

PUBLIC TRUST ANALYSIS OF ARTIFICIAL INTELLIGENCE ADOPTION IN SPBE AFTER THE IMPLEMENTATION OF THE PDP LAW IN THE BEKASI CITY DISKOMINFO

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Abstract. Digital government transformation through the Electronic-Based Government System (Sistem Pemerintahan Berbasis Elektronik SPBE) has encouraged the adoption of Artificial Intelligence (AI) to improve the effectiveness, efficiency, and quality of public services. The successful adoption of AI largely depends on the level of public trust, particularly following the enactment of Law Number 27 of 2022 on Personal Data Protection (PDP Law), which strengthens data security and governance. This study aims to analyze public trust toward the adoption of Artificial Intelligence in SPBE at the Bekasi City Office of Communication and Informatics. The study employed a Systematic Literature Review (SLR) based on the PRISMA framework by reviewing 30 relevant scientific articles. The findings indicate that data security, transparency, accountability, compliance with the PDP Law, explainability, and human oversight are the primary factors influencing public trust in AI implementation within SPBE. These factors contribute to enhancing the legitimacy, public acceptance, and quality of digital public services. The study concludes that strengthening digital governance, cybersecurity, and human resource capacity is essential to support the implementation of trustworthy, secure, and sustainable AI-based SPBE.

Keywords: Artificial Intelligence; Digital Governance; Electronic-Based Government System (SPBE); Personal Data Protection; Public Trust

1. INTRODUCTION

Digital transformation in the government sector is one form of public administration modernization in the era of information and communication technology development (Hadi & Widnyani, 2024; Lagantondo & Walenta, t.t.). The Indonesian government continues to promote the implementation of the Electronic-Based Government System (ESBS) as an effort to improve the quality of public services, bureaucratic effectiveness, transparency, and efficiency of governance (Rusdy & Flambonita, 2023; Shabihah dkk., 2025). Through ESBS, various public services are beginning to be digitally integrated by utilizing information technology, big data, cloud computing, and Artificial Intelligence (AI).

The development of Artificial Intelligence in the public sector is also a concern for the Indonesian government, given the growing need for more responsive, adaptive, and efficient public services (Nurhidayanti, 2025; Suriadi dkk., 2024). Various government agencies have begun developing the use of Artificial Intelligence to support administrative services, public complaint management, big data analysis, public service chatbots, and decision-making support systems (Anwar dkk., 2026; Latowa & Sunadi, 2025). However, the implementation of Artificial Intelligence in the government sector is not only determined by the readiness of the technological infrastructure but also by the level of public trust in the security, transparency, accountability, and protection of personal data in the use of such technology. Without public trust, digital innovations developed by the government have the potential to encounter resistance, thus reducing their implementation effectiveness.

In Indonesia, the implementation of e-governance has shown some positive developments. Public trust in the government is a key element in creating stable, effective, and inclusive governance (Zavira Nurhaliza, 2024). In Indonesia, this trust is often a complex issue due to various structural and social challenges, such as inefficient bureaucracy, low transparency in budget management, and high levels of corruption in various sectors (Armawan dkk., 2026; Putra dkk., 2024). In such situations, the public tends to view the government with skepticism, which impacts their participation in the development process.

Public perception is a crucial factor in the success of digital transformation in government (Andry & Sawir, 2024; B & Anirwan, 2025). Citizens who use digital public services have their own perceptions of the effectiveness of the electronic systems implemented by the government. A positive public perception of the use of Artificial Intelligence can increase acceptance of digital public service innovations (Sangaji & Irianto, 2025). Conversely, if the public perceives that Artificial Intelligence technology could threaten the privacy and security of personal data, they will be skeptical about using the system. Public perceptions of the security of digital technology are influenced by the government's openness, their experience using digital services, and the number of data breaches that have occurred in Indonesia (Putri dkk., 2024).

In the context of digital public services, public trust is a key element determining the success of implementing electronic government technology (Saputra, 2026). Public trust reflects their confidence in the government's ability to manage technology safely, responsibly, and in accordance with the public interest (Hamzah dkk., 2024). Public trust will increase if the government can guarantee the security of personal data, transparency in information management, and responsibility in the use of artificial intelligence in public services. Conversely, low public trust can disrupt the digital transformation process in government. The public often worries about the potential misuse of their personal data.

The Communication and Informatics Agency (Diskominfo), as one of the agencies responsible for managing government information systems, has a crucial responsibility for implementing SPBE and managing government digital data (Nafiah, 2025; Rahmayanti dkk., 2026). Diskominfo serves as the center for managing digital infrastructure, electronic system security, and developing innovative public services based on information technology. Therefore, the implementation of Artificial Intelligence within Diskominfo is a crucial part of supporting the government's digital transformation.

Data security is a critical issue in the implementation of digital public services. According to (Cahya dkk., 2026; Kriesna dkk., 2026), weak digital security systems in public services can increase the risk of public data leaks and reduce the government's legitimacy in the public eye. Several cases of data leaks in Weak digital security systems in public services can increase the risk of public data breaches and undermine the government's legitimacy in the public eye. Several data breach cases in Indonesia in recent years demonstrate that the security of government electronic systems still faces various challenges, particularly in the management of public personal data (Erikha & Hoesein, 2025). This phenomenon has raised public concerns about the security of government digital technology.

