Digital Literacy of the State Civil Apparatus in the Administrative Services Unit (ULA) of the Ministry of Home Affairs

Literasi Digital Aparatur Sipil Negara pada Unit Pelayanan Aparatur (ULA) Kementerian Dalam Negeri

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Abstract

Background *Digital literacy is crucial for the State Civil Apparatus (ASN) in providing excellent services. Meanwhile, Administrative Services Unit (ULA) has obtained several awards in recognition of outstanding performance, serving as a significant foundation for the current finding.* ***Purpose****: This research aimed to describe the digital literacy competency of ASN in ULA to provide excellent services to the public and local governments.* ***Method****: A qualitative method with a descriptive approach was selected with the concept of digital literacy competency of ASN to analyze data. In addition, the validity of the findings was tested through data triangulation.* ***Results****: The digital literacy results among ASN showed that a fairly good insight with knowledge imbalances, good digital skills, and deficiencies in understanding the risks and the ability to control the dangers of digital technology use.* ***Conclusion****: Digital literacy among ASN in ULA shows a commendable level of proficiency and offers opportunities for improvement in certain domains.*

Keywords: *State Civil Apparatus (ASN); Digital Literacy; Administrative Services Unit (ULA)*

Abstrak

Latar Belakang Literasi digital sangat penting bagi Aparatur Sipil Negara (ASN) dalam memberikan pelayanan prima. Sementara itu, Unit Pelayanan Administrasi (ULA) telah memperoleh beberapa penghargaan sebagai pengakuan atas kinerjanya yang luar biasa, yang menjadi landasan penting bagi temuan saat ini. **Tujuan:** Penelitian ini bertujuan untuk mendeskripsikan kompetensi literasi digital ASN di ULA dalam memberikan pelayanan prima kepada masyarakat dan pemerintah daerah. **Metode**: Metode kualitatif dengan pendekatan deskriptif dipilih dengan konsep kompetensi literasi digital ASN untuk menganalisis data. Selain itu, validitas temuan diuji melalui triangulasi data. **Hasil:** Hasil literasi digital di kalangan ASN menunjukkan bahwa wawasan yang cukup baik dengan ketimpangan pengetahuan, keterampilan digital yang baik, dan kurangnya pemahaman risiko dan kemampuan mengendalikan bahaya penggunaan teknologi digital. **Kesimpulan:** Literasi digital pada ASN di ULA menunjukkan tingkat kemahiran yang patut dipuji dan menawarkan peluang perbaikan pada domain tertentu.

Kata kunci: Aparatur Sipil Negara (ASN); Literasi Digital; Unit Pelayanan Administrasi (ULA)

I. INTRODUCTION

Background. The evolution of public services in Indonesia is in the phase of bureaucratic reform, promoted as the realization of digital transformation through e-government (Aminah & Saksono, 2021; Wagola et al., 2023; Yusriadi et al., 2018). Bureaucratic reform includes the national development plan in the grand design for 2010 to 2025, which is divided into three stages according to Presidential Regulation Number 81 of 2010. In the third phase (2020-2024), the bureaucracy capacity was strengthened to become a world-class government with four approaches, namely digital-based services, simplification of the system (user-friendly), improved financial management, improving the delivery of public goods and services, more efficient structure, and transformation in the government sector. Based on these goals, public services are increasingly attaining higher levels of quality, and governance is more effective and efficient, including competent civil servants who fully contribute as agents of change (Hitlin & Shutava, 2022).

The competency of ASN in implementing digital transformation in e-government is closely related to Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE) (Alam et al., 2020; Muchtar, 2022; Yulianto et al., 2023). This system emphasizes changes focused on the government and digital transformation, including both the system and human resources (HR). Furthermore, the quality and competency of ASN in implementing SPBE policies are supporting factors for digital transformation (Diskominfo Sulsel, n.d.)

ASN plays a significant role in carrying out and determining the success of the system in achieving good service (Kurniawan et al., 2020). Competence and capabilities are developed through digital literacy, hence the ability to use information and communication technology is consistent with the implementation of SPBE (Kusuma & Indrayani, 2023). Digital literacy is a key competency required for the SPBE implementation, specifically among ASN. Therefore, the ability to harness and manage the digital world is a crucial element in the implementation. The concept is considered to be at a low level still lacking proficiency in managing and using technology to support government operations (Diskominfo, 2020).

