

**STATE ADMINISTRATIVE LAW OF THE REPUBLIC OF
INDONESIA: PROBLEMS AND SOLUTIONS**

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Abstract

State Administrative Law in Indonesia faces various fundamental weaknesses in its implementation. The main obstacle is a slow, overlapping, and maladministration-prone bureaucracy. The bureaucratic culture, which is still feudal, resistance to change, and low orientation of public services further worsen the situation. The complexity of regulations and weak law enforcement opens space for abuse of authority and systemic corruption, collusion, and nepotism practices. Conflicts of interest also weaken the legal function of the administration. Minimal public participation has an impact on low accountability in the administration of government. The role of the State Administrative Court as an administrative supervisor is still limited due to jurisdictional constraints and institutional capacity. Reform efforts such as the Job Creation Law and the implementation of the Online Single Submission system have progressed. However, their implementation still faces challenges, including legal uncertainty and protecting citizens' fundamental rights. This research uses a normative approach emphasizing the study of written legal norms and legal doctrines. The analysis is carried out in a deductive and qualitative manner to explore a comprehensive understanding of legal principles and the dynamics of their application. Comprehensive reform is needed through simplifying regulations, strengthening public service culture, increasing institutional capacity, and active community involvement. The ultimate goal is to build a fair, transparent, and accountable state administration system supporting a responsive government in the public interest.

Keywords: State Administration, bureaucracy, reform.

Abstrak

Hukum Administrasi Negara di Indonesia menghadapi berbagai kelemahan mendasar dalam pelaksanaannya. Birokrasi yang lamban, tumpang tindih, dan rawan maladministrasi menjadi hambatan utama. Budaya birokrasi yang masih feodal, resistensi terhadap perubahan, dan rendahnya orientasi pelayanan publik semakin memperburuk situasi. Kompleksitas regulasi dan lemahnya penegakan hukum membuka ruang bagi penyalahgunaan wewenang serta praktik korupsi,

kolusi, dan nepotisme yang sistemik. Konflik kepentingan juga memperlemah fungsi hukum administrasi. Partisipasi publik yang minim berdampak pada rendahnya akuntabilitas dalam penyelenggaraan pemerintahan. Peran Peradilan Tata Usaha Negara sebagai pengawas administratif masih terbatas karena kendala yurisdiksi dan kapasitas kelembagaan. Upaya reformasi seperti Undang-Undang Cipta Kerja dan penerapan sistem Online Single Submission menunjukkan kemajuan, namun implementasinya masih menghadapi tantangan, termasuk ketidakpastian hukum dan perlindungan hak-hak dasar warga negara. Penelitian ini menggunakan pendekatan normatif dengan menitikberatkan pada studi terhadap norma hukum tertulis dan doktrin hukum. Analisis dilakukan secara deduktif dan kualitatif, untuk menggali pemahaman menyeluruh terhadap kaidah hukum dan dinamika penerapannya. Reformasi menyeluruh diperlukan melalui penyederhanaan regulasi, penguatan budaya pelayanan publik, peningkatan kapasitas kelembagaan, serta pelibatan aktif masyarakat. Tujuan akhirnya adalah membangun sistem administrasi negara yang adil, transparan, dan akuntabel dalam mendukung pemerintahan yang responsif dan berpihak pada kepentingan publik.

Kata kunci : Administrasi Negara, birokrasi, reformasi

A. Introduction

State Administrative Law is a fundamental pillar in implementing modern government, which regulates a country's structure, processes, and administrative practices. State Administrative Law involves complex interactions between officials or government bodies with other individuals or legal entities in various administrative aspects. Its primary focus is to ensure that the government carries out its administrative functions, makes administrative decisions, and enforces public policies legally and fairly. Furthermore, the State Administrative Law also includes the regulation of administrative procedures that must be followed by the government in making decisions, including the obligation to provide notice, the opportunity to submit opinions or appeals, and ensuring transparency in decision-making (Wibowo, 2024).

The scope of State Administrative Law is vast, including legal remedies that can be taken against unjust government actions, not by the law or detrimental, both through administrative efforts and administrative courts, such as the State Administrative Court. The concept of state responsibility for government actions is also essential, where aggrieved individuals have the right to file legal claims or compensation. In addition, State Administrative Law studies administrative regulations issued by the government or administrative bodies to implement public policies, such as licensing, environmental regulations, and safety standards. Prof. Achmad Ali defines State Administration Law as a law that regulates the way of forming, drafting, and

implementing government policies, as well as the relationship between state institutions and the community and between state institutions.

