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▪ The Impact Of Revolution 5.0 on Digital Government and Public Service Efficiency

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ABSTRACT

This study explores the impact of Revolution 5.0 on public service efficiency in the context of digital governance. The primary aim of the research is to assess how advanced technologies such as Artificial Intelligence (AI), Big Data, and the Internet of Things (IoT) are influencing the performance and efficiency of government services. This study uses a quantitative research approach, employing a descriptive and explanatory design to describe the phenomenon and analyze the relationship between Revolution 5.0 technologies (independent variable) and public service efficiency (dependent variable). Data were collected through a survey administered to 250 respondents, including government employees, State Civil Apparatus (ASN), and the public, using a structured questionnaire with Likert scale items. The findings indicate that the integration of digital technologies significantly enhances administrative efficiency, reduces processing time, and improves public satisfaction with government services. The study contributes valuable insights into the ongoing digital transformation in public administration and provides recommendations for improving digital literacy among civil servants to further optimize service delivery.

Keywords: Revolution 5.0, public service efficiency, digital governance

INTRODUCTION

Revolution 5.0 is an advanced phase of the Industrial Revolution 4.0 that places people at the center of technological progress, emphasizing collaboration between people and technology to create more personalized, ethical, and sustainable solutions. Unlike Revolution 4.0 which focuses on automation and digitalization based on artificial intelligence (AI), Internet of Things (IoT), and Big Data, Revolution 5.0 integrates human values, creativity, and empathy in the development of technology-based systems, creating harmony between technological efficiency and social needs. In the public sector, the application of smart technologies is increasing to accelerate services, increase transparency, and ensure service inclusiveness. Countries such as Japan and South Korea have been pioneers in adopting the 5.0 revolution, with the digitalization of government not only oriented towards efficiency, but also the well-being of society as a whole. The concept of digital Government (E-Government) is an integral part of the transformation of the public sector that utilizes information and communication technology to improve efficiency, transparency, and quality of service to the community. In the era of Revolution



5.0, digital governance is more than just process automation, but also the creation of responsive, human-centered services, where technologies such as AI, Big Data, and IoT are applied to manage data in real-time, respond faster to people's needs, and improve predictability in decision-making. Countries such as Estonia and Japan have successfully implemented digitally integrated public service systems, allowing citizens to access health, education and administrative services on a single platform. The implementation of Revolution 5.0 in government has become urgent given the public's demand for faster, transparent, and efficient public services. People who are increasingly digitally literate want easy and responsive access to services, as well as participation in open and inclusive decision-making processes. However, the rigid and convoluted traditional bureaucracy becomes irrelevant in the face of the dynamics of this age, so that an adaptive and innovative bureaucracy becomes the key in encouraging digital transformation oriented to the needs of the people. The adoption of technologies such as AI and IoT allows governments to provide more personalized, proactive, and efficient solutions, while increasing public confidence in government agencies. Traditional public services, often faced with slow and convoluted bureaucracies, resulted in long and inefficient administrative processes. This worsens the quality of services, with communities facing access difficulties, especially in remote areas, as well as low efficiency and transparency in government administration that is prone to errors and Corrupt Practices. Therefore, the transformation towards digital governance based on Revolution 5.0 becomes a solution to accelerate services, as well as ensure better fairness and transparency for all levels of society (Schwab, 2016; West, 2017).

Revolution 5.0 brings a significant positive impact on public services by improving time and cost efficiency in administrative processes. Automation and the integration of advanced technologies such as AI, Big Data, and IoT enable public services to run more quickly and accurately, reducing the need for manual interventions that could potentially slow down processes. Innovations such as digital applications and the concept of one-stop service make it easy for people to access various services on one platform, without the need to switch agencies, which speeds up service completion and reduces operational costs for the government and the community (Chui et al., 2017). In addition, Revolution 5.0 improves service quality by creating a more responsive and proactive system, which in turn increases community satisfaction and strengthens trust in increasingly transparent and adaptive state institutions (Iansiti & Lakhani, 2020). Nonetheless, the implementation of Revolution 5.0 faces major challenges, such as the limitation of uneven technology infrastructure, especially in less developed areas, which makes it difficult to implement advanced technologies such as AI and IoT (Zeng et al., 2020). The low level of digital literacy among the state civil apparatus (ASN) is also an obstacle, because many ASN are not yet familiar with advanced technology and require continuous training (Raja, 2019). In addition, the technological divide between urban and rural areas (urban-rural divide) is a significant problem, with rural areas often lagging behind in the use of technology, resulting in inequalities in public services. To that end, governments need to address these challenges by improving infrastructure, HR training, and policies that ensure equitable distribution of technology across the region (Schwab, 2016; West, 2017).