Artificial Intelligence (AI) is a digital innovation with significant potential for improving the quality of public services. AI technology can assist the government in data analysis, service automation, public service chatbots, public need prediction, and even optimizing state administration (Komarudin & Tjenreng, 2025; Safrizal Wildan dkk., 2025). The use of AI in government is also considered to increase bureaucratic efficiency, accelerate public services, and support the concept of smart government in modern digital governance.

To address the challenges of protecting personal data in the digital age, the Indonesian government has issued Law Number 27 of 2022 concerning Personal Data Protection (PDP Law). This regulation serves as the legal basis for managing personal data in Indonesia, including in the implementation of the Personal Data Protection Act (SPBE) and the use of artificial intelligence in the government sector. The PDP Law regulates the rights of personal data owners, the

obligations of data controllers, data processing methods, and sanctions for violations of personal data protection.

According to (Wirtz dkk., 2019), the implementation of Artificial Intelligence in the public sector can improve administrative efficiency, accelerate public services, and support data-driven decision-making. The use of Artificial Intelligence in government is also part of the concept of digital governance, which emphasizes the use of technology to improve the quality of public services (Basron dkk., 2026; Togala dkk., 2025). Furthermore, (Dwivedi dkk., 2021) explain that Artificial Intelligence has significant potential to support public service innovation through system automation, faster data management, and improved quality of digital government services.

In addition to existing regulations, the use of Artificial Intelligence in public services also requires mitigating the risk of data breaches. This can be achieved by managing risks administratively and establishing standard operating procedures (SOPs) for managing digital data (Tabassi, 2023). Strengthening cybersecurity, reviewing electronic systems, restricting data access, monitoring the use of machine learning, and improving human resource capabilities are essential for creating a secure and trustworthy AI-based public service system (Floridi & Cows, 2019). This risk mitigation is crucial to reduce the threat of data misuse and improve the quality of digital governance in government.

Although research on Artificial Intelligence, SPBE, public trust, and personal data protection has grown rapidly, most studies still address these aspects separately. Previous research generally focuses on the adoption of Artificial Intelligence in public services, technology acceptance through the Technology Acceptance Model (TAM), SPBE implementation, or personal data protection under the Personal Data Protection Law. Studies that systematically integrate the relationship between public trust, Artificial Intelligence implementation, SPBE implementation, and the implementation of Law Number 27 of 2022 concerning Personal Data Protection through a PRISMA-based Systematic Literature Review (SLR) approach are still relatively limited. Furthermore, there is limited research that synthesizes the key factors shaping public trust in the implementation of Artificial Intelligence in the government sector and relates them to the context of local governance, particularly the Bekasi City Communications and Informatics Office. This gap highlights the need for research that can provide a comprehensive synthesis of the determinants of public trust in the implementation of Artificial Intelligence in the SPBE.

The novelty of this research lies in its literature synthesis that integrates three theoretical perspectives: Public Trust Theory, Technology Acceptance Model (TAM), and Privacy Calculus Theory, to explain the relationship between public trust, technology acceptance, and personal data protection in the implementation of Artificial Intelligence in SPBE after the enactment of the PDP Law. Unlike previous research that tends to examine each aspect separately, this study produces a conceptual synthesis of the factors shaping public trust in the implementation of Artificial Intelligence. Artificial Intelligence (AI) implementation in the government sector provides practical implications for strengthening digital governance within the Bekasi City Communications and Informatics Agency.

Based on this description, this study aims to analyze public trust in the adoption of Artificial Intelligence in the Electronic-Based Government System (SPBE) at the Bekasi City Communications, Informatics, Statistics, and Cryptography Agency in the context of the implementation of (Peraturan Walikota (Perwali) Kota Bekasi Nomor 22 Tahun 2024, t.t.) concerning Personal Data Protection (PDP Law), with reference to (Perda Kota Bekasi No. 3 Tahun 2020 tentang SPBE, 2020) and (Perwal Kota Bekasi No. 7 Tahun 2023 tentang SPBE, 2023). Following the enactment of Law Number 27 of 2022 concerning Personal Data Protection, a PRISMA-based Systematic Literature Review (SLR) approach was used. The research results are expected to provide theoretical contributions in the development of studies on public trust and the adoption of Artificial Intelligence in the public sector, as well as provide practical

recommendations for local governments in developing Artificial Intelligence governance that is transparent, accountable, safe, and oriented towards protecting community rights.

Public Trust Theory

Public Trust Theory explains that public trust is the public's confidence in the government's ability to carry out its duties competently, honestly, transparently, fairly, and responsibly. This trust is crucial for enhancing government legitimacy, the effectiveness of public policy, and the success of the government's digital transformation. (Kim, 2005) explains that public trust is shaped by five main dimensions: credible commitment, kindness, honesty, competence, and fairness. These five dimensions serve as indicators for assessing the government's ability to meet public expectations through quality public services.