Referring to the Regulation of the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PAN-RB) Number 38 of 2017, digital literacy is defined as the ability to responsibly and wisely use digital technology to support work activities, enhance effectiveness and efficiency, as well as generate policy and program innovations (Febriyanto & Dwiliandari, 2022). Improving the quality of public services requires active contributions from the government and the public to build optimal digitally-based quality.

The development of public service transformation is divided into two periods, first public services used the concept of "The Old Public Administration," which had a conventional process and many limitations, second it continued with the phase of the concept of "The New Public Management," which emphasizes the management of public administration (Schnell & Gerard, 2022; Sudrajat, 2023). Public services are in a new phase with the concept of digital transformation (Mergel et al., 2019). The improvement has always been the primary focus of the government to provide the best service to the public. This can also be seen in the results of evaluations conducted by the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PAN-RB). There has been an increase in the public

service index 2.69%, 3.37%, 3.38%, 3.63%, and 3.84% in 2016, 2017, 2018, 2019, and 2020. In 2021, there was a decrease from the previous year, at 3.79% due to the COVID-19 pandemic, affecting all government sectors. In 2022, there was an increase, reaching 3.87% (Ministry of State Apparatus Empowerment and Bureaucratic Reform (PAN-RB), 2022). The results indicate a significant increase in public services in the form of the national index, despite a decrease in 2021, followed by an increase in 2022. The changes had various positive impacts on services and governance in Indonesia.

Problems. Digital literacy among ASN is considered to be at a low level, with many still lacking proficiency in managing and using technology to support government operations. Based on the increased public service index from the assessment by the Ministry of State Apparatus Empowerment and Bureaucratic Reform (Kemenpan-RB), the knowledge and skills of ASN have produced positive results. However, some have negative aspects since they are not tech-savvy, commonly referred to as "gaptek." This can become a challenge and digital knowledge is significant for ASN in governing. Active roles from both the government and public are needed to improve the quality of public services through digital literacy.

The optimal quality of public services can be influenced by the number of ASN. The presence of a large number has an impact on improving competencies and skills, specifically in mastering and understanding digital literacy.

Based on data from the National Civil Service Agency (BKN) on June 30, 2022, the number of ASN working in central and regional institutions, consisting of Civil Servants (PNS) and Government Employees with Employment Agreements (PPPK), is 4,344,552, with a breakdown of 3,992,766 (92%) and 351,786 (8%) for PNS and PPPK. The total number of ASN recorded in Indonesia in 2022 is 4,344,552 people.(BKN, 2022)

Public services are supported by bureaucratic reform in the government, as outlined in the grand design for the Reform of Government Bureaucracy for 2010-2025. This reform emphasizes digital transformation in governance, including changes in services using technology. Based on the Minister of State Apparatus Empowerment and Bureaucratic Reform (PAN-RB) Regulation Number 8 of 2017, the competency standards of ASN include the knowledge, skills, and behaviors required to perform duties. The importance of digital literacy competence is emphasized as a support for the success of digital-based services to optimize efficiency and effectiveness with the issuance of Presidential Regulation Number 95 of 2018 on SPBE and PAN-RB Regulation Number 38 of 2017 on Competency Standards for the State Civil Apparatus Positions.

Previous Literature Review. ASN are required to have an understanding of digital technology developments and the ability to recognize hardware and software. This knowledge serves as a reference and foundation for improving the quality and competence of public service delivery. However, there are still ASN considered to have low digital awareness within the Ministry of Communication and Information (Kominfo) and the Ministry of Health (Kemenkes)(BKN, 2022; Kominfo, 2020). Digital literacy within the Ministry of Communication and Information is still considered low, including actions or practices related to the risks and consequences of using technology and digital applications. The utilization of technology is not optimally realized and there is a need for education, training, and mentoring to assist the Ministry of Communication and Information in national digital literacy efforts (Kominfo, 2020).