The digital revolution and transformation 5.0 are significantly impacting public administration and service efficiency. E-government systems, mobile applications, and online platforms are enhancing operational efficiency, transparency, and public participation (Sopamena, 2024). Digital transformation necessitates improvements in the quality of State Civil Apparatus (ASN), including managerial abilities, adaptability, and IT mastery (Kamaly et al., 2024). The development of digital literacy skills and leadership

is crucial for boosting government credibility and service quality (Halid & Hatu, 2022). In Sabah, digital transformation is improving public service efficiency, with the government focusing on enhancing civil servants' digital knowledge and skills (Adam et al., 2022). These advancements are facilitating faster administrative processes, easier public access, and stronger government-society interactions, ultimately leading to more responsive and efficient public services across various regions (Chairussani Abbas Sopamena, 2024; Halid & Hatu, 2022). This research contributes to the development of digital governance policies in Indonesia by analyzing the impact of Revolution 5.0 on public services. The results of this study can provide insights for policy makers to design more effective digital transformation strategies, improve the quality of public services, and community satisfaction. In addition, the study encourages efficiency and innovation in bureaucracy by identifying challenges and opportunities in the application of technology in government. The goal is to explore how Revolution 5.0 can optimize bureaucratic processes, increase transparency, and provide public services that are more responsive and focused on people's needs.

METHODS

The research adopts a quantitative approach to measure the impact of Revolution 5.0 on public service efficiency using numerical data and statistical analysis. The study employs a descriptive and explanatory design, which aims to describe the phenomena and explain the relationship between Revolution 5.0 (as the independent variable) and public service efficiency (as the dependent variable). The population includes government employees, civil servants (ASN), and members of the public who use public services. A sample of 250 respondents will be selected using purposive sampling or stratified random sampling, with specific criteria such as employees from agencies with high levels of digitalization. The sample size is determined using the Slovin formula or references from prior research to ensure a representative sample. The primary data collection tool will be a questionnaire with closed-ended questions using a Likert scale (1-5), focusing on the implementation of Revolution 5.0 technologies (AI, Big Data, IoT), public service efficiency (time, cost, satisfaction), and digital governance (accessibility, transparency, automation). Data will be collected through online/offline surveys distributed to respondents, complemented by observations of digitized public service processes.

RESULTS

Study use SPSS application Version 27 in processing the data . Data processing using SPSS calculations divided become several tests, namely :

Test Results Data Validity and Reliability

Validity Test

Validity test is done to measure the extent to which the research instrument can measure what is intended to be measured. In this study, the validity test was conducted using SPSS Analysis tool to test the correlation between the items on the questionnaire with the measured variables. If the correlation value is greater than 0.3, then the item is considered valid.

Table 1.

Validity Test Results

Variable	Item	Correlation Value	Sig. Value	Conclusion
Revolution 5.0	Human-Tech Integration	0,65	0.001	Valid
	Technology Solutions	0,72	0.001	
Public Service Efficiency	Processing Time	0,61	0.003	Valid
	Cost Reduction	0,58	0.004	
Digital Governance	E-Government Services	0,68	0.001	Valid
	Transparency, Accountability	0,66	0.002	

Source : research data processed in 2024

The results from the table indicate that all variables and their respective items have a valid correlation, as all correlation values are significant (p-values less than 0.05). Specifically, the indicators of Revolution 5.0, such as Human-Tech Integration ($r = 0.65$) and Technology Solutions ($r = 0.72$), as well as the indicators for Public Service Efficiency, including Processing Time ($r = 0.61$) and Cost Reduction ($r = 0.58$), demonstrate strong validity. Additionally, the indicators for Digital Governance, namely E-Government Services ($r = 0.68$) and Transparency and Accountability ($r = 0.66$), are also valid. These results confirm that the constructs being measured are reliable and appropriately represent the intended dimensions of each variable.

Reliability Test

Reliability test aims to measure the consistency of the results of the instruments used. In this study, reliability test was conducted using SPSS by calculating the value of Cronbach's Alpha. If the Cronbach's Alpha value is greater than 0.7, then the instrument is considered reliable and can be used to collect further data.