Research shows that public trust in the digital government era is influenced not only by service quality but also by transparency in decision-making, accountability, personal data protection, and the government's ability to responsibly manage digital technology. (OECD, 2024) emphasizes that open governance, the use of evidence in decision-making, and the government's ability to manage new technologies such as Artificial Intelligence (AI) are crucial factors in increasing public trust in public institutions. Therefore, in this study, Public Trust Theory is used to explain that the level of public trust is the main factor influencing the acceptance of Artificial Intelligence in Electronic-Based Government Systems (SPBE) after the enactment of (Undang-Undang Nomor 27 2022).

Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM), developed by Davis (1989), explains that technology acceptance is influenced by two main constructs: perceived usefulness and perceived ease of use. These two constructs influence user attitudes, shape behavioral intentions, and ultimately determine actual use. Over time, the application of TAM to Artificial Intelligence technology is no longer solely influenced by usefulness and ease of use. Recent research shows that trust in technology, information security, algorithm transparency, and personal data protection are increasingly determining factors for the successful adoption of Artificial Intelligence, particularly in the public sector. Furthermore, the (OECD, 2026) emphasizes that the implementation of human-centered Artificial Intelligence, supported by good governance and clear accountability mechanisms, will increase public acceptance of digital government services. Therefore, this study uses TAM to explain that the adoption of Artificial Intelligence in SPBE is influenced by perceived usefulness, ease of use, and the level of public trust in the government's Artificial Intelligence governance.

Privacy Calculus Theory

Privacy Calculus Theory, introduced by Culnan and Armstrong (1999) explains that individuals will compare the benefits and risks before deciding to provide their personal data. The greater the perceived benefits compared to the perceived risks, the higher a person's tendency to accept the use of a technology.

In the context of digital government, the development of Artificial Intelligence increases the need for secure, transparent, and accountable data governance. Recent studies show that cybersecurity, protection of personal data, transparency of data processing, and clarity of government responsibilities are important factors in building public trust in digital services based on Artificial Intelligence. (OECD, 2024) Affirms that personal data protection, strong data governance, and responsible implementation of Artificial Intelligence (trustworthy Artificial Intelligence) are important prerequisites for strengthening public trust in the government's digital transformation.

In Indonesia, strengthening data protection is realized through Law Number 27 of 2022 concerning Personal Data Protection (UU PDP). This regulation requires every electronic system

operator to process data legally, transparently, safely, and responsibly. Therefore, this research combines Privacy Calculus Theory with the implementation of the PDP Law to explain that government compliance in protecting personal data will increase a sense of security, strengthen public trust, and encourage public acceptance of the use of Artificial Intelligence in SPBE.

2. RESEARCH METHODS

This study employed a qualitative research design with a Systematic Literature Review (SLR) approach, adhering to the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) procedure. This approach was chosen because the research objective was to collect, evaluate, and synthesize findings from various previous scientific publications in a systematic, transparent, and replicable manner. This approach was used to analyze public trust in the adoption of Artificial Intelligence (AI) in Electronic-Based Government Systems (SPBE) following the enactment of Law Number 27 of 2022 concerning Personal Data Protection (PDP Law) at the Bekasi City Communication and Informatics Office (Diskominfo).

The PRISMA method was used to ensure the objectivity of the study selection process through four main stages: identification, screening, eligibility assessment, and inclusion. This method minimized bias in literature selection and ensured methodological accountability for the study results. The selection of the SLR-PRISMA approach was also based on the consideration that the topic of public trust in the adoption of Artificial Intelligence in SPBE (Educational Service Providers) after the PDP Law is still relatively new in Indonesia. Therefore, a literature synthesis is necessary to map the state of the art, identify research gaps, and build a comprehensive understanding framework before contextualizing it to the research object, namely the Bekasi City Communications and Information Service.

2.1 Data Sources and Literature Search Strategy

The data in this study are secondary data sourced from scientific journal articles, proceedings, institutional reports, and policy documents relevant to the topics of Artificial Intelligence, SPBE, public trust, data security, and the PDP Law. The literature search was conducted through reputable academic databases, namely Google Scholar, Scopus, ScienceDirect, DOAJ (Directory of Open Access Journals), Garuda (Digital Reference Service), and Sinta (Science and Technology Index).

The search strategy was developed using a combination of keywords and Boolean operators (AND, OR) to broaden and narrow the scope of search results, including: ("Artificial Intelligence" OR "Artificial Intelligence") AND ("public trust" OR "public trust") AND ("SPBE" OR "e-government" OR "digital government") AND ("PDP Law" OR "personal data protection" OR "data protection"). The search was limited to publications from the last 10 years, namely 2016 to 2026, to maintain the relevance and actuality of the data in response to the latest regulatory and technological developments. All search results were then managed using a reference management application to facilitate the process of eliminating duplication and filtering in the next stage.