Much research has been conducted on the topic of digital literacy. Regarding digital literacy at the Ministry of Health, a gap exists among ASN caused by factors such as age, education, and occupation, leading to a low level of digital literacy. Good capabilities and an understanding of digital literacy are required as part of the effort toward digital transformation in the government (Purbaningrat, 2022). Research by Pambayun political literacy in formerly disadvantaged regions of Indonesia which use the indicators of synchronous and asynchronous information delivery (Pambayun et al., 2021). Next research with systematic review on digital literacy by Tinmaz et al. that found four major themes revealed from the qualitative content analysis namely digital literacy, digital competencies, digital skills and digital thinking (Tinmaz et al., 2022). Research by about developing digital literacy practices in Yogyakarta elementary schools (Suwarto et al., 2022). Research about implementation of digital literacy in indonesia early childhood education (Tatminingsih, 2022). Research about tools for assessing teacher digital literacy use a literature review (Nguyen & Habók, 2023). Research about the urgency of digital literacy in Indonesia on covid-19 pandemic (Williams et al., 2022). Digital literacy skills of university students with visual impairment by Arslantas & Gul use A mixed-methods analysis (Arslantas & Gul, 2022).

State of The Art. Similarities found in the research of Rumata & Nugraha (2020) include the use of Digital Literacy theory from UNESCO in 2018, focusing on the digital literacy competencies of ASN at the central and national ministry levels (Rumata & Nugraha, 2020). The difference lies in the method used in the research, which adopts descriptive and quantitative statistics. Additionally, the research locus is within the Administrative Services and Consultation Section of the Secretariat General of the Ministry of Home Affairs. Similarities found in other previous research can be summarized as follows, there is a commonality in the topic, which is digital literacy with a focus on the competencies of human resources, using qualitative methods, as well as data collection techniques including interviews. However, there are some differences in the theories used and the research locus. This research is also different from previous research which mostly discusses digital literacy in the world of education, while the author discusses specifically literacy for foreign ministry assistants.

Purpose. This research aimed to describe the digital literacy competencies of ASN in ULA of the Secretariat General of the Ministry of Home Affairs in providing excellent services to the public and local governments.

II. METHODS

The research used a qualitative approach to gain an in-depth understanding of the phenomena faced by the subjects (Creswell, 2018). This included insights, skills, and behaviors exhibited in their entirety within a natural context, and using scientific methods. Furthermore, a descriptive method was also used to portray the phenomena and provide a comprehensive overview of the current state of digital literacy. Based on the information, the research was descriptive, examining the digital literacy of ASN in ULA of the Secretariat General of the Ministry of Home Affairs using a qualitative approach.

The research used both primary and secondary data. Primary data were obtained directly from first-hand sources within the ULA of the Secretariat General of the Ministry of Home

Affairs. Meanwhile, interviews were conducted to gather the necessary data for the digital literacy research, including information related to strategic plans, training activities, seminars, workshops on digital technology, data on internet search tool usage, digital technology training activities, regulations, hoax cases, technological facilities and infrastructure related to the ULA's functions, as well as guidelines or standard operating procedures for the SIOLA application.

The documentation method was used to collect secondary data through the collection and analysis of various written documents used as references and comparisons, as well as direct observation at the ULA of the Secretariat General of the Ministry of Home Affairs. To support the research, the following secondary data were needed: documents such as the strategic plan (renstra) of the ULA of the Secretariat General of the Ministry of Home Affairs; regulations related to the digital capabilities of ASN in ULA of the Secretariat General of the Ministry of Home Affairs; guidelines (juknis) supporting applications relevant to assessing the level of digital literacy among ASN in ULA of the Secretariat General of the Ministry of Home Affairs.

This research required several informants as information sources selected using purposive sampling based on criteria relevant to the problem. Furthermore, it determined and focused on several informants to obtain data are as follows Head of Administrative and Consultation Services Division, Head of Sub-Coordinator for Administrative Service Facilitation, First Expert Computer Officer at ULA, Second Expert Computer Officer at ULA, General Services Analyst at ULA, Service Analyst at ULA, General Administration at ULA, Financial Administration at ULA, Infrastructure and Facility Administration at ULA, Administrative Data Processor and Verifier at ULA, and Service User at ULA.