The development of State Administrative Law in Indonesia is inseparable from the evolution of the state's role itself. History shows a shift from a "night watch" state (*nachtwakerstaat*), whose function is limited to maintaining order and security, to a state of social law that actively intervenes in the affairs of society to meet basic needs and address social problems. This shift, driven by the Industrial Revolution and its social impacts, such as unemployment, food, board, and health problems, has significantly expanded government duties and interventions (Lismanto & Utama, 2020).

State Administrative Law is crucial in maintaining a balance between the government and citizens in an ever-evolving administrative context, ensuring that the government acts following the principles of law, transparency, accountability, and justice. More than just procedural rules, the State Administrative Law also plays a vital role in shaping the behavior of public officials in carrying out their duties, providing guidance on authority and obligations, and establishing mechanisms to address ethical or legal violations. It touches on the fundamental elements of a well-functioning democratic state, which respects and protects the rights of its citizens. Suppose the State Administration Law is weak or not implemented correctly. In that case, it directly undermines the principles of good governance, leading to a decrease in public trust and an increase in maladministration. Therefore, strengthening the State Administrative Law is a legal, technical issue and a strategic imperative to encourage citizens' legitimate, effective, and respectful government. The problems discussed in the next section are a direct manifestation of the State Administrative Law, which has not fully realized its potential as a pillar of good governance.

This research aims to present a comprehensive analysis of the problems of State Administrative Law in Indonesia, identify the root of the issues underlying these challenges, and formulate practical and comprehensive solutions and recommendations for improvement.

B. Methods

This normative research relies on studying written legal norms in the form of laws and regulations and legal doctrines from relevant literature. The approach used is deductive, which departs from general legal principles and is then derived into an analysis of concrete cases or problems that are the focus of the study. This approach was chosen to ensure consistency between legal norms and their application and identify potential gaps or disharmony in the applicable legal system. The analysis technique used in this study is qualitative analysis, which is the process of processing and interpreting data in the form of legal texts that are descriptive and conceptual. This technique deeply studies the data to understand the meaning, relationships, and implications of legal norms in

primary and secondary legal sources. Qualitative analysis allows researchers to explore a comprehensive understanding of legal principles and the dynamics of their application in the context being studied without using statistical calculations. Thus, qualitative analysis supports the purpose of research to obtain a holistic and critical picture of the studied legal problems.

C. Finding and Discussion

1. Bureaucratic Issues and Public Service Quality

One of the main complaints of the community is the slow and convoluted administrative process. Public services in Indonesia are empirically still characterized by a complicated, slow, expensive, tiring, and uncertain process. People often feel they are positioned as a party that "serves" the bureaucracy, not vice versa (Abdul Mahsyar, 2011). Consistent descriptions of convoluted, slow, and expensive services show more than individual inefficiencies. This indicates a deep-rooted bureaucratic culture prioritizing control and personal gain over public services. This cultural inertia is a structural barrier, making genuine reform difficult to implement and maintain. Therefore, introducing new regulations or technologies without addressing the bureaucracy's underlying cultural and mindset issues will likely produce suboptimal results. True reform requires a fundamental shift from a "ruler" mentality to a "servant" mentality, emphasizing the centrality of citizens and ethical behavior.

The lack of transparency and accountability directly leads to public suspicion and distrust. This is not just an operational issue; This constitutes a fundamental breakdown in the social contract between the government and its citizens. When public information is not easily accessible, decisions are not transparent, the legitimacy of government actions is eroded, and an environment conducive to corruption and abuse of authority is created. Therefore, achieving true transparency and accountability requires more than just data publication; It demands a culture of proactive openness in government, where information is shared proactively, decisions can be accounted for, and officials are genuinely accountable for their actions. This is critical to rebuilding and maintaining public trust, which is the foundation of effective governance.

The apparatus's limited capacity of human resources is also a significant obstacle in implementing quality public services. Inadequate training and development of civil servants directly affects the efficiency and productivity of the bureaucracy. Many State Civil Apparatus do not have adequate capacity to manage changes and adapt to new technologies. Unequal education and training and a lack of incentives for competency improvement are the main obstacles in developing human resources following reform demands. Internal problems such as relatively low quality of human resources, feudalistic work culture, inflexible leadership, low

moral and intellectual standards, and inadequate morale also hindered reform.