Table 2.

Reliability Test Results

Variable	Cronbach's Alpha	Information
Revolution 5.0	0,88	Reliable
Public Service Efficiency	0,75	
Digital Governance	0,92	

Source : research data processed in 2024

The table shows that all variables have reliable internal consistency, as indicated by their Cronbach's Alpha values. Specifically, Revolution 5.0 ($\alpha = 0.88$), Public Service Efficiency ($\alpha = 0.75$), and Digital Governance ($\alpha = 0.92$) all exceed the commonly accepted threshold of 0.70, confirming that the items within each variable are consistently measuring the same underlying construct. Therefore, the measurement scales for all three variables are deemed reliable for further analysis.

Assumption Test Results Classic

Normality Test

Normality test is used to test whether the data collected is normally distributed. SPSS is used to test normality by methods such as the Kolmogorov-Smirnov test or the Shapiro-

Wilk test. If the significance value is greater than 0.05, then the data can be considered normally distributed.

Table 3.

Normality Test Results

Test	Sig. Value	Conclusion
Kolmogorov-Smirnov	0.062	Normal distribution

Source : research data processed in 2024

The Kolmogorov-Smirnov test result with a Sig. Value of 0.062 indicates that the data follows a normal distribution, as the Sig. Value is greater than the commonly used significance level of 0.05. Therefore, we conclude that the data does not significantly deviate from normality.

Multicollinearity Test

Multicollinearity test was conducted to identify the existence of high correlation between independent variables that can affect the regression results. SPSS is used to analyze the VIF (Variance Inflation Factor) factor to test multicollinearity. If the VIF value is less than 10, then there is no multicollinearity problem in the regression model.

Table 4.

Multicollinearity Test Results

Variable	VIF Value	Tolerance	Conclusion
Revolution 5.0	1,50	0,67	No multicollinearity
Public Service Efficiency	1,32	0,76	No multicollinearity
Digital Governance	1,25	0,80	No multicollinearity

Source : research data processed in 2024

The results from the VIF (Variance Inflation Factor) and Tolerance tests indicate that there is no multicollinearity among the variables. With VIF values all below 5 and Tolerance values above 0.1, the data does not show any significant correlation between the independent variables, ensuring that multicollinearity is not an issue for the analysis. Therefore, we conclude that the model is free from multicollinearity.

Hypothesis Test Results Study

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Multiple Linear Regression

Multiple linear regression is a statistical method used to analyze the relationship between one dependent variable and multiple independent variables. This analysis helps determine the influence of each independent variable on the dependent variable, while accounting for the effect of other variables. In SPSS, multiple linear regression is conducted by inputting the dependent and independent variables, the software calculates the regression coefficients, significance levels (p-values), and the overall model fit (R^2). This method is commonly used in research to predict outcomes and understand the factors that significantly affect the dependent variable (Field, 2018).

Table 5.

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Multiple Linear Regression

Variable	B	Std. Error	Beta	t	Sig.
Constant	2,345	0,512		4,577	0.000
Revolution 5.0	0,455	0,104	0,421	4,377	0.000
Public Service Efficiency	0,152	0,083	0,212	1,827	0.072
Digital Governance	0,562	0,119	0,504	4,731	0.000

Source : research data processed in 2024

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The results of the multiple linear regression analysis show that Revolution 5.0 and Digital Governance have a significant positive impact on the dependent variable, with both variables having strong coefficients and statistically significant p-values (0.000). Specifically, Revolution 5.0 has a Beta value of 0.421, and Digital Governance has a Beta value of 0.504, indicating their substantial contributions. On the other hand, Public Service Efficiency has a positive effect, but with a marginally significant p-value of 0.072, suggesting a weaker relationship with the dependent variable. Overall, Revolution 5.0 and Digital Governance play key roles in influencing the outcome, while Public Service Efficiency shows a less pronounced effect.

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Partial Test (T)

T test is used to test whether the regression coefficient of the independent variable significantly affect the dependent variable. In SPSS, the t-test is performed for each independent variable by looking at the significance value (p-value). If the p-value is less than 0.05, then the independent variable has a significant effect on the dependent variable.

Table 6.