The focus, selection of informants, data collection, data quality assessment, data interpretation, and conclusion drawing were carried out directly. In qualitative research, the problem, data sources, and expected results were not clear and certain. The collection of data, direct observations of activities, and selection of interview informants were essential steps, facilitating the acquisition of accurate information, and enabling the formulation of research conclusions with empirical evidence. The data were collected using interview, observation, and documentation techniques, as well as the analysis was conducted through reduction techniques (Creswell, 2018). In the analysis, the focus was on the relevant data to the research needs. Data on digital literacy issues were analyzed by omitting and selecting, as well as transforming from raw into easily analyzed data. The reduction stage was carried out by sorting and selecting data. Furthermore, validation was performed using triangulation by matching data from interviews, documentation, and direct observations based on the indicators of digital literacy. The next stages were data presentation and conclusion drawing.

III. RESULTS AND DISCUSSION

Several indicators can be used to assess the digital literacy possessed by ASN, as follows:

Understanding of Common Hardware and Software. The ability of ASN to understand common hardware and software in supporting their work activities can be used to assess digital literacy. ULA, in carrying out administrative services, should have a good knowledge of digital literacy, specifically in understanding the hardware and software available. Generally, ASN in ULA use various hardware and software, such as Microsoft Office, which is crucial for providing services (Head of Administrative and Consultation Services Division, Personal Communication, 2023). The hardware includes items such as PCs, keyboards, mobile phones, printers, and photocopy machines, while the software comprises Microsoft Office, Dropbox, Google Drive, and applications as well as internet resources available in ULA Kemendagri (SIOLA). The digital literacy in recognizing hardware and software that support their work activities is reported to be quite good (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). ULA provides each ASN with the necessary hardware, such as computers. Therefore, they can be considered proficient in using the hardware and software correctly, indicating good understanding. This phenomenon is supported by observation results and the services provided are digitally-based. This is also evidenced by the training provided to enhance the digital literacy in using technology.

Knowledge of Basic Terminology. The knowledge of ASN in recognizing basic terminology in digital technology plays an important role in enhancing digital literacy competencies. This concept serves as the foundation for operating digital technology effectively. Proficiency in these basic terms is consistent with the indicators mentioned earlier (Service Analyst at ULA, Personal Communication, 2023). ASN are proficient in the hardware and software available and are also familiar with basic terminology in digital technology. The understanding is evident in the execution of work activities that include digital technology (Head of Administrative and Consultation Services Division, Personal Communication, 2023). Furthermore, they are aware of basic terminology in their daily routines, such as the Internet of Things (IoT), Big Data, and Artificial Intelligence (AI) (General Services Analyst at ULA, Personal Communication, 2023). ASN can perform work activities with an understanding of basic digital technology terms. This basic understanding can be acquired through self-learning, the internet, and training such as seminars, school education, and Zoom classes to use digital technology (Second Expert Computer Officer at ULA, Personal Communication, 2023).

Knowledge in Searching for Relevant Data and Information. Seeking data and information constitutes an endeavor that directly engages ASN. Currently, data and information collection procedures are executed through digital technology, with the Internet assuming an important role. The Internet presents challenges in terms of discerning data and information consistent with the requirements and affirming their precision. This obligation is directed to ASN tasked with conducting data and information searches. ASN and the employees in ULA can search for relevant data and information to understand the challenges of Internet search (First Expert Computer Officer at ULA, Personal Communication, 2023). Conducting searches for data and information on the internet can be

considered easy and accessible. Determining relevance and understanding the challenges are influenced by the awareness and knowledge of the ASN (Second Expert Computer Officer at ULA, Personal Communication, 2023). The challenges of searching for data and information on the internet are important and should be addressed. The services provided are closely related to the availability of information, showing a capacity for adapting to the search (General Services Analyst at ULA, Personal Communication, 2023). ASN in ULA are expected to stay updated with the latest data found on the internet and are related to the services provided through the SIOLA application. Furthermore, no reported issues have been encountered concerning internet data searches and the proliferation of fake news.

Global Knowledge of Digital Technology. Global knowledge of digital technology refers to an understanding of knowledge on a global scale related to issues, topics, and problems regarding digital technology in a broad and international context. This variable was considered important due to the rapid global growth and development of digital technology, which surpasses national boundaries in scale. ASN in ULA have an open-minded approach and are willing to learn about the latest technological developments, possessing a constantly evolving global knowledge (Head of Administrative and Consultation Services Division, Personal Communication, 2023). knowledge of digital technology is possessed by ASN in ULA since each employee has a device containing various news accessible through the internet. The variable can be easily obtained through the internet with all its conveniences (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). The development of digital technology is a field of knowledge that serves as a reference and source of ideas for innovation. This knowledge can provide input and useful ideas as a basis for better services in improving ULA (Service Analyst at ULA, Personal Communication, 2023). Even though almost all ASN in ULA have good global knowledge of digital technology, there are significant differences in the level, particularly among those categorized by age. ASN aged 40 and above are considered to lag compared to the current millennial generation.