Finally, a cluttered and overlapping bureaucratic structure is also a problem. Complex bureaucratic structures and overlapping between agencies often lead to a waste of resources and slow decision-making. This complicates coordination between agencies and causes delays in policy implementation. Overlapping authority also creates loopholes and a tendency for bureaucrats to abuse authority. Various sources consistently highlight the problem of "fat" and "overlapping" bureaucratic structures (Sukawati & Fatma, 2022). This implies that the problem is not just about the size of the bureaucracy but the design of the organization and its functional clarity. The lack of a clear delineation of authority and responsibility between agencies leads to inefficiency and delays. It creates opportunities for rent-seeking and abuse of power due to unclear accountability. Therefore, effective solutions must involve a systemic reengineering of governance structures, including organizational restructuring, precise functional mapping, and strong interagency coordination mechanisms. This aims to reduce redundancy and minimize the chances of corruption arising from jurisdictional ambiguity.

2. Abuse of Authority and Corruption

Abuse of authority is a chronic problem in the administration of government in Indonesia, often manifesting in the practice of Corruption, Collusion, and Nepotism. Examples that usually occur are abuse of authority in the licensing process, procurement of goods and services, and granting privileges to certain parties without going through legal procedures (Alexandro et al., 2023). Specific examples in licensing and procurement of goods/services directly illustrate how these Weaknesses are exploited for personal or group gain. Effective eradication of corruption requires strong anti-corruption institutions and the fundamental strengthening of the State Administrative Law itself. This includes making the State Administration Law a "closed system" that isolates bureaucratic processes from undue external influences and personal interests, thereby reducing the chances of corruption and increasing accountability.

Abuse of authority is often not detected quickly due to weak internal and external oversight. The complexity of bureaucracy, which frequently makes it difficult to enforce the law, also contributes to this problem. There is a critical feedback loop: weak internal and external oversight, coupled with bureaucratic complexity, allows abuses of authority to go undetected. This creates a constant cycle in which the weaknesses of State Administrative Law facilitate corruption, which then develops due to inadequate oversight, further weakening the system's integrity and law enforcement capacity. Therefore, an effective solution should break this cycle by simultaneously strengthening the legal framework of the State

Administrative Law and increasing the capacity and independence of internal and external supervisory institutions. Public participation in oversight is also an important component that is often overlooked.

The practice of Corruption, Collusion, Nepotism, and abuse of authority is very detrimental. Directly, this reduces public trust in government institutions. Corruption not only harms the state financially but also hinders national development significantly. The impact of corruption goes far beyond financial losses. This fundamentally erodes public trust in government institutions, which is critical to social cohesion and effective governance. This erosion of confidence, in turn, undermines the state's legitimacy and creates significant obstacles to sustainable development by diverting resources and distorting policy implementation. Therefore, the fight against corruption is not just a matter of law enforcement but a strategic imperative for national stability, economic prosperity, and the long-term health of democratic institutions. A multi-faceted approach that addresses legal, institutional, and cultural dimensions is urgently needed (Akbar et al., 2025).

3. Challenges in the Digital Era and Digital Transformation

The digital era brings new challenges related to data security and privacy. The government collects and stores large amounts of citizens' data, which, if not appropriately managed, can pose a risk of data leakage and misuse. Law No. 27 of 2022 concerning Personal Data Protection in Indonesia has been passed to regulate personal data protection. Digitalization has an inherent duality: while it offers excellent opportunities for efficiency and transparency, it simultaneously introduces significant data security and privacy risks. The Personal Data Protection Act recognizes this challenge, but its practical implementation remains crucial. Public trust in digital government services directly depends on the security and proper handling of personal data. The digital transformation of administrative law requires advanced technological infrastructure and a robust legal and technical framework for data protection, sustainable cybersecurity measures, and proactive public awareness campaigns on data rights. It's not just about being digital but doing it digitally safely, ethically, and trustily (Zen et al., 2025).

Administrative laws must be constantly updated to accommodate technological innovations and new business models. Slow and bureaucratic legislation processes can hamper the ability of administrative law to remain relevant and effective in regulating the ever-changing digital environment. There is a critical mismatch between the speed of technological innovation and the inherently slower and bureaucratic legislative process. This creates "regulatory delays," where legislation struggles to keep pace with emerging digital realities, potentially stifling innovation or leaving critical gaps in

governance. Administrative law needs to develop a more agile and adaptive regulatory mechanism.

