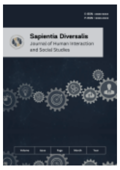

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The Application of the General Principles of Good Governance to Administrative Disputes in Public Service Digitalization Policies

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Abstract

This study examines the application of the General Principles of Good Governance in administrative disputes arising from public service digitalization policies in Indonesia. The research employs a non empirical normative legal method based on doctrinal legal inquiry and integrates statutory and conceptual approaches. The analysis focuses on the role of governance principles as normative standards for assessing the legality, accountability, transparency, and prudence of administrative decisions produced within digital public service systems. Primary legal materials include Law Number 30 of 2014 concerning Government Administration, Law Number 14 of 2008 concerning Public Information Disclosure, and Presidential Regulation Number 95 of 2018 concerning the Electronic Based Government System. The findings demonstrate that the General Principles of Good Governance remain applicable to electronic administrative decision making and function as essential safeguards against legal risks associated with algorithmic governance. The principle of prudence requires administrative authorities to maintain responsibility for decisions generated through digital systems, while the principle of openness supports transparency, auditability, and effective judicial scrutiny. The study concludes that administrative legality in the digital era depends not only on lawful outcomes but also on accountable and transparent decision making processes capable of ensuring effective legal protection and good governance.

Keywords : *Administrative Disputes, Digital Governance, Good Governance Principles, Public Service Digitalization, Transparency.*

INTRODUCTION

The global expansion of digital government has fundamentally transformed the architecture of public administration by shifting service delivery from conventional bureaucratic interaction toward data driven and algorithm mediated governance systems. Contemporary developments indicate that digital transformation is no longer limited to improving administrative efficiency but has become a central instrument for enhancing transparency, accountability, responsiveness, and citizen engagement within governance frameworks (United Nations, 2024). Comparative evidence from various jurisdictions demonstrates that the increasing integration of electronic government platforms, artificial intelligence, and automated decision making mechanisms has redefined the relationship between state institutions and citizens, generating new forms of administrative authority that operate through digital infrastructures rather than direct human intervention (Zhu, 2026). Within this evolving governance landscape, the quality of public administration is increasingly assessed through the effectiveness of digital service ecosystems and their capacity to support principles of good governance (Sukarno & Nurmandi, 2023). The emergence of contemporary European administrative models similarly reflects a broader transition toward digitally embedded governance arrangements that require the adaptation of legal and institutional frameworks to accommodate new forms of administrative action and public accountability (Tkachenko et al., 2025). Indonesia has actively embraced this transformation through the implementation of the Electronic Based Government System policy under Presidential Regulation Number 95 of 2018, reflecting a national commitment to accelerating digital public services while simultaneously raising complex legal questions concerning administrative responsibility and citizen protection in technologically mediated decision making processes (Republic of Indonesia, 2018).

Existing scholarship has consistently argued that digitalization possesses significant potential to strengthen governance outcomes through greater procedural transparency, enhanced administrative accountability, and improved accessibility of public services (Shenkoya, 2023). Empirical studies examining electronic government performance further reveal a positive association between digital governance maturity and broader indicators of governance quality, suggesting that technological modernization can contribute to institutional effectiveness when supported by appropriate regulatory mechanisms (Sukarno & Nurmandi, 2023). At the same time, critical evaluations of digital government initiatives demonstrate that successful implementation depends not merely on technological adoption but on the capacity of governance systems to maintain legitimacy, accountability, and public trust under conditions of increasing automation (Umbach & Tkalec, 2022). Broader governance literature similarly emphasizes that good governance principles function as normative safeguards that ensure public power remains constrained by legality, transparency, and accountability regardless of changing administrative instruments (Levi Faur, 2012). Within administrative law scholarship, the continuing relevance of general principles of good governance lies precisely in their ability to bridge institutional innovation and legal certainty by providing standards through which administrative conduct can be assessed even when decision making processes evolve beyond traditional bureaucratic forms (Craig, 2021). The cumulative implication of these studies is that digital transformation does not replace legal accountability but rather intensifies the need for robust normative mechanisms capable of governing technologically mediated administrative action.