Table 1. Inclusion and Exclusion Criteria

No	Criteria	Inclusion	Exclusion
1	Research Topic	Articles discussing Artificial Intelligence (AI), SPBE/e-government, public trust, data security, or personal data protection.	The article is irrelevant to the research topic.
2	Publication Type	Nationally indexed (Sinta/Garuda) and internationally indexed (Scopus, DOAJ, ScienceDirect) scientific journals that have undergone peer review.	The article is an opinion piece, an editorial without a clear methodology, or is not a scientific article.

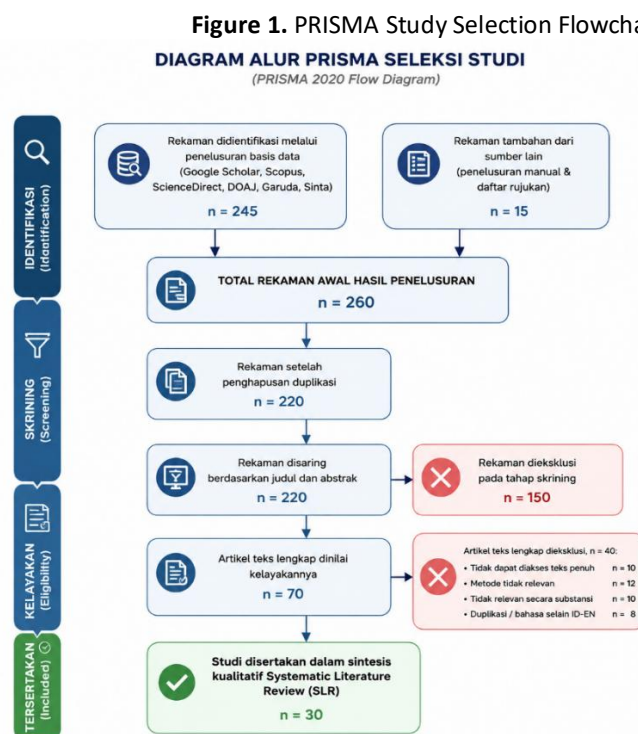
3	Year of Publication	Articles must have been published within the last 10 years, namely 2016–2026.	The article was published before 2016.
4	Language and Accessibility	Articles must be written in Indonesian or English and available in full text.	The article is not available in full text or is in a language other than Indonesian and English.
5	Article Quality	Articles must have a clear and analytical research methodology.	The article is duplicated, not fully accessible, or does not meet the research criteria.

Source: Inclusion Exclusion Criteria

2.2 Study Selection Procedure (PRISMA Flowchart)

The literature selection process was conducted through four stages according to the PRISMA framework. The identification stage yielded 245 records from database searches and 15 additional records from other sources (manual searches and reference lists), resulting in a total of 260 initial records. After removing duplicates, 220 records remained, which were then screened based on title and abstract. During the screening stage, 150 records were excluded due to their irrelevance to the research topic, resulting in 70 articles proceeding to the full-text eligibility assessment stage.

During the eligibility stage, 40 articles were excluded: 10 articles were inaccessible in full, 12 articles used irrelevant methods, 10 articles were substantively irrelevant to the topic of Artificial Intelligence, SPBE, public trust, or the PDP Law, and 8 articles were duplicates or were in languages other than Indonesian/English. The final selection process resulted in 30 articles meeting all criteria and included in the qualitative synthesis of this study. The selection flow is visualized in the following diagram.



Source: Adapted from PRISMA 2020 Flow Diagram (PRISMA Statement).

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2.3 Data Extraction Technique

The results of data extraction from the 30 articles included in this Systematic Literature Review are presented in Table 2 below.

Table 2. Data Extraction Results of 30 Articles in the Systematic Literature Review

No	Author & Year	Article Title	Journal/Source	Focus of Findings
1	Fatimah Azzahro, Achmad Nizar Hidayanto, & Muhammad Rifki Shihab (2025)	Examining Factors Shaping Citizens' Perception of Artificial Intelligence in Government: A Systematic Literature Review	Social Sciences & Humanities Open	Identifying factors of perceived benefit, perceived risk, trust, and service characteristics that influence public perception of government Artificial Intelligence.
2	Rohit Madan & Mona Ashok (2023)	Artificial Intelligence Adoption and Diffusion in Public Administration	Government Information Quarterly	Reviewing the factors of Artificial Intelligence adoption and five Artificial Intelligence tensions in public value creation.
3	Justin B. Bullock (2019)	Artificial Intelligence, Discretion, and Bureaucracy	The American Review of Public Administration	Artificial Intelligence influences bureaucratic discretion, accountability, and public decision-making.
4	Justin B. Bullock, Matthew M. Young, & Yi-Fan Wang (2020)	Artificial Intelligence, Bureaucratic Form, and Discretion in Public Service	Information Polity	Bureaucratic structure influences the use of Artificial Intelligence and the discretion of the apparatus.
5	Bernd W. Wirtz, Jan C. Weyerer, & Carolin Geyer (2019)	Artificial Intelligence and the Public Sector—Applications and Challenges	International Journal of Public Administration	Artificial Intelligence opportunities come with challenges of ethics, privacy, data security, and governance.
6	Yogesh K. Dwivedi et al. (2021)	Artificial Intelligence (AI): Multidisciplinary Perspectives...	International Journal of Information Management	Highlighting privacy, transparency, and governance of Artificial Intelligence across sectors.
7	Alex Ingrams, Wesley Kaufmann, & Daan Jacobs (2022)	In AI We Trust? Citizen Perceptions of AI in Government Decision Making	Policy & Internet	Examining public trust in Artificial Intelligence-based government decisions through a survey experiment.
8	Yi-Fan Wang et al. (2024)	Citizens' Trust in Artificial Intelligence-Enabled Government Systems	Information Polity	Trust transfer from the government to the government's Artificial Intelligence system.
9	OECD (2026)	Trustworthy Artificial Intelligence in the Public Sector	OECD Publishing	Transparency, explainability, data protection, and governance increase public trust.
10	OECD (2026)	Adopting and Governing Artificial Intelligence in Government	OECD Publishing	Explaining the enabler, guardrail, and engagement pillars in government Artificial Intelligence adoption.