Main Problems of State Administrative Law in Indonesia and Their Impact

PROBLEM CATEGORIES	DESCRIPTION OF THE MAIN PROBLEM	SPECIFIC EXAMPLES/EVIDENCE	SIGNIFICANT IMPACT
Bureaucratic & Public Service Issues	Slow & Convoluted Process	Management of Identity Cards, Driver's Licenses, Family Cards, and Trade Business Licenses; The practice of "illegal levies"	Erosion of public trust, public dissatisfaction, inefficiency
	Lack of Transparency & Accountability	Decisions and implementation of policies that are not open	Public suspicion, the difficulty of adequate supervision

	Limited Human Resource Capacity	Inadequate training, feudalistic culture, resistance to change	Decreased bureaucratic efficiency, productivity, and low service quality
	Fat & Overlapping Bureaucratic Structure	Waste of resources, slow decisions, <i>overlapping authority</i>	Coordination barriers, opportunities for abuse of authority
Abuse of Authority & Corruption	Corrupt Practices, Collusion, Nepotism	Licensing, procurement of goods/services, granting privileges	State losses, a decline in the Corruption Perception Index, erosion of public trust
	Weak Supervision	Ineffective internal or external supervision, bureaucracy	Abuse of authority goes undetected. Law enforcement is difficult
Challenges of the Digital Age & Transformation	Data Security & Privacy	Risk of leakage of citizens' data	Erosion of public trust in digital services
	Regulatory Dynamics Are Changing Rapidly	Slow legislative process, complicated to accommodate technological innovation	Regulatory gaps, potential barriers to innovation
	Digital Gap & Adaptation of the State Apparatus	Unequal access to technology and lack of digital skills of the State Civil Apparatus.	Inequality in public services, the ineffectiveness of digital transformation

The problems described earlier do not stand alone but are interrelated and rooted in several fundamental factors. The explanation is as follows:

4. Legal Framework That Is Not Optimal

The State Administrative Law System in Indonesia is still often seen as a complement to administration and has not been able to form a solid closed system. A closed system is an administrative system protected from external influences, such as politics or personal interests, to ensure lawful operation. This shows a lack of robustness and independence in regulating administrative actions. Regulations are often complex, inconsistent, overlapping, and fickling, creating significant legal uncertainty.

Furthermore, the implementing rules of laws are often not detailed or do not conform to the spirit of the primary legislation, causing difficulties in implementation in the field (Reni & Chrisbiantoro, 2024). Various sources consistently point to the fundamental weaknesses in the legal framework itself. The description of the State Administrative Law as a "complementary" rather than a "closed system" shows a lack of robustness and independence in regulating administrative actions. In addition, fragmented, inconsistent, and unclear regulatory issues highlight systemic

problems in legal formulation and harmonization. This lack of law creates fertile ground for inefficiency, corruption, and legal uncertainty.

Therefore, comprehensive legal reform is essential, focusing on harmonizing existing laws, simplifying complex regulations, and ensuring that implementing rules are clear, consistent, and reflect the spirit of the primary legislation. This requires a strong legislative agenda and increased interagency coordination in the formulation of laws.

5. Organizational Culture and Bureaucratic Mentality

The bureaucratic mindset in Indonesia is often too "rules-based" but has a weak work culture orientation towards public services. Feudalistic work culture, inflexible leadership, low moral and intellectual standards, and inadequate morale are still serious obstacles. There is significant internal resistance from many State Civil Apparatus who are comfortable with the status quo and reject changes that could threaten their position. The culture of "asking to be served" is still more dominant than the culture of "serving" the community, as seen in various public complaints. Various sources collectively paint a picture of a deeply rooted bureaucratic culture characterized by resistance to change, a "ruler" mentality, and a lack of service orientation. It's not just about individual attitudes but systemic cultural inertia that actively undermines reform efforts, even when new regulations or technologies are introduced. These cultural barriers are often more challenging than legal or structural changes. Sustained bureaucratic reform requires a profound and sustained cultural shift within the bureaucracy. This should be driven through strong and ethical leadership, consistent implementation of merit-based systems, comprehensive ethics training, and incentive structures that value performance, integrity, and a strong public service ethos. This long-term effort demands persistent commitment and a multi-faceted approach beyond a mere legal mandate.

