

ABSTRACT

Public service innovation is one of the government's focuses in providing services to the community. This service aims to make it easier for the public to find information, with digital public service innovations it can help the public and the government in getting information. The Ministry of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia is the leading sector in providing public services, one of which is through public service innovation. Therefore, the Ministry of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia holds a competition every year which aims to encourage ministries, institutions, regional governments, BUMN and BUMD in providing public service innovation. This research was conducted to analyze the development of public service innovation in Indonesia through competitions held by the Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia.

The main aim of this research is to identify public service innovations in Indonesia. By identifying innovation, type of innovation, innovation results, policy sector, and geographical location. It is hoped that this research can provide theoretical contributions in the field of public service innovation and can provide practical benefits for the government in optimizing public service innovation that is evenly distributed throughout Indonesia.

This research uses qualitative research methods, with document archival techniques. The population of this research is a collection of archival documents from the 2020-2023 public service innovation competition at the Ministry of PANRB. Data was collected through document archives.

This research, the district government is the dominant actor, while the participation of BUMN is still low. Innovation is concentrated in Java and dominated by the public service, health, and governance sectors. Technology and systems innovations are growing rapidly, but are still minimal in terms of governance and inclusion. It is recommended to strengthen regional capacity, increase BUMN participation, improve innovation replication, and integrate social dimensions. Further research needs to focus on impact evaluation, regional disparities, and internal organizational factors.

Keywords: *public service innovation, government, digital transformation*