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11	Weslei G. de Sousa et al. (2019)	How and Where is Artificial Intelligence in the Public Sector Going?	Government Information Quarterly	Trends in Artificial Intelligence implementation in the public sector and future research agenda.
12	Naomi Aoki (2020)	An Experimental Study of Public Trust in Artificial Intelligence Chatbots in the Public Sector	Government Information Quarterly	Trust in chatbots is influenced by the context of government services and communications.
13	Bjorn Kleizen et al. (2023)	Do Citizens Trust Trustworthy Artificial Intelligence?	Government Information Quarterly	Ethical Artificial Intelligence alone is not enough without real transparency and accountability.
14	Aviandi Okta Maulana, Georgius Chandra Herfanda, & Faradillah Hasan (2022)	Perceived Trustworthiness of Artificial Intelligence Implementation in Indonesia Public Sector Services	Jurnal Akuntansi dan Auditing Indonesia	Ability, benevolence, and integrity increase trust masyarakat.
15	Naomi Aoki et al. (2024)	Explainable Artificial Intelligence for Government	Government Information Quarterly	Explainability increases perceptions of fairness, accuracy, and trustworthiness.
16	Sajani Senadheera et al. (2026)	Is Responsible Artificial Intelligence a Public Demand?	Information Processing & Management	Trust in government reduces the perceived risk of Artificial Intelligence.
17	Stephan Grimmelikhuijsen (2023)	Explaining Why the Computer Says No: Algorithmic Transparency Affects the Perceived Trustworthiness of Automated Decision-Making	Public Administration Review	Algorithmic transparency increases public perceptions of trust in automated government decisions.
18	Pascal D. König, Julia Felfeli, Anja Achtziger, & Georg Wenzelburger (2024)	The Importance of Effectiveness versus Transparency and Stakeholder Involvement in Citizens' Perception of Public Sector Algorithms	Public Management Review	Explaining the influence of effectiveness, transparency, and public involvement on government acceptance of Artificial Intelligence.
19	J. Ignacio Criado & Lucía O. de Zárate-Alcarazo (2022)	Technological Frames, CIOs, and Artificial Intelligence in Public Administration: A Socio-Cognitive Exploratory Study in Spanish Local Governments	Government Information Quarterly	Identifying organizational and governance factors that influence the implementation of Artificial Intelligence in local government.
20	Razanakoto Mino Fifaliana (2026)	A Systematic Literature Review of Empirical Research on the Impact of E-Government Use on	Chinese Public Administration Review	Digital service quality, transparency, data security, and user satisfaction increase trust.

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		Citizens' Trust in Government		
21	F.K.L. Kgobe & J. Mamokhere (2026)	Adoption and Use of Artificial Intelligence Driven Chatbots by African Public Administration	Journal of Public Administration and Development Alternatives	Chatbots improve service efficiency, depending on governance and citizen trust.
22	Ming-Hung Hsiao, Chien-Hung Chen, & Chih-Hao Wu (2024)	Understanding Citizens' Acceptance of Artificial Intelligence in Digital Government Services: An Integrated Trust-Based Model	Government Information Quarterly	Analyzing factors influencing the acceptance of Artificial Intelligence in digital government services. Results indicate that trust, perceived usefulness, transparency, and privacy protection are the main determinants of public adoption of Artificial Intelligence.
23	Tita Alissa Bach et al. (2023)	A Systematic Literature Review of User Trust in Artificial Intelligence-Enabled Systems	International Journal of Human-Computer Interaction	Factors that form user trust in Artificial Intelligence systems.
24	Xiangyu Bian, Bin Wang, & Aobo Yang (2025)	The Trust Trifecta	Government Information Quarterly	Transparency, ethics, and benefits increase public trust in government Artificial Intelligence.
25	Stephan Grimmelikhuijsen (2023)	Explaining Why the Computer Says No	Public Administration Review	Explainability has a greater impact on trust than algorithm access.
26	Alex Ingrams, Wesley Kaufmann, & Daan Jacobs (2022)	In AI We Trust?	Policy & Internet	Artificial Intelligence is considered more efficient but less reliable than human decisions.
27	Pascal D. König et al. (2024)	The Importance of Effectiveness versus Transparency...	Public Management Review	The effectiveness of the algorithm is prioritized over transparency by some citizens.
28	Paul Henman (2020)	Improving Public Services Using Artificial Intelligence	Asia Pacific Journal of Public Administration	Reviewing the opportunities of Artificial Intelligence along with the challenges of accuracy, bias, legality, accountability, and transparency.
29	Donavon Johnson (2026)	Citizen-Centric Approaches to AI in Government Programs	Public Administration Review	Identifying conditions that increase public acceptance of government Artificial Intelligence.
30	J. Ignacio Criado & Lucía O. de Zárate-Alcarazo (2022)	Technological Frames, CIOs, and Artificial Intelligence in Public Administration	Government Information Quarterly	The CIO technology framework influences the acceptance and implementation of Artificial Intelligence in local government.