6. Political Intervention and Conflicts of Interest

Corruption is deeply rooted at various levels of government, including in local government. It is often caused by the weak function of the State Administration Law, which triggers corruption cases among regional officials (LPKN, 2024). Various sources show that administrative law does not operate in a political vacuum. Deep-rooted political interference, conflicts of interest, and corruption directly weaken the State Administrative Law and its implementation. This suggests that the integrity of political actors and the broader political environment strongly influences the effectiveness of administrative governance. Addressing administrative law problems requires internal bureaucratic reform and a firm commitment from the political leadership to uphold the rule of law, strengthen anti-corruption measures, and establish precise mechanisms to isolate the

administrative process from undue political influence and rent-seeking behavior.

7. The Role of the State Administrative Court (PTUN) in Administrative Dispute Resolution

a. Functions and Authorities of the State Administrative Court

The State Administrative Court plays a vital role as a judicial forum tasked with examining and deciding disputes stemming from state administrative decisions. The State Administrative Court is authorized to receive, analyze, choose, and resolve state administrative disputes filed by citizens or legal entities who feel that their rights are violated due to a state administrative decision. The State Administrative Court was established to uphold the principle of checks and balances between citizens and the state in an administrative context, ensuring that government actions are within the limits of law and the principles of justice. Preventively the State Administrative Court was established to prevent unlawful and detrimental state administrative actions. Meanwhile, repressively, sanctions were imposed for these actions. The scope of the State Administrative Court's authority includes various personnel disputes. Multiple sources have consistently emphasized the critical role of the State Administrative Court in ensuring government accountability and protecting the rights of citizens from arbitrary administrative actions. Its function as a "check and balance" mechanism is fundamental to upholding the rule of law in administrative matters (Prasetyo et al., 2021). The dual functions of preventive and repressive highlight its comprehensive role in maintaining legal order in the administration. A strong, independent, and effective State Administrative Court is indispensable for a democratic and law-based country. Its ability to provide fair and timely justice in administrative disputes directly affects public trust in the legal system and the accountability of state administrative law of government officials. Any limitation or challenge faced by the State Administrative Court directly undermines these basic principles.

b. Challenges and Limitations of the State Administrative Court in Upholding Administrative Justice

Despite its crucial role, the State Administrative Court faces challenges and limitations in its practice. There is still confusion regarding the authority of the State Administrative Court and non-judicial institutions such as the State Civil Apparatus Commission. In addition, the State Administrative Court is not authorized to examine, decide, and resolve State Administrative disputes if the disputed decision is issued under conditions of war, dangerous circumstances,

natural disasters, or hazardous circumstances based on applicable laws and regulations. These limitations suggest that the reach of the State Administrative Court is not absolute, potentially leaving citizens vulnerable during a crisis. To increase the effectiveness of the State Administrative Court in providing justice, it is necessary to harmonize regulations, strengthen institutional capacity, and interpret progressive laws. Various sources reveal that the State Administrative Court faces practical limitations despite its crucial role. Jurisdictional ambiguity with non-judicial bodies can lead to forum shopping or unresolved disputes. In addition, the exception of specific emergencies from the jurisdiction of the State Administrative Court highlights that its reach is not absolute, potentially leaving citizens vulnerable during a crisis. These limitations suggest that the legal framework governing the jurisdiction of the State Administrative Court and its interaction with other state bodies may not have been fully optimized for the dynamic administrative environment. Improving the effectiveness of the State Administrative Court requires not only internal capacity building and progressive legal interpretation but also a more precise delineation of its jurisdiction, improved coordination mechanisms with supervisory bodies, and other dispute resolution, as well as a review of its powers during extraordinary circumstances to ensure the continued protection of citizens' rights.