Despite these advances, important conceptual and empirical limitations remain insufficiently addressed within the existing literature. Much of the scholarship on digital government continues to prioritize performance indicators, technological adoption, and governance outcomes while devoting comparatively limited attention to administrative disputes arising from digitalized public services and the legal standards applicable to their resolution (Umbach & Tkalec, 2022). Research examining digital governance often assumes that technological systems inherently improve accountability, yet emerging evidence indicates that algorithmic decision making may simultaneously generate new forms of opacity, procedural exclusion, and accountability deficits that are difficult to reconcile with conventional administrative law doctrines (Zhu, 2026). The problem becomes particularly significant when automated systems produce administrative decisions whose underlying logic cannot be readily scrutinized by affected citizens or judicial institutions. Critical analyses of algorithmic governance have highlighted the phenomenon of the black box society, wherein decision making processes become inaccessible even to those responsible for their implementation, creating substantial challenges for transparency and legal review (Pasquale, 2015). Existing administrative law frameworks provide valuable normative guidance regarding legality and accountability, yet they offer limited theoretical elaboration concerning the application of good governance principles to electronic administrative decisions generated through algorithmic processes rather than direct human discretion (Craig, 2021).

The persistence of these unresolved issues creates a pressing scientific and practical challenge for contemporary governance systems. As public services increasingly depend on automated platforms, administrative disputes arising from system errors, data inconsistencies, algorithmic malfunction, and opaque digital procedures are becoming more likely to affect citizens' rights and access to public services. Such developments raise fundamental questions regarding whether traditional principles of legality, transparency, prudence, and accountability remain effective when administrative authority is exercised through digital infrastructures rather than face to face bureaucratic interactions. The urgency of this issue is particularly evident in Indonesia, where the rapid implementation of the Electronic Based Government System has accelerated the production of electronic administrative decisions across multiple sectors while public information disclosure obligations continue to require transparency in governmental decision making processes (Republic of Indonesia, 2008; Republic of Indonesia, 2018). Simultaneously, international governance assessments increasingly emphasize that sustainable digital transformation must be accompanied by institutional safeguards capable of protecting citizens against new forms of administrative risk generated by technological systems (United Nations, 2024). The absence of a coherent legal framework for evaluating disputes involving algorithmically mediated public services threatens not only legal certainty but also the legitimacy of digital governance itself.

Against this background, the present study positions itself at the intersection of administrative law, governance theory, and digital public administration by focusing specifically on the application of the General Principles of Good Governance as legal control instruments in administrative disputes arising from public service digitalization policies. Unlike previous studies that primarily assess the effectiveness of digital transformation initiatives or examine governance outcomes at a macro level, this research directs analytical attention toward the normative capacity of good governance principles to regulate electronic administrative decisions and to address emerging forms of digital maladministration. This perspective extends governance scholarship by linking discussions of digital transformation with doctrinal debates concerning administrative legality and judicial review. It also responds to calls for a more integrated understanding of how evolving digital governance structures should remain accountable within established legal frameworks that prioritize transparency, prudence, and public responsibility (Levi Faur, 2012; Tkachenko et al., 2025). Through this approach, the study seeks to clarify the legal status of electronic administrative decisions and to evaluate the continuing relevance of good governance principles as judicial benchmarks in the era of algorithmic administration.

This study aims to analyze the application of the General Principles of Good Governance as normative standards for resolving administrative disputes arising from public service digitalization policies, with particular attention to the legal position of those principles in reviewing electronic administrative decisions and to the challenges associated with the principles of prudence and transparency within algorithm based governance systems. The research contributes theoretically by advancing an administrative law framework capable of explaining the transition from human discretion to digital discretion without abandoning foundational principles of accountability and legality. Methodologically, it contributes through the integration of statutory and conceptual legal approaches to examine the interaction between governance principles, electronic administrative decisions, and emerging forms of digital maladministration. By developing a systematic legal analysis of administrative disputes in the context of public service digitalization, the study offers a foundation for strengthening judicial oversight and ensuring that technological innovation remains compatible with the rule of law and the protection of citizens’ rights.