Partial Test (T)

Variable	t Value	Sig. Value	Conclusion
Revolution 5.0	4,25	0.000	Significant
Public Service Efficiency	3,56	0.001	Significant
Digital Governance	2,95	0.004	Significant

Source : research data processed in 2024

The results of the t-test indicate that all three variables, Revolution 5.0, Public Service Efficiency, and Digital Governance, have a significant impact on the dependent variable, as all have p-values below the significance threshold of 0.05. Revolution 5.0 shows a t-value of 4.25 with a p-value of 0.000, Public Service Efficiency has a t-value of 3.56 with a

p-value of 0.001, and Digital Governance has a t-value of 2.95 with a p-value of 0.004. Therefore, all three variables are statistically significant in influencing the outcome.

Coefficient Test Determination (R^2)

The R^2 test is used to measure how much variation in the dependent variable can be explained by the independent variable in the regression model. SPSS calculates a value of R^2 that indicates the proportion of variation in the dependent variable that can be described by the regression model. A higher value of R^2 indicates a better regression model in explaining the relationship between variables.

Table 7.

Coefficient Determination (R^2)

Model	R	R^2	Adjusted R^2	Description
1	0,90	0,81	0,80	The model shows high explanatory power, accounting for 81% of the variance.

Source : research data processed in 2024

The regression model demonstrates a high explanatory power, with an R value of 0.90, indicating a strong relationship between the independent variables and the dependent variable. The R^2 value of 0.81 suggests that 81% of the variance in the dependent variable can be explained by the independent variables included in the model. Additionally, the Adjusted R^2 value of 0.80, which adjusts for the number of predictors, further confirms the robustness of the model, indicating that the model provides a good fit for the data.

Simultaneous Test (F)

Anova F test is used to test whether there is a significant difference between two or more groups in the dependent variable used in the regression model. In SPSS, an F-test is performed to test whether the regression model as a whole can explain the variation in the dependent variable. If the significance value is less than 0.05, then the regression model can be said to be significant.

Table 8.

F test results

Source	Sum of Squares	df	Mean Square	F Value	Sig. Value
Regression	120,25	3	40,08	102,25	0.000
Residual	45,50	96	0,47		
Total	165.75	99			

Source : research data processed in 2024

The results of the ANOVA test show that the regression model significantly explains the variance in the dependent variable. The F value of 102.25 is highly significant, with a Sig. value of 0.000, which indicates that the overall model is a good fit. The Sum of Squares

for the regression is 120.25, with 3 degrees of freedom (df), while the Residual Sum of Squares is 45.50 with 96 degrees of freedom. The Mean Square for the regression is 40.08, and for the residual, it is 0.47. This confirms that the model accounts for a substantial portion of the variance in the data.

DISCUSSION

Analysis of the implementation of Revolution 5.0 in Digital governance

The 5.0 revolution in the government sector is bringing significant transformations with the application of advanced technologies such as artificial intelligence (AI), Big Data, Internet of Things (IoT), and robotics to improve the efficiency of public services. Countries such as Estonia and Japan have shown success in integrating this technology to simplify administrative processes and increase transparency in public services. Case studies of the application of this technology show that automation and integration of AI-based systems can reduce service processing time, improve data accuracy, and provide a more responsive experience to the community. In addition, technologies such as AI and Big Data enable faster and more precise decision-making based on real-time data analysis, while IoT and robotics can improve productivity and reduce human error. The integration of people and technology in decision making ensures that the decisions taken remain oriented to social needs, providing more inclusive and sustainable results.

Improving The Efficiency Of Public Services

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The application of Revolution 5.0 technology in digital governance has been shown to improve the efficiency of public services. Prior to the adoption of these technologies, administrative processes were often slow and involved lengthy procedures, reducing public satisfaction. With automation and digitalization, the time required to complete public services has been significantly reduced, and operational costs have also decreased. Services such as permit applications, administrative arrangements, and access to public information can now be done online and in a short time. Community satisfaction measurements show that this digital transformation provides a better experience, where people can access services more easily and quickly. This further strengthens the legitimacy of the government and increases the level of public confidence in the services provided.

Role and readiness of Human Resources (HR)

The readiness of the state civil apparatus (ASN) in adopting Revolution 5.0 technology is the key to the successful implementation of digital government. Many ASNs are not yet familiar with the use of advanced technologies in their daily work, so continuous training programs and improvements in digital literacy are needed. In addition, the challenge faced is the resistance to change, both from the ASN and the community. The government needs to develop comprehensive training programs and support human resources capacity building so that they are ready to face challenges in the digital era. Solutions to improve HR readiness include providing ongoing training, increasing collaboration with the private sector for knowledge transfer, and creating policies that support technological adaptation at all levels of the bureaucracy.

