


Chapter 7

Reviewing the Concept of Virtual State and Digital State: Mapping Concept and Trend Using Meta–Analysis


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ABSTRACT

This article reviews the concept of a virtual state and the digital state popularized by developed countries for improved public services and communication. The study uses meta-analysis and VOSviewer to analyze data from the Scopus database. This review used the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA)—through PRISMA, this research attempts to conduct a systematic review of the concept of virtual state and digital state. The finding shows that the idea of a virtual state and a digital state, pushed by countries with advanced technology, changes how countries interact with each other, affecting cooperation, human rights,

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trade, and conflict, while the digital state focuses on how governments connect with society through services, the internet, and advancements in information technology. The investigation emphasizes the value of technology in improving public services and communication.

INTRODUCTION

A virtual state refers to the idea of using technology in a future government, and it replaces the old model through online systems that are easily accessible to the public, businesses, and agencies of a decentralized government (Garson, 2006). The concept of the virtual state is discussed as a new approach to viewing the function of technology in government. (Anthes et al., 2016), In large organizations, large numbers of customers can be served widely through this car. Therefore, the idea of a virtual state, by definition, is interpreted as the use of information communication and technology (ICT) (Bastow et al., 2000). This idea has long been promoted to increase the maturity of technology by reaching a more comprehensive environment. (Ingram, 1997), This step was anticipated by creating a computing network to connect small users at that time. Previously, technology was used as a reform through the application of computer-based information systems and by encouraging the government to be flexible (Madon, 1993).

Translation of the virtual state promoted through small users in its development is used at the residency level. From that level (Tampuu & Masso, 2018), assessing the need for spaces that must be integrated to obtain public information (Garson, 2006). The role of ICT in creating a model of government service is to build a system so that the community can be involved in it. (Anthopoulos et al., 2007), so that in the United Nations projection, ICT is a medium and tool to encourage sustainable development. (United Nations, 2016). Therefore, ICT, according to Donald F. Norris, (2003), is part of building a virtual state, which is referred to as a framework for developing technology in organizations and government. (Je Fountain, 2004; Donald F. Norris, 2003), which makes it easy to manage both services and systems within it(Garson, 2006).

ICT in the virtual state is referred to as a reform step in government, gaining ground through the massive use of technology, thus changing the paradigm in government administration reform. (Baldwin, 2000). According to Madon (1993), ICT has a vital role in reducing the centralized role of the center and can be used easily through a decentralized mechanism. For developing countries, ICT encourages increased services carried out by stakeholders through service innovation (Baharuddin et al., 2022; Djen et al., 2023; Syukri et al., 2023), thus producing service innovation through the use of ICT (Oosterzee & Garnett, 2015). For several decades,

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