RESEARCH METHODS

This study employs a non empirical normative legal research design that aims to examine the application of the General Principles of Good Governance in administrative disputes arising from public service digitalization policies in Indonesia. The research is grounded in doctrinal legal inquiry and combines a statutory approach with a conceptual approach to investigate the evolving relationship between administrative law, digital governance, and algorithm mediated public decision making. The primary sources consist of relevant legal instruments, including Law Number 30 of 2014 concerning Government Administration, Law Number 14 of 2008 concerning Public Information Disclosure, and Presidential Regulation Number 95 of 2018 concerning the Electronic Based Government System. These materials are complemented by secondary sources comprising scholarly books, peer reviewed journal articles, governance reports, and theoretical works on administrative law, digital government, governance theory, and algorithmic accountability, including contributions by Craig (2021), Levi Faur (2012), Pasquale (2015), OECD (2020), and the United Nations (2024). Source selection was guided by relevance to the research objectives, conceptual significance for understanding digital administrative authority, and scholarly credibility within the fields of public administration, governance, and legal studies. The analytical framework is constructed around the normative functions of the General Principles of Good Governance as legal standards for assessing the legality, accountability, transparency, and prudence of electronic administrative decisions generated within digital public service systems.

The analytical procedure was conducted through systematic legal interpretation and qualitative doctrinal analysis. Legal norms, governance principles, and conceptual arguments were examined through a process of classification, interpretation, and synthesis in order to identify the legal position of the General Principles of Good Governance within administrative dispute resolution in the context of digital transformation. Particular attention was directed toward the principles of prudence and transparency as mechanisms for addressing legal challenges associated with algorithmic decision making, system errors, and opaque administrative processes. Analytical rigor was ensured through source triangulation across legislation, academic literature, and international governance frameworks, as well as through the application of internal consistency checks between legal doctrines and emerging digital governance concepts. The study also employed interpretive coherence as a quality assurance strategy by continuously evaluating the compatibility of legal norms with contemporary developments in digital public administration. Since the research relies exclusively on publicly accessible legal and scholarly materials and does not involve human participants, informed consent and human subject ethical review were not required.

RESULTS AND DISCUSSION

The Normative Position of the General Principles of Good Governance in Electronic Administrative Decisions

The digital transformation of public administration has altered the operational structure of governmental decision making by integrating electronic systems into processes that were previously dominated by human judgment. This transformation has expanded administrative capacity while simultaneously creating new legal questions concerning accountability and legality in automated governance environments. Contemporary public administration literature recognizes that digital technologies increasingly shape administrative authority through data driven processes and algorithm mediated decisions (Zhu, 2026). The normative challenge emerges when legal responsibility must be attributed to decisions generated through technological systems rather than direct bureaucratic action.

The statutory framework governing public administration in Indonesia indicates that electronic administrative decisions remain subject to the same legal standards that govern conventional administrative acts. Law Number 30 of 2014 establishes the General Principles of Good Governance as mandatory benchmarks for assessing governmental decisions regardless of the procedural medium through which they are produced (Republic of Indonesia, 2014). Administrative law doctrine continues to emphasize that legality derives from authority, procedure, and substance rather than from the technological form of decision delivery (Craig, 2021). Electronic systems function as instruments of administration rather than independent holders of public authority.

The legal significance of this interpretation becomes increasingly evident within contemporary digital government models. International governance frameworks emphasize that digital transformation should strengthen public value while maintaining institutional accountability and legal oversight (OECD, 2020). Research on digital governance similarly demonstrates that technological modernization cannot justify deviations from fundamental administrative principles because public trust depends upon the continuity of legal safeguards (Shenkoya, 2023). The persistence of accountability requirements confirms that electronic administrative decisions must remain reviewable through established administrative law standards.

Current scholarship reveals a growing recognition that algorithm mediated governance introduces a new layer of administrative discretion. Studies on artificial intelligence in public administration show that digital systems increasingly influence policy implementation and administrative outcomes through automated processing mechanisms (Criado et al., 2025). The concept of digital discretion illustrates how technology may indirectly shape administrative choices despite formal human supervision (Plantinga, 2024). Such developments require a reinterpretation of administrative accountability without abandoning foundational legal doctrines.

