processes, strengthen bureaucratic transparency, and support data-based decision-making.

This study also found that the most dominant research themes in the study of digital public policy innovation include digital transformation of government, digital-based public service innovation, e-government implementation, and smart governance. Most previous studies have shown that government digitalization has a positive impact on the effectiveness of public organizations and increases public satisfaction with government services.

However, the implementation of public policy innovations in the digital era still faces various challenges, such as the limitations of technological infrastructure, low digital literacy, bureaucratic resistance to change, data security, and limited human resource competencies of government apparatus. In addition, the results of the study also show that previous research still tends to focus on the technical aspects of technology implementation and has not discussed much integration between public policy innovation, community participation, and holistic governance.

This study found several research gaps, including limited research on digital collaboration between the government, the community, and the private sector, the lack of studies related to the evaluation of the effectiveness of government digital policies, and the lack of research on data security, digital literacy, and sustainability in the implementation of digital public policy innovations. Therefore, further research is recommended to develop a more comprehensive study on digital technology integration, collaborative governance, and community participation in supporting public policy innovation in the digital era.

Theoretically, this research contributes to the development of digital public administration studies through mapping research trends and identifying the main themes of public policy innovation in the digital era. Practically, the results of this research are expected

to be a reference for the government in designing innovative, adaptive, and oriented public policies based on digital technology.

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