Insight into National Plans and Targets in the Field of Digital Technology and Their Relationship. ULA has a role as an essential service provider responsible for delivering various administrative and consultation services in the Ministry of Home Affairs. The function is closely related to the national plans and targets set by the government. The target in the field of technology is related to "One Data Indonesia," including an application to achieve a unified data system for Indonesia. This target is a goal set by the President and the Ministry of Home Affairs actively participating in the process. Currently, the Ministry of Home Affairs is in the process of unifying the various applications and integrating into SIOLA (Head of Administrative and Consultation Services Division, Personal Communication, 2023). ULA has a target, which is the integration of applications from various components within the Ministry of Home Affairs into SIOLA. During the research, the integration process continued, including all ASN within the ULA framework (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). The observation assessed and directly observed the integration process and the inclusion of ASN in ULA. ASN can be considered to have good knowledge of achieving national targets, as evidenced by the integration of SIOLA. This integration improves the services provided by ULA as part of the "One Data Indonesia" initiative. The digital knowledge dimension of ASN in ULA, based on

the five indicators, is considered good. Therefore, there is still a knowledge gap regarding technology among older age groups. This gap should be reduced through seminars and specific training sessions to improve technology knowledge for older ASN.

The digital skills of ASN are a continuation of the literacy applied in practice. The skills can enhance communication, access, and processing of information, and the six indicators possessed by ASN are as follows.

Ability to Operate Applications and Utilize Common Features. The activities of ASN in carrying out their tasks and duties are closely tied to digital technology. Various technologies, such as PCs, printers, and applications, are essential for enhancing their performance in daily tasks. ULA is well-acquainted with applications and features commonly used for communication through digital technology, which facilitates effective coordination among ASN in ULA (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). Common digital technologies used include WhatsApp groups, which serve as a communication platform. This platform allows for immediate communication and coordination, particularly for urgent tasks and instructions, without the need for waiting (Administrative Data Processor and Verifier at ULA, Personal Communication, 2023). ULA maintains multiple social media accounts designated as communication and information dissemination channels. The platform disseminates information to the general public and local governments. Furthermore, it possesses various social media accounts, including WhatsApp, Instagram, Twitter, and TikTok (Services User ULA, Personal Communication, 2023). The use of social media shows that ASN are quite proficient in using digital technology for communication, supporting work activities by providing information, and delivering more efficient services.

Ability to Conduct Data and Information Searches. The benefit of the technology advancement is the ability to search for data and information through the internet. This activity poses challenges even though ASN can conduct searches for relevant data and information. The challenge lies in the necessity of filtering news during the search. Data and information retrieval can be performed since the internet is used for daily activities (Head of Administrative and Consultation Services Division, Personal Communication, 2023). Internet searches present numerous challenges and threats to individuals, including ASN in ULA. Conducting data and information retrieval on the internet can be considered easy and accessible but determining relevance and understanding the challenges depend on awareness and knowledge (Second Expert Computer Officer at ULA, Personal Communication, 2023). The challenges of data and information retrieval on the internet are essential and should be considered by ASN. ULA's services are closely tied to information since ASN are capable and accustomed to adjusting their searches for relevance and understanding the challenges on the internet (General Services Analyst at ULA, Personal Communication, 2023). The phenomenon shows how the internet is used as a primary means of delivering services through the SIOLA website. This shows the strong digital skills of ASN in conducting data retrieval and facing the challenge of selecting relevant news.