The relationship between administrative authority and technological systems can be understood through a governance perspective that treats digital infrastructure as part of a broader institutional ecosystem. Governance theory explains that public authority remains embedded within legal and organizational structures regardless of technological advancement (Levi Faur, 2012). Comparative research demonstrates that successful digital administrations preserve institutional accountability by ensuring that technological tools remain subordinate to legal mandates (Espinosa & Pino, 2025). This perspective reinforces the continuing relevance of the General Principles of Good Governance in digitally mediated governance environments.

Table 1. Normative Relationship Between Electronic Administrative Decisions and the General Principles of Good Governance

Normative Dimension	Conventional Administrative Decision	Electronic Administrative Decision	Relevant Principle of Good Governance

Source of Authority	Administrative official	Administrative official through digital system	Legality
Decision Procedure	Human processing	Automated or semi automated processing	Prudence
Information Access	Written administrative records	Digital records and electronic data	Transparency
Accountability	Direct bureaucratic responsibility	Responsibility remains attached to public authority	Accountability
Judicial Review	Administrative court review	Administrative court review of electronic decisions	Legal Certainty

Source: Developed by the author based on Craig (2021), OECD (2020), Republic of Indonesia (2014), and Levi Faur (2012).

The analytical comparison presented in Table 1 demonstrates that digitalization modifies procedural mechanisms without altering the normative foundation of administrative legality. Authority remains vested in public officials even when operational decisions are facilitated through automated systems. This distinction is crucial because it prevents the displacement of legal responsibility from public institutions to technological instruments. Administrative courts retain jurisdiction to examine electronic decisions through the same principles applied to conventional administrative acts.

The doctrinal basis for maintaining accountability is reinforced by emerging studies on digital governance and public sector innovation. Research indicates that technological efficiency often increases administrative effectiveness while simultaneously creating risks associated with opacity and procedural complexity (Di Giulio & Vecchi, 2023). Public institutions must balance innovation objectives with legal obligations to ensure that administrative modernization does not weaken citizen protection mechanisms (Profiroiu et al., 2024). The General Principles of Good Governance provide a normative framework capable of reconciling these competing demands.

A significant implication of digital administration concerns the expanding role of algorithmic systems in governmental decision making. Scholars have observed that artificial intelligence and predictive technologies increasingly influence administrative processes through automated recommendations and classifications (Chandra & Feng, 2026). These developments generate concerns regarding the transparency of administrative reasoning and the visibility of decision pathways (Pasquale, 2015). Judicial reliance on the General Principles of Good Governance becomes increasingly important when administrative outcomes are shaped by technological systems that are not immediately understandable to affected citizens.

The normative reconstruction of electronic administrative decisions also aligns with broader international debates concerning governance resilience and adaptive public institutions. Public administrations are expected to respond to technological change without compromising procedural fairness or legal certainty (Nolte & Lindenmeier, 2024). The legal framework governing administrative action must remain sufficiently flexible to accommodate innovation while preserving mechanisms of review and accountability (Tkachenko et al., 2025). Such balance is particularly important in jurisdictions undergoing rapid digital transformation within public service delivery systems.

The analysis confirms that electronic administrative decisions constitute a contemporary manifestation of administrative authority rather than a separate category detached from public law obligations. Digital governance expands the methods through which governmental authority is exercised but does not diminish the applicability of the General Principles of Good Governance as standards of legality and judicial control. Normative coherence between administrative law and digital governance can be maintained when electronic systems are interpreted as extensions of governmental authority rather than autonomous decision makers. This interpretation preserves legal certainty while supporting the continued modernization of public service administration in accordance with democratic governance values (Farazmand, 2023).