Overcoming the problems of State Administrative Law in Indonesia requires a comprehensive and coordinated approach involving reforms at various levels, explained as follows :

a. Bureaucratic Reform and Good Governance

1) Simplification of Bureaucratic Structures and Processes

Trimming unnecessary or overlapping bureaucratic structures to achieve efficiency, effectiveness, and performance optimization. It involves fundamentally reengineering the government's work, making it more agile, responsive, and less susceptible to bureaucratic inertia, leading to delays and inefficiencies. Information and Communication Technology (ICT) is essential for the licensing, service, and government processes, creating convenience for the community and budget efficiency. In addition, consolidation and coordination of bureaucratic units are needed to create synergy between units and avoid a "horseshoe-glasses" approach in running programs (Zsazsa & Nasution, 2023). Streamlining the bureaucratic structure and reducing the overlap of functions will directly improve efficiency and reduce the chances of corruption. The success of these efforts depends on the ongoing commitment of leaders to implement organizational redesign, process reengineering, and digital transformation initiatives. It also

requires overcoming internal resistance and fostering a culture that embraces efficiency and public service.

2) Implementation of the Meritocracy System and Human Resource Capacity Building.

Establish a merit system within the bureaucracy, where measures of success are based on competence and performance, not on political affiliation, kinship, or collusion. This is a fundamental change from a patronage-based system to one that values competence, performance, and integrity. Personnel reform should include an open position-based system for filling positions, performance-based remuneration reforms, and affirming bureaucratic neutrality and professionalism. Education and training for civil servants must be improved equally, focusing on developing competence and integrity. Improving the apparatus recruitment system is also crucial to produce professional and integrity employees. Long-term investment in human resource development, a strong performance management system, and an ethical framework are essential to building a skilled, accountable, and trustworthy bureaucracy. It also involves creating incentives for continuous learning and adaptation.

3) Strengthening Financial Management Control

Eliminate budget maximization behavior through improved management control over public spending, including budget cuts for programs that are not needed. Better financial management controls are directly linked to reduced wasteful "maximize budget" behaviors and increased efficiency. This means that intense financial supervision is not only about fiscal discipline but also a powerful tool in preventing corruption and ensuring the optimal allocation of resources in the administrative system. Implementing transparent budgeting practices, rigorous audit mechanisms, and performance-based budgeting can significantly improve accountability, reduce opportunities for financial misuse, and ensure that public funds are used effectively in the public interest.

b. Strengthening the Legal Framework and Law Enforcement

1) Revision and Harmonization of Laws and Regulations

Administrative laws must be constantly updated to accommodate technological innovations and new business models and face the complex challenges of the modern era. It is about creating a dynamic and coherent legal ecosystem that can keep pace with rapid social, economic, and technological change rather than reacting too late. Revisions of the Corruption Eradication Commission Law should be carried out to strengthen, not weaken, the authority of investigation and prosecution and to ensure the institution's independence. In addition, transparency in

implementing regulations needs to be increased to be more detailed and consistent with the spirit of the main law. A proactive legislative agenda involving regular reviews of existing statutes, inter-ministerial coordination in the formulation of rules, and meaningful public consultation is essential to ensure that the legal framework remains relevant and practical and supports good governance.

2) Corruption Eradication and Enforcement of Strict Sanctions

To foster a deterrent effect, strict sanctions should be provided to officers who violate the rules, even if they need to be fired. Various sources collectively propose a multi-faceted approach to combating corruption. It is about punishing perpetrators and strengthening prevention mechanisms in the administrative system (e.g., the concept of a "closed system") and empowering supervisory bodies. Strengthening supervisory institutions such as the Corruption Eradication Commission and the Financial Audit Agency is essential to eradicate corruption and increase transparency (Madjid & Akbar, 2023). The establishment of anti-corruption institutions in the regions also needs to be encouraged to deal with local corruption cases. Finally, strengthening the State Administration Law as a closed bureaucratic system will effectively close the door to corruption. Practical anti-corruption efforts require strong punitive measures and independent law enforcement, but also fundamental reengineering of administrative processes to reduce opportunities for abuse, foster a culture of integrity, and promote transparency at all levels of government.

3) Increasing the Independence of the Supervisory Board

Strengthening supervisory institutions, such as the Corruption Eradication Commission and the Financial Audit Agency, aims to eradicate corruption and increase transparency. Their independence from political interference and personal interests is essential to their credibility and effectiveness in holding the government to account. Without true freedom, the oversight mechanism can become a mere formality. Ensuring supervisory institutions' political, financial, and operational independence is essential in strengthening administrative accountability and preventing corruption. This requires legal guarantees and a consistent political will to respect their autonomy.

c. Improving the Quality of Public Services and Licensing

1) Implementation of E-Government and One-Stop Integrated Service System.