Sources: scientific journals, proceedings, institutional reports, and policy documents.

2.4 Data Analysis Techniques

The data extracted from the 30 articles, as presented in Table 2, were then analyzed using thematic analysis combined with a qualitative content analysis approach. This technique was chosen because the research objective was to identify recurring patterns, categories, and themes from various previous research findings and then synthesize them into a coherent framework for understanding public trust in the adoption of Artificial Intelligence in SPBE (Early Access to Information and Transactions) following the enactment of the PDP Law.

The data analysis process consisted of four stages. First, data familiarization, in which the researcher thoroughly and repeatedly read all the extracted data in Table 2 to understand the context, focus of the findings, and the main arguments of each article. Second, open coding, in which each article's focus was labeled based on key emerging concepts, such as data security, transparency, accountability, explainability, personal data protection, and public trust. Third, categorization and grouping of themes (axial coding), in which codes with similar meanings were grouped into broader thematic categories. Fourth, narrative synthesis, which involves connecting themes to construct a narrative that explains the relationship between public trust and Artificial Intelligence adoption in SPBE.

Thematic categorization in this study was conducted by referring to three previously outlined theoretical frameworks: Public Trust Theory, Technology Acceptance Model (TAM), and Privacy Calculus Theory. This ensures that the analysis process is not solely inductive based on data but also guided by theoretical concepts (theory-driven thematic analysis). Through this process, four main themes were identified that form the basis of the research discussion: public trust as the primary determinant of Artificial Intelligence adoption; personal data protection and information security as factors shaping public trust; transparency, accountability, and explainability of Artificial Intelligence in enhancing government legitimacy; and the implementation of the PDP Law as a foundation for strengthening Artificial Intelligence governance in SPBE.

To maintain the credibility and validity of the analysis results, researchers triangulated sources by comparing findings from international and national scientific journals, reports from institutions such as the OECD, and relevant policy documents, including Law Number 27 of 2022 concerning Personal Data Protection, Bekasi City Regulation Number 3 of 2020, and Bekasi City Mayor Regulation Number 7 of 2023 concerning SPBE. The results of the thematic synthesis were then contextualized within the research object, namely the Bekasi City Communication and Informatics Office, to obtain a relevant picture of public trust in the adoption of Artificial Intelligence in SPBE after the enactment of the PDP Law.

3. RESULTS & DISCUSSION

This study analyzed 30 scientific articles that passed the selection process using the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) method. The articles analyzed came from reputable national and international journals and were published between 2019 and 2026. All articles discussed the relationship between Artificial Intelligence (AI), Electronic Government Systems (ESBS), public trust, digital governance, and personal data protection.

The literature synthesis shows that the development of Artificial Intelligence in the public sector has experienced significant growth. Artificial Intelligence is no longer solely utilized for administrative automation, but is also used in government data analysis, public service chatbots, data-driven decision-making, public complaint management, and the provision of more adaptive public services. However, most studies emphasize that the success of Artificial Intelligence implementation is determined not only by technological readiness but also by the level of public trust in the government as the administrator of the digital system. From all the articles analyzed, four main themes dominated the research findings:

1. Public trust is a primary determinant of Artificial Intelligence adoption.

2. Personal data protection and information security as factors in building public trust.
3. Transparency, accountability, and explainability of Artificial Intelligence in enhancing government legitimacy.
4. Implementation of Law Number 27 of 2022 concerning Personal Data Protection (PDP Law) as a foundation for strengthening Artificial Intelligence governance in SPBE.

These four themes form the basis for discussing the relationship between public trust and Artificial Intelligence adoption in SPBE, particularly in the context of the Bekasi City Communications and Informatics Office.

DISCUSSION

Public Trust as a Key Factor in Artificial Intelligence Adoption in the Government Service Provider (SPBE). The synthesis results indicate that public trust is the most dominant variable in determining the success of Artificial Intelligence implementation in the government sector. The majority of articles conclude that the public will accept the use of Artificial Intelligence if the government can demonstrate competence, integrity, transparency, and a commitment to protecting the public interest.