The Principle of Prudence and Administrative Responsibility in Algorithm Mediated Public Services

The normative analysis indicates that the principle of prudence has acquired renewed significance within algorithm mediated public service delivery. Administrative decisions increasingly emerge from automated processes that rely on integrated databases, predictive analytics, and machine learning systems embedded in digital government platforms. This transformation has shifted operational discretion from direct human judgment toward technologically mediated decision environments without eliminating the legal obligations attached to public authority. Contemporary scholarship emphasizes that digital discretion modifies administrative processes but does not transfer public accountability from state institutions to technological systems (Plantinga, 2024).

The transition from human discretion to digital discretion represents one of the most consequential developments in contemporary public administration. Digital systems now perform functions that were previously undertaken through individual assessment by administrative officials, including verification, classification, prioritization, and eligibility determination. Chandra and Feng (2026) observe that algorithmic infrastructures increasingly shape governmental decision pathways and influence administrative outcomes across multiple policy sectors. The expansion of computational governance has therefore intensified debates concerning responsibility, oversight, and procedural legality within administrative law.

A central finding of this study is that the principle of prudence requires continuous human oversight throughout the lifecycle of algorithm mediated decision making. Human supervision cannot be confined to the initial deployment stage because digital systems evolve through software updates, data integration processes, and operational modifications over time. Damar et al. (2024) argue that technological innovation within public administration generates new governance responsibilities that demand active monitoring rather than passive reliance on automated outputs. Prudence consequently functions as a preventive legal standard that obliges administrative institutions to anticipate foreseeable technological risks before harm occurs.

The doctrinal analysis further reveals that system generated outcomes remain attributable to the administrative authority that deploys and operates the technology. Public officials exercise authority through institutional systems and retain responsibility for decisions produced within those systems. This interpretation aligns with the framework established by Law Number 30 of 2014 concerning Government Administration, which links administrative accountability to the exercise of governmental authority rather than to the technical medium through which decisions are communicated (Republic of Indonesia, 2014). Algorithmic processing therefore cannot be invoked as an independent source of legal responsibility separate from the public institution that authorizes its use.

The literature on artificial intelligence governance demonstrates that algorithmic efficiency often coexists with significant administrative risks. Pasquale (2015) explains that opaque computational systems frequently obscure the reasoning process that generates outcomes, thereby limiting opportunities for external scrutiny and internal correction. Similar concerns are identified by Dei (2025), who notes that automated decision systems may reproduce hidden errors, unintended biases, and inaccurate classifications when operating within public sector environments. These risks acquire particular legal significance when algorithmic outputs directly affect rights, obligations, or access to public services.

Table 2. Legal Risks and Prudence Requirements in Algorithm Mediated Public Services

Digital Risk	Legal Consequence	Related AAUPB Principle	Required Administrative Safeguard
System error	Unlawful administrative outcome	Principle of Prudence	Continuous monitoring and corrective mechanisms
Data inconsistency	Incorrect service determination	Principle of Legal Certainty and Prudence	Data verification and validation procedures

Algorithm bias	Unequal administrative treatment	Principle of Fairness and Prudence	Bias auditing and periodic evaluation
Automation failure	Delayed administrative action	Principle of Good Service	Human intervention protocols
Platform interruption	Disruption of public service access	Principle of Accountability and Prudence	Backup systems and contingency planning

Source: Developed by the Author based on Pasquale (2015), Plantinga (2024), Dei (2025), and Republic of Indonesia (2014).

The legal implications summarized in Table 2 illustrate the close relationship between technological vulnerabilities and administrative responsibility. Each identified risk corresponds to a specific prudential obligation that must be fulfilled before an institution can claim compliance with principles of good governance. The analysis demonstrates that prudence operates not merely as a procedural expectation but as a substantive legal benchmark for evaluating administrative conduct. Administrative liability therefore emerges when foreseeable digital risks are ignored despite the availability of preventive safeguards.

Another important issue concerns data mismatch within integrated public service systems. Digital government initiatives frequently depend on the interoperability of multiple databases managed by different agencies, creating opportunities for inconsistencies that affect administrative outcomes. Hossin et al. (2023) explain that data driven governance increases decision accuracy only when information quality remains reliable across interconnected systems. Prudence consequently requires public institutions to establish robust validation procedures before automated outputs are translated into legally relevant decisions.