Ability to Determine Relevant and Reliable Data. The availability of data and information has led to the proliferation of news without clarity regarding their accuracy. The

information and data circulating lack guarantees of truth and validation. ULA plays a crucial role in promoting information related to services provided by the Ministry of Home Affairs. Furthermore, this institution offers the latest information about government affairs. ASN are also capable of providing relevant and reliable data and references, including data on regulations, legislation, and guidelines (General Administration at ULA, Personal Communication, 2023). ASN in ULA have been trained to filter information and discern between genuine news and hoaxes. The filtered news is used as a reference in providing services to the public and local governments directly or through digital media (Service Analyst at ULA, Personal Communication, 2023). The phenomenon observed in the field shows that no ASN has been involved in any hoax-related cases. Therefore, it is possible to determine relevant and reliable data and information.

Ability to Map the Relevance of Digital Technology Advancements. The rapid development of digital technology has significantly impacted the work activities in the government sector. ULA greatly benefits from the progress of digital technology in ensuring the continuity of services. The significance of technological advancements has a substantial relevance to the duties and functions. The progress of digital technology provides ease and various positive impacts on the services offered (Head of Administrative and Consultation Services Division, Personal Communication, 2023). The direct observation of digital technology facilitates the work of ASN, including barcode machines, card readers, online queues, SMS gateway features, touch screen machines, and TV walls (Infrastructure and Facility Administration at ULA, Personal Communication, 2023). ULA possesses additional features to support the services, such as SMS gateway. This digital technology facilitates the duties and functions of ULA in providing services to the public and local governments. Functionality of the SMS gateway feature, explaining the progress of the service process. This feature can be considered as a notification of the ongoing service processes. Based on interviews supported by observations and documentation, ASN in ULA can map the relevance of digital technology advancements with the duties and functions and this is related to the entire process of digitally based services.Ministry of Home Affairs Regulation No. 43 of 2014.

Ability to Adapt Digital Technology. The ability to adapt digital technology is essential for enhancing the effectiveness and efficiency of work units or institutions, including government agencies. This technology is useful for improving the effectiveness and efficiency of work units, including PCs, laptops, scanners, photocopiers, and digital typewriters. ASN in ULA can adapt to the latest developments in digital technology to enhance efficiency (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). ASN use advanced digital technology equipment, which can be considered part of the latest series, for all their tasks. This technology is provided to support the improvement of ULA's services (Infrastructure and Facility Administration at ULA, Personal Communication, 2023). ASN have the skills to operate digital technology through training provided by the procurement division of digital technology services. This is accomplished to ensure smoothness and effectiveness in their work.

Ability to Utilize Digital Technology for Decision-Making. Digital technology should be used wisely and purposefully to bring about positive impacts when used as a reference. This advancement can influence decision-making in various aspects and requires careful

consideration to avoid mistakes. One of the considerations made is through digital technology (Head of Administrative and Consultation Services Division, Personal Communication, 2023). ASN in ULA, specifically officials with decision-making responsibilities, have many considerations from external or internal sources. These considerations include leadership policies, legal regulations, and environmental conditions. Furthermore, technological advancements can influence decision-making, which requires thorough deliberation (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). Individuals without specific responsibilities have a low level of using technologies, such as the Internet of Things (IoT), big data, and AI in decision-making. In the dimension of digital skills, ASN in ULA within the Ministry of Home Affairs possess good digital skills. This is achieved because training and workshops related to using technology are received to provide excellent services.

Digital behavior includes the application of personal, local, and global components. The variable describes the response of ASN to digitization and the evolution of digital technology landscape. Digital behavior can be described through four indicators as follows:

Awareness of the Risks. The risks associated with the use of digital technology in the current digital landscape are numerous, ranging from malware and data theft to hackers and fake news. Awareness and the ability to mitigate these risks pose a significant challenge. The risks from the use of technology can be detrimental to many parties. However, the awareness is not fully possessed by ASN in ULA, specifically among older groups (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). The awareness regarding the risks of using digital technology is not universal, specifically concerning smartphones. Some lack understanding about data theft and hacker activities (Service Analyst at ULA, Personal Communication, 2023). The older age group, who are not part of the millennial generation, mostly have limited awareness and are not even aware of the risks associated with the use of digital technology. ULA delegates the issues of security and risks in digital technology usage to the Center for Data and Information (Pusdatin) within the Ministry of Home Affairs (Head of Administrative and Consultation Services Division, Personal Communication, 2023). Based on the observations, the lack of awareness on the risks associated with the use of technology is due to the age factor, who may not fully understand the developments in technology and the associated impacts. This shows the need for seminars or activities focused on raising awareness of digital technology usage.