This finding aligns with Public Trust Theory, which explains that public trust is formed through perceptions of the government's ability to deliver services professionally, fairly, transparently, and responsibly. In the context of SPBE, the use of Artificial Intelligence will gain legitimacy if the public believes the technology is being used to improve the quality of public services, not merely to replace human roles.

Several studies also show that public trust in the government can be transferred into trust in the Artificial Intelligence systems used by the government (trust transfer). In other words, the higher the level of public trust in government institutions, the higher the acceptance of Artificial Intelligence-based public services.

For the Bekasi City Communications and Information Service (Diskominfo), this finding demonstrates that the successful implementation of Artificial Intelligence is not merely about providing digital infrastructure; it also requires strengthening transparent and accountable governance so that the public has confidence in the use of this technology.

Personal Data Security as a Builder of Public Trust

The review results show that personal data security is the most frequently discussed issue in research on Artificial Intelligence in the public sector. Nearly all articles state that people will use digital services if they are guaranteed that their personal information is processed securely, will not be misused, and will be protected from the threat of data breaches.

This finding aligns with the Privacy Calculus Theory, which explains that individuals will weigh the benefits and risks before willingly providing their personal data to a digital system. When the benefits of using Artificial Intelligence are perceived to outweigh the risks of data breaches, public acceptance of the technology will increase.

In the Indonesian context, Law Number 27 of 2022 concerning Personal Data Protection is a crucial instrument in strengthening public trust. This regulation provides legal certainty regarding the rights of data owners, the obligations of data controllers, personal data processing mechanisms, and sanctions for data protection violations.

For the Bekasi City Communications and Information Technology Office, implementation of the Personal Data Protection Law must be realized through enhanced cybersecurity, data encryption, access rights control, regular system security audits, and the development of operational standards for digital data management. These efforts aim not only to fulfill regulatory obligations but also to build public confidence in using Personal Data Protection (SPBE) services.

Transparency and Explainability of Artificial Intelligence

A literature analysis shows that transparency is one of the most influential factors in building public trust. Various studies confirm that the public is more likely to accept the use of Artificial Intelligence if they understand how the system works, how decisions are made, and how personal data is processed.

The concept of explainable Artificial Intelligence is a widely recommended approach for implementing Artificial Intelligence in the public sector. Explainability allows users to understand the AI decision-making process, thereby reducing the perception that Artificial Intelligence is a non-transparent technology.

In addition to increasing public trust, transparency also strengthens government accountability because every decision made by Artificial Intelligence can be accounted for administratively and legally. Therefore, the implementation of Artificial Intelligence in SPBE needs to be accompanied by an algorithm documentation mechanism, human oversight, and the provision of easily understood information to the public regarding the use of Artificial Intelligence in public services.

In the context of the Bekasi City Communication and Information Service, the implementation of the principle of transparency can be achieved through the development of an open Artificial Intelligence policy, the publication of data management standards, the provision of information regarding the use of algorithms, and a complaint mechanism for those who feel disadvantaged by digital system decisions.

Perception of the Benefits of Artificial Intelligence for Public Services

The study shows that the perception of the benefits of Artificial Intelligence in public services is crucial. Perceived usefulness (AAT) is a crucial factor in driving public acceptance of Artificial Intelligence. The public perceives Artificial Intelligence to accelerate administrative processes, increase bureaucratic efficiency, reduce service times, expedite complaint responses, and improve the quality of data-driven decision-making.

These findings are consistent with the Technology Acceptance Model (TAM), which explains that the greater the perceived usefulness of a new technology, the more likely they are to accept it. However, various studies also show that these benefits must be balanced with perceived ease of use. Artificial Intelligence systems that are complex, difficult to understand, or not user-friendly have the potential to reduce public acceptance. For the Bekasi City Communications and Information Technology Office (Diskominfo), the implementation of Artificial Intelligence should not only focus on internal organizational efficiency but also on improving the public's experience as users of digital public services.

Implications of the Implementation of the Personal Data Protection Law on Strengthening Public Trust

The synthesis of results indicates that the enactment of Law Number 27 of 2022 concerning Personal Data Protection has had a positive impact on strengthening government digital governance. This regulation serves as the legal basis for personal data management, thereby increasing legal certainty for both the public and electronic system administrators.

However, several studies confirm that the successful implementation of the Personal Data Protection Law still depends on consistent implementation. Compliance with regulations needs to be supported by increased human resource capacity, strengthened information security infrastructure, compliance audits, and oversight of the use of Artificial Intelligence in public services.

In the context of the SPBE (E-Government Information System) at the Bekasi City Communication and Information Office (Diskominfo), the implementation of the PDP Law should be viewed as part of a strategy to build public trust in the government's digital transformation.

The better the implementation of personal data protection principles, the greater the government's legitimacy in developing AI-based public services.

Synthesis of Research Results

Based on the results of a Systematic Literature Review of 30 articles, it can be concluded that public trust is a key factor determining the successful adoption of Artificial Intelligence in Electronic-Based Government Systems (SPBE). Public trust is influenced by the government's ability to ensure the security of personal data, implement transparent and accountable Artificial Intelligence governance, improve the quality of public services, and consistently implement Law Number 27 of 2022 concerning Personal Data Protection.