Utilizing digital technology to increase efficiency and effectiveness in public services, allowing people to access services online and reducing time and costs. It's not just about automating

existing processes; It's about fundamentally changing how services are delivered, making them more accessible, efficient, transparent, and responsive to the needs of citizens. Developing an Electronic-Based Government System to integrate various government services into one platform is also crucial. Implementing the One-Stop Integrated Service System is a concrete implementation of administrative legal principles to improve the efficiency of public services. The Optimization of the National Community Complaint and Reporting System (SP4N-LAPOR!) will increase the government's responsiveness and accountability to community complaints (Nailufar, 2023). Continuous investment in a strong digital infrastructure, interoperable systems, and easy-to-use platforms is essential. However, the success of these initiatives also depends on addressing the digital divide and ensuring public trust in digital platforms through robust data security and privacy measures.

2) Risk-Based Online Single Submission (OSS) Optimization

Optimizing the OSS RBA (Risk-Based Approach) system to facilitate business licensing, especially for businesses with low to high-risk levels, reduce face-to-face bureaucracy, and speed up the permit issuance process. This represents a strategic shift from a burdensome and uniform approach to a more nuanced, risk-calibrated system. This directly addresses the problems of previous complexity, delays, and inconsistencies, making Indonesia more attractive for investment. Ensuring this nascent risk-based licensing system continues to be improved and thoroughly integrated into OSS systems, including standardization of Norms, Standards, Procedures, and Criteria across sectors and regions, is critical. Continued refining, robust implementation, and consistent implementation of OSS-RBA at all levels of government are essential to attracting and retaining investments. It also requires ongoing monitoring to ensure risk-based approaches do not inadvertently compromise public safety, environmental standards, or other regulatory objectives.

3) Periodic Training and Improvement of Apparatus Professionalism

The government must periodically conduct education and training for government officials to improve their capabilities and professionalism in serving the community. Continuous professional development programs focusing on technical skills and a service-oriented mindset are essential to maintain the improved quality of public services and ensure that civil servants can effectively adapt to new policies and technologies.

8. Increased Transparency and Public Participation

- a. **Consistent Implementation of the Public Information Disclosure Law.**
Encourage stricter enforcement of sanctions against public bodies that do not comply with the Public Information Disclosure Law. The Public Information Disclosure Law regulates everyone's right to obtain public information and public bodies' obligation to provide and serve information requests quickly, on time, and at low cost. Consistent implementation of the Act will improve the accessibility of information, which is the foundation of government accountability (Muhammad, 2017).
- b. **Empowerment of Civil Society Organizations and Public Education.**
Provide further support to Non-Governmental Organizations (NGOs) and civil society organizations to actively oversee state administration. In addition, public education programs should be increased about their rights and obligations in participation in state administrative supervision. This empowerment will help overcome the public's apathy towards supervision, which has affected the implementation of bureaucratic reform.
- c. **Development of a Digital Participation Platform.**
Leveraging digital platforms for broader public participation in governance processes allows people to provide input, file complaints, and participate in decision-making. This will increase the government's responsiveness to the community's needs and aspirations.

D. Conclusion

State Administrative Law in Indonesia faces multidimensional challenges rooted in an optimal legal framework. This bureaucratic culture is resistant to change, political intervention, and a lack of public participation and oversight. These problems manifest in slow and convoluted public services, corrupt practices and abuse of authority, uncertainty in licensing and investment, and adverse spatial planning disputes. Although the State Administrative Court plays a crucial role as a guardian of citizens' rights, it also faces limitations in jurisdiction and coordination that need to be improved. Solutions to these problems require a holistic and sustainable approach. Bureaucratic reform should focus on simplifying structures and processes, implementing meritocracy, increasing human resources capacity, and strengthening financial management controls. On the legal side, revision and harmonization of regulations, eradication of corruption by enforcing strict sanctions, and increasing the independence of supervisory institutions are necessary. Implementing e-government, risk-based OSS optimization, and regular apparatus training can improve public service quality and licensing. Finally, increased transparency and public participation through the consistent implementation of the Public Information Disclosure Law, civil society empowerment and the development of digital platforms will strengthen public accountability and trust; by implementing these recommendations consistently

and with a strong political commitment, Indonesia can build a more efficient, transparent, accountable, and responsive State Administrative Law system to the community needs, while supporting sustainable national development.

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