

META-ANALYSIS: COMPARISON OF NEW PUBLIC SERVICES IN DEVELOPED AND DEVELOPING COUNTRIES

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Abstract

This research aims to determine the development of new public services in developed and developing countries in the last six years. To find out, the author has reviewed hundreds of journals that discuss new public services in developed and developing countries with editions over the previous six years, namely from 2015 to 2021. Then, the author compares the concepts used in new public services in developed and developing countries. This research uses qualitative methods with a previous review. The data sources in the study are selected articles in the Scopus database in the last six years. Selected items are publications that are relevant to the topic of new public services in developed and developing countries. The results of this research were obtained through the data analysis process of VosViewer and Nvivo 12 plus software. The research results show that 56 concepts examine new public services in developed countries and categorize them into 8 clusters. Meanwhile, new public services in developing countries have 32 concepts and 1 Cluster. The relevance of this research is the discovery of a concept mapping of new public services in developed and developing countries to assist in developing a conceptual framework for further recent public service studies. Its novelty can be seen in other research.

Keywords: *Analysis; New Public Services; Developed Countries; Developing Country*

INTRODUCTION

The increased interaction of people on social media platforms has changed the role of democratic press freedom in several countries (Luna-Reyes, 2017). Governments and companies have utilized network technology to facilitate economic exchange, transfer information, connect people, and make predictions on the use of technology (Fenwick et al., 2019). Digital technology also changes the flow of information and changes several social structures in several countries. Digital transformation is a rapidly growing field for management, administration, students, academic staff, and librarians (Deja et al., 2021). Technology is the basis of all communication and collaboration in a society where digital devices and services are everywhere, and everything is decided based on data (Knaus, 2020). Reviewing the history of media literacy education can help us to identify how creating media is an approach that contributes to developing knowledge, understanding technical problems, and building a critical attitude towards technology and data (Knaus, 2020).

Emerging technologies such as artificial intelligence (AI), the Internet of Things (IoT), and blockchain are changing how the public sector serves society by leveraging existing technologies (McQuiston & Manoharan, 2021). Digital transformation refers to the

unprecedented disruption in society, industry, and organizations driven by technological advances such as artificial intelligence, big data analytics, cloud computing, and the Internet of Things (IoT) (Feroz et al., 2021). Today's society is so driven by technology that algorithms will take over functions not only in the private sector but also within public authorities, with the risk of turning the general system of rule of law into the rule of algorithms (Suksi, 2021).

Governments and international organizations are heralding information and communications technologies (ICT) to improve the co-production of public services (Clifton et al., 2020). Public service broadcasting has provided news and information in many countries (Sehl, 2020). Increased participation in social networking sites is changing the nature of social relationships and political and public dialogue (Bolívar, 2017). Public services cannot be temporarily stopped but must be done online using available digital technology. Social media, in particular, has been widely used to reach large segments of society (Agostino et al., 2020). New public services pose significant challenges to democracy. One is that the new public service is simultaneously more heterogeneous and loosely tied to public service traditions public (Perry, 2007).

Public sector organizations increasingly leverage service design expertise to update public services and organizations (Park-Lee, 2020). Evidence shows that public service providers offer slightly higher service quality (Brogaard & Helby Petersen, 2021). Public services are an essential dimension of the quality of society because they create contextual conditions for people to improve their quality of life (Petrescu & Mihalache, 2020). As public services become digital and online, the need to design digital public services closer to citizens' expectations and provide ways to increase their participation and engagement increases (De Classe et al., 2021). This research aims to examine various scientific articles that have been published on Scopus discussing new public services in developed and developing countries.

METHODOLOGY

This research uses a qualitative data analysis software (QDAS) approach with previous reviews, keyword analysis identifying the most popular subjects covered by bibliometric analysis, and multidisciplinary articles proven to have the highest impact (Ellegaard, O., & Wallin, J. A. 2015). The same thing applies to (van Nunen et al., 2018). Bibliometrics can also be used to analyze trends in research topics, growth in the number of studies, and

authorship patterns of publications. The mapping stage of this research was carried out through the following process. First, full-text articles were imported into VOSviewer and NVivo 12 plus software. This process is carried out to obtain data clusters and visualize the network of research themes.

Meanwhile, Nvivo 12 plus software is used to input learning topics, namely the relationship between study themes and mapping based on the focus of each article analyzed. Second, articles are managed in Nvivo 12 plus software by grouping them by author, year, journal, and publisher name. Next, this classification is done using the NVivo 12 database import feature. The data analysis and conceptualization stages are reviewing articles that can produce data. Meanwhile, at this stage, data analysis focused on cluster analysis, dominant topics, theme relationships, and mapping of new public service study topics based on 71 articles from developed countries analyzed and 17 articles from developing countries. This analysis aims to produce a new public service study concept, which is formulated based on this review.

RESULT AND DISCUSSION

This research results from a journal analysis comparing new public services in developed and developing countries. Comparison of data for two countries seen from 2015 to 2021 by comparing the number of documents published.