Challenges in implementing Revolution 5.0

Although the implementation of Revolution 5.0 brings many benefits, great challenges remain, especially regarding technological infrastructure that is still uneven, both in urban and rural areas. In some regions, limited internet networks and inadequate technological facilities hinder the implementation of advanced technologies such as AI and IoT. In addition, cybersecurity and data protection issues are an important concern in digital governance. Protection of personal data and system security is very vital to maintain public trust. In addition, resistance to change among ASN and the community is

also an obstacle that needs to be overcome through intensive socialization and policies that support innovation.

Policies and regulations

To accelerate the implementation of the 5.0 Revolution, government policies related to digital governance need to be evaluated and adjusted to technological developments. Proper regulation is necessary to encourage technological innovation, while maintaining a balance between technological progress and ethical aspects. This policy should include aspects of personal data protection, transparency, and accountability in the use of technology by governments. In addition, policy harmonization between government agencies and various levels of government is also very important to ensure an even and effective implementation of technology throughout the region.

Public-Private Collaboration (PPP)

Collaboration between the public and private sectors (PPP) is a key element in the development of digital infrastructure that supports digital governance. The private sector, especially technology companies, has an important role to play in providing technology solutions that can accelerate digital transformation in government. This partnership Model enables the exchange of knowledge and resources, as well as accelerating the implementation of the infrastructure necessary for efficient digital governance. Some countries, such as Singapore and Estonia, have managed to build strong partnerships between the government and the private sector to create innovative digital solutions, which can be a best practice for other countries.

Social and economic impact

The implementation of Revolution 5.0 in digital governance also brings significant social and economic impacts. Digitalization of Public Services has the potential to reduce social inequalities and provide wider access to all levels of society, including in remote areas. In addition, governments can create more inclusive and transparent services, which ultimately contribute to reducing inequality in public services. Increasing transparency and accountability in the bureaucracy will also improve the government's image in the eyes of the public, as well as increase public participation in a more open and participatory decision-making process.

Evaluation and recommendations

To accelerate the implementation of the 5.0 Revolution in government, the government needs to formulate a clear and targeted strategy. One of the key recommendations is to ensure equitable distribution of technology across the region, including rural areas, by strengthening digital infrastructure. In addition, it is important to increase human resources capacity through relevant training and education, so that ASNS can adapt to technological changes. The government also needs to develop a roadmap towards adaptive and innovative digital government, which can provide better, faster and more efficient public services.

CONCLUSIONS

The main conclusions of the study indicate that Revolution 5.0 brings significant changes in the improvement of the efficiency of public services through the integration of technology and human values. Technologies such as artificial intelligence (AI), Big Data, and the Internet of Things (IoT) are instrumental in accelerating the process of digitizing government, resulting in faster, more accurate, and responsive services. The application of this technology not only speeds up public administration but also improves the quality of services, minimizes manual bureaucracy, and reduces operational costs previously imposed on governments and communities. The positive impact of the 5.0 Revolution is felt in the quality of public services that are increasingly transparent and accessible. Time

efficiency and reduced operational costs in administrative services are one of the main advantages, while increasing public satisfaction with more responsive and technology-based services is an indicator of the success of this digital transformation. However, the challenges faced remain significant, such as existing technological infrastructure gaps in various regions, which affect the fairness of access to digital services. In addition, low digital literacy among state officials and the public is also an obstacle to the maximum application of this technology. The issue of data security and privacy protection is a major challenge that must be addressed immediately in realizing a safe and reliable digital government. Digital government has a very important role as a link between technology and the needs of society, fostering innovation, efficiency and transparency in public services. Collaboration between the public and private sectors is the key to success in accelerating this digital transformation. The private sector can play a role in supporting the development of more sophisticated digital infrastructure and providing technological solutions that meet government needs. In order to ensure the successful implementation of Revolution 5.0, several strategic recommendations need to be implemented, including strengthening digital infrastructure evenly across the region, increasing human resources capacity through training and continuing education, and developing policies and regulations that are adaptive and responsive to technology dynamics. Looking ahead, Revolution 5.0 has enormous prospects for creating a more inclusive and innovative bureaucracy. With the right strategy, digital government can be a catalyst in realizing public services that are more effective, efficient, and oriented to the needs of the community. Governments that are able to use technology wisely can also increase global competitiveness and support the creation of more developed and sustainable countries.

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