In the context of the Bekasi City Communications and Information Technology Office, the success of AI implementation depends not only on technological readiness but also on strengthening digital governance focused on protecting public rights, information security, and transparency in the use of AI. Therefore, the government's digital transformation must be implemented responsibly to enhance government legitimacy and strengthen public trust in SPBE services.

CONCLUSION

This study aims to analyze public trust in the adoption of Artificial Intelligence (AI) in Electronic-Based Government Systems (SPBE) following the enactment of Law Number 27 of 2022 concerning Personal Data Protection (PDP Law) using a PRISMA-based Systematic Literature Review (SLR). Based on a synthesis of 30 scientific articles that met the inclusion criteria, several key findings were obtained.

Public trust is the most crucial factor in determining the success of implementing Artificial Intelligence in SPBE. The level of public trust is influenced by perceptions of government competence, transparency in digital system management, accountability of service providers, and the government's ability to ensure the security of personal data. The higher the level of public trust in the government, the greater the acceptance of the use of Artificial Intelligence in public services.

Personal data protection is a crucial aspect in building public trust in government digital services. The enactment of the PDP Law provides a stronger legal basis for electronic system providers to manage personal data securely, transparently, and responsibly. However, the effectiveness of implementing these regulations still depends on institutional readiness, the quality of data governance, cybersecurity, and compliance with applicable regulations by each government agency.

The study shows that transparency, explainability, and accountability of Artificial Intelligence are essential prerequisites for increasing the legitimacy of its use in the public sector. The public tends to be more accepting of Artificial Intelligence technology if they understand its purpose, decision-making mechanisms, and the existence of human oversight of automated processes. Therefore, the implementation of Artificial Intelligence in the Public Service Agency (SPBE) should not only be oriented towards bureaucratic efficiency but also adhere to the principles of good governance.

In the context of the Bekasi City Communications and Informatics Office, the implementation of Artificial Intelligence has significant potential to improve the quality of public services by accelerating administrative processes, optimizing information management, and increasing the effectiveness of digital services. However, successful implementation requires support in the form of strengthened information security, increased human resource capacity, the development of comprehensive Artificial Intelligence governance policies, and consistent implementation of the PDP Law to ensure continued public trust in SPBE services.

Overall, this study confirms that the success of digital government transformation is determined not only by technological sophistication, but also by the government's ability to

build and maintain public trust through transparent, accountable, secure Artificial Intelligence governance that is oriented toward protecting citizens' rights.

Research Limitations

This study has several limitations that must be considered when interpreting the results. First, the study used a Systematic Literature Review (SLR) approach, so the findings obtained are based entirely on literature synthesis and have not been validated through empirical data collection from the public or government agencies. Second, the literature search process was limited to articles that met the inclusion criteria based on publication year, language, and database used, so it is possible that relevant research was not identified. Third, the results of the synthesis are influenced by the methodological quality of the articles analyzed, so variations in research design and the context of each study can influence the interpretation of the results. Therefore, future research is recommended to combine the SLR approach with empirical methods, such as surveys, interviews, or mixed methods, to gain a more comprehensive understanding of the factors influencing public trust in the implementation of Artificial Intelligence in Electronic-Based Government Systems (SPBE).

Recommendations

Based on research findings, the implementation of Artificial Intelligence (AI) in the Electronic-Based Government System (SPBE) at the Bekasi City Communications and Informatics Office needs to be supported by strengthened digital governance oriented towards increasing public trust. The local government needs to develop policies and guidelines for implementing Artificial Intelligence that prioritize the principles of transparency, accountability, ethics, and oversight of the technology's use. Furthermore, the implementation of Law Number 27 of 2022 concerning Personal Data Protection (PDP Law) must be carried out consistently through strengthening cybersecurity, developing standard operating procedures for data management, conducting regular information security audits, and controlling access to public personal data. These efforts need to be supported by improving human resource competency through training on Artificial Intelligence, information security, data governance, and personal data protection so that government officials can manage digital systems professionally, securely, and responsibly.

Furthermore, the government needs to increase transparency about the use of Artificial Intelligence in public services so that the public clearly understands the technology's purpose, decision-making mechanisms, and the protections for the personal data they provide. This transparency is expected to strengthen public trust and increase acceptance of AI-based public service innovations. The government also needs to involve the public in evaluating SPBE implementation through satisfaction surveys, public consultation forums, and mechanisms for conveying aspirations as part of continuous service improvement. Furthermore, future research is recommended to not only use the Systematic Literature Review (SLR) approach but also combine it with a quantitative or mixed-methods approach by collecting empirical data from the public and government officials. This approach is expected to provide more comprehensive evidence regarding the influence of public trust, personal data security, transparency, and the implementation of the PDP Law on the successful adoption of Artificial Intelligence in the implementation of the Electronic-Based Government System (SPBE) in Indonesia.

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