The concept of digital maladministration provides an analytical framework for understanding harms generated through technological governance mechanisms. Traditional maladministration generally involves delay, negligence, procedural irregularity, or abuse of authority, whereas digital maladministration includes system failures, algorithmic defects, and data processing errors that produce comparable consequences. Johansson et al. (2023) emphasize that automated administrative environments may generate public value while simultaneously creating new vulnerabilities that challenge established accountability structures. The principle of prudence functions as a normative instrument for addressing these emerging forms of administrative failure.

Judicial assessment of algorithm related disputes requires courts to examine whether administrative authorities exercised adequate diligence before relying on technological systems. The relevant inquiry is not whether technology failed in isolation but whether reasonable safeguards were implemented to prevent foreseeable harm. Criado et al. (2025) argue that artificial intelligence governance in the public sector must incorporate institutional mechanisms capable of ensuring responsible decision making throughout complex administrative ecosystems. Prudence therefore serves as a legal criterion through which courts may evaluate the adequacy of administrative risk management practices.

The reconstruction of legal responsibility within the Electronic Based Government System framework confirms that technological sophistication does not diminish public accountability. Presidential Regulation Number 95 of 2018 promotes digital transformation as a mechanism for improving efficiency, integration, and service quality, yet it does not detach administrative authority from institutional responsibility (Republic of Indonesia, 2018). Algorithmic systems remain instruments through which governmental power is exercised rather than autonomous actors possessing independent legal status. Administrative officials accordingly retain responsibility for system errors, data mismatches, and algorithmic malfunctions whenever such failures affect the rights and interests of citizens.

Transparency, Information Disclosure, and Judicial Control in Algorithmic Administrative Decision Making

The doctrinal analysis indicates that contemporary administrative disputes in digital public services increasingly revolve around the transparency of decision making processes rather than the formal legality of electronic decisions. Digital governance systems generate administrative outcomes through complex data processing structures that are often inaccessible to affected individuals. This development shifts legal attention toward the principle of openness as a mechanism for safeguarding procedural fairness and public accountability. The transparency obligation becomes particularly significant when algorithmic processes influence administrative outcomes that affect individual rights and interests (Republic of Indonesia, 2008).

The principle of openness requires administrative institutions to provide meaningful information regarding the basis, process, and rationale of public decisions. In digital environments, transparency extends beyond publication of final outcomes and includes disclosure of the mechanisms that produce those outcomes. Pasquale (2015) characterizes opaque algorithmic systems as black box structures that conceal critical decision making processes from public scrutiny. Such opacity may undermine legal certainty because affected citizens cannot effectively assess whether administrative actions comply with applicable legal standards.

Normative examination of Law Number 14 of 2008 demonstrates that access to public information constitutes a legal entitlement rather than a discretionary administrative practice. The statutory framework establishes obligations for public institutions to provide accessible and accurate information concerning governmental activities (Republic of Indonesia, 2008). Within digital public services, this obligation logically encompasses information regarding data processing procedures that directly influence administrative outcomes. Transparency therefore functions as a substantive legal guarantee supporting accountability in technologically mediated governance environments (Shenkoya, 2023).

The expansion of algorithmic governance introduces new challenges concerning the scope of information disclosure obligations. Administrative agencies frequently rely on automated systems developed through technical models that are difficult for ordinary citizens to understand. Sharmin and Chowdhury (2025) observe that transparency in digital governance requires explanatory mechanisms capable of translating technological complexity into comprehensible administrative information. Judicial protection becomes less effective when citizens cannot identify the reasoning process underlying disputed administrative actions.

The legal significance of transparency is also connected to the availability of audit trails that document the procedural history of digital administrative actions. Audit trails provide evidence regarding data inputs, system processes, administrative interventions, and final outputs generated within electronic governance systems. Such documentation strengthens accountability because it enables reconstruction of decision making processes during administrative review and litigation (Umbach & Tkalec, 2022). The absence of traceable records may create evidentiary difficulties that weaken effective legal protection for affected parties.