Awareness of Vulnerabilities and Ethical Consequences. Digital communication constitutes a fundamental facet of human existence. However, it is not devoid of vulnerabilities and ethical ramifications, including data breaches, cyber intrusions, and inaccuracies. In the sphere of ULA, ASN engage in this endeavor as a customary facet integral to the services offered. Proficiency in communication stands as an imperative precondition for the provision of exemplary services (General Administration at ULA, Personal Communication, 2023). ASN are well-versed in the ethics of digital communication, while ULA provides digital-based services (Head of Administrative and Consultation Services Division, Personal Communication, 2023). Supported by supplementary observations, there are regulations related to the code of conduct, specifically the Decision of the Head of the

Organization and Management Bureau on the Special Code of Conduct for Service Officers. These regulations improve the quality of public service in ULA, consistent with service standards (Documentation Data, 2023).

Ability to Analyze and Present Data and Information. The analysis and presentation of data and information, as well as the understanding of ethics and regulations related to digital content, are performed by ASN in ULA. This is because digital content is managed with the assistance of third parties. The content mainly consists of materials found on social media platforms, which include publications related to services and activities. ASN in ULA are considered capable of analyzing and presenting data and information while understanding the ethics and regulations regarding digital content. The regulations governing the code of ethics for ULA service personnel include rules of ethical presentation and analysis of data. These regulations are explained in the Decision of the Head of the Organization and Management Bureau Regarding the Special Code of Ethics for Service Personnel in the Administrative Service Unit of the Ministry of Home Affairs (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023).

Ability to Provide Policy Innovations. Policies have a significant impact on the functioning of an organization. The formulation includes a lengthy process and various considerations. ASN in ULA contribute to policy innovation that directly affects the enhancement of public service quality. An example of innovation on the SIOLA website is the "pending" feature introduced by ASN in ULA. This feature becomes visible when there are deficiencies or errors in the online service application process. Users can promptly identify limitations in the service application submitted with this feature (Head of Administrative and Consultation Services Division, Personal Communication, 2023). An additional innovation includes the "tracking" feature, which provides real-time updates on the status and progression of service requests. This feature offers insight into the current stage of processing and the location . Subsequently, users can understand the extent service requests are being processed to enhance user satisfaction with the services provided (Head of Sub-Coordinator for Administrative Service Facilitation, Personal Communication, 2023). The Strategic Plan of the Secretariat General of the Ministry of Home Affairs also shows the innovations achieved. The dimensions of digital behavior described in the four indicators suggest that ASN in ULA are good. However, there are limitations in the awareness of the risks associated with digital technology usage.This research presents an analysis of digital literacy competence among ASN using the theory proposed by Rumata et al. in 2020 in line with UNESCO's concept in 2018. A qualitative method was used with a descriptive approach to uncover digital literacy among ASN in ULA. Furthermore, the research serves as a supportive analysis of delivering excellent services to the public and local governments, which have received various awards for outstanding service.

Research Limitations. This research is limited in scope, focusing on samples within the ULA component, and enhanced by adding comparative samples from other components within the Ministry of Home Affairs to strengthen the findings.

IV. CONCLUSION

In conclusion, digital literacy among ASN in ULA was relatively good but had some considerations. In terms of the digital dimension, good insight was exhibited, as shown by the five indicators. However, the knowledge gap in technology among older age groups needed to be addressed. The digital skills shown across the six indicators suggested a high level of proficiency. This achievement was primarily attributed to the training and workshops received, concerning the utilization of technology in the context of delivering exceptional services. The dimension of digital behavior was good and the assessment across the four indicators was quite satisfactory. However, there was a deficiency in the indicator related to awareness of the risks associated with digital technology use.

Future Work. Digital literacy is a key component of digital governance. As a service provider, ULA in the Ministry of Home Affairs should pay special attention to the literacy of ASN. Therefore, programs to enhance digital literacy competence in ULA should be focused on each dimension. In the digital insight dimension, different activities should be conducted to improve general knowledge. Concerning digital skills dimension, skills related to decision-making should also be enhanced using technologies such as IoT, Big Data, and AI to support the core functions of the units. In the dimension of digital behavior, ULA is expected to implement programs that increase awareness of technology usage.

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