Table 3. Transparency Standards for Judicial Review of Electronic Administrative Decisions

Transparency Element	Public Right	Administrative Obligation	Judicial Relevance
Decision rationale	Right to understand administrative reasons	Provide understandable justification	Assessment of procedural legality
Algorithm explanation	Right to know decision logic	Explain operational logic of automated systems	Evaluation of fairness and rationality
Data source disclosure	Right to verify data accuracy	Disclose relevant data origins	Examination of evidentiary reliability
Audit log accessibility	Right to procedural traceability	Maintain and provide audit records	Reconstruction of administrative process

Complaint mechanism	Right to challenge decisions	Provide accessible review procedures	Verification of due process protection

Source: Developed by Author from Republic of Indonesia (2008), Pasquale (2015), Shenkoya (2023), and Radojičić and Vučetić (2023).

The framework presented in Table 3 demonstrates that transparency obligations operate simultaneously as public rights, administrative duties, and judicial evaluation criteria. Each transparency element contributes to the ability of courts to assess whether administrative conduct satisfies principles of good governance. The analysis further indicates that transparency possesses both procedural and evidentiary dimensions within digital administrative disputes. Effective disclosure mechanisms enhance the capacity of judges to evaluate contested decisions through objective and verifiable information.

The increasing reliance on electronic evidence has transformed the evidentiary structure of administrative adjudication. Digital records, system logs, metadata, and electronic communications now serve as important sources for determining the legality of administrative conduct. Radojičić and Vučetić (2023) argue that digitalization requires procedural adaptation to ensure that electronic evidence can adequately support judicial scrutiny of public administration. Legal evaluation therefore extends beyond the final decision and encompasses examination of the digital process that generated it.

Judicial control over algorithmic governance requires courts to assess not only legal compliance but also procedural intelligibility. The normative findings suggest that judges increasingly confront disputes involving inaccessible computational processes rather than conventional administrative documentation. Pasquale (2015) emphasizes that accountability mechanisms become ineffective when decision making systems remain shielded from meaningful external examination. Judicial review consequently assumes an important role in preventing technological opacity from eroding administrative legality.

Comparative governance literature demonstrates that transparency is closely associated with improved accountability and reduced opportunities for administrative abuse. Studies examining digital governance initiatives reveal that openness strengthens public trust and enhances institutional legitimacy when supported by effective disclosure mechanisms (Sadik Zada et al., 2024). Similar observations appear in analyses of digital transformation strategies emphasizing transparency as a foundational governance value (Abdulnabi, 2024). International experiences further illustrate that advanced digital states continue to integrate transparency requirements into evolving administrative architectures (Espinosa & Pino, 2025).

The normative synthesis supports the development of a transparency by design approach within public service digitalization policies. Such an approach requires openness requirements to be embedded within system architecture rather than introduced only after disputes emerge. International governance frameworks increasingly recognize transparency as a prerequisite for sustainable digital transformation and accountable public administration (United Nations, 2024). The findings indicate that future legal oversight of digital public services should prioritize access to decision logic, auditability, and information disclosure as central components of judicial control over algorithmic administrative governance.

CONCLUSION

The study demonstrates that the General Principles of Good Governance retain a central normative function in resolving administrative disputes arising from public service digitalization policies in Indonesia. Doctrinal analysis confirms that electronic administrative decisions remain subject to the same legality standards that govern conventional administrative action, while digital transformation expands the practical significance of governance principles in assessing technologically mediated decision making. The principle of prudence requires administrative authorities to remain legally responsible for decisions generated through algorithmic systems because digital technologies operate as instruments of public authority rather than autonomous legal actors. The principle of openness strengthens legal protection by ensuring access to information, auditability, and meaningful scrutiny of decision making processes that increasingly rely on complex computational mechanisms. Administrative disputes in the digital era therefore extend beyond questions concerning the validity of electronic decisions and encompass broader concerns relating to accountability, transparency, and procedural fairness. The findings indicate that effective governance within Electronic Based Government Systems requires the integration of legality, prudence, and transparency as complementary safeguards capable of maintaining judicial control, protecting citizens' rights, and preserving the rule of law within evolving forms of digital public administration.

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