1. Year of Publication

Documents published by year in Figure 1 and Figure 2 below discuss new public services; the two figures below are presented from 2015 to 2021. The data was found based on the number of papers published on Scopus, totaling 71 new public service documents for developed countries and 17 documents for developing countries.

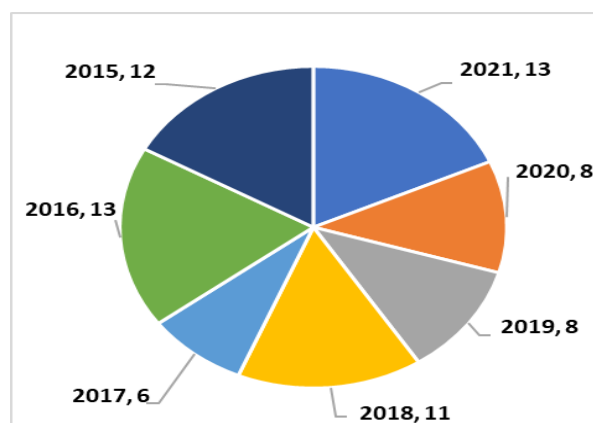


Figure 1. Developed Countries

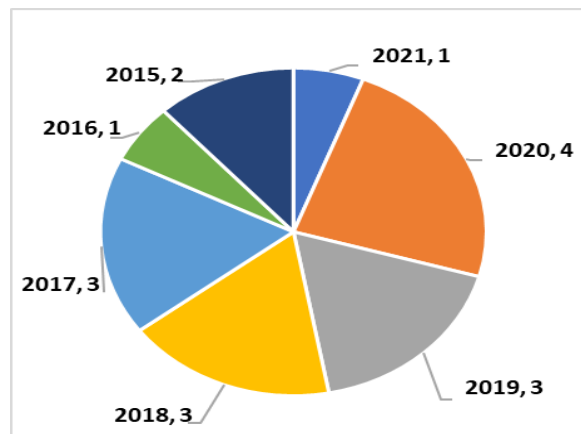


Figure 2. Developing Country

Comparing the data from the two countries, we can see differences in documents and more new public service documents in developed countries. Of course, this is still ongoing because papers can be published yearly, as seen in the image below.

The image above is comparative data for new public service documents from developed and developing countries based on the year of publication in Scopus. In developed countries, the highest number of documents in 2016 and 2021 was 13, and the lowest was in 2017, namely six documents. Meanwhile, on the theme of new public services in developing countries from Scopus, the last six years can be analyzed with a total of 17 documents; from the year of publication, it can be seen that the highest data in 2020 was four documents, and the lowest documents were seen in 2016 and 2021 as many as 1 article document. Even though it is seen that developed countries dominate, there is still the possibility that developing countries will also equalize the ranking for the number of documents each year. A comparison of the data from the two countries can explain that public service issues in developed countries are more dominant as representations and benchmarks for researchers; these issues continue to be developed over time (Wiyono & Nurmandi, 2022).

2. Publication by Source

Based on document sources obtained from Scopus data. Figures three and four below discuss new public services in developed and developing countries. From the data obtained, the author has ten sources with the most publications from 2015 to 2021. The details can be seen in the image visualization below.



Figure 3. Developed Countries

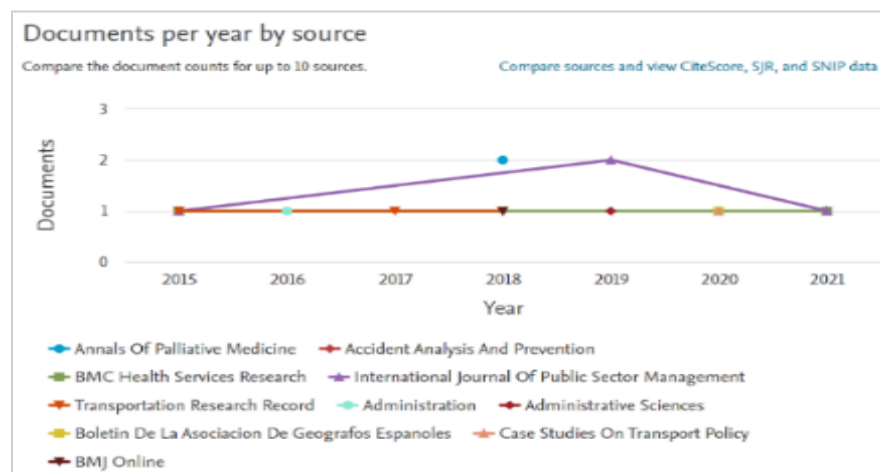


Figure 4. Developing Country

Based on the document sources in Figure 3 and Figure 4, there are ten sources of journals that publish new public service documents in developed and developing countries. The analysis results show that in developed countries, the journal that publishes the most documents related to new public services is the International Journal of Public Sector Management, with four documents published, and the lowest is the journal Case Studies on Transport Policy, with 1 document. Furthermore, for developing countries, the one that publishes the most documents is the International Review of Administrative Sciences, with three documents published, and the one that publishes the lowest number of article documents in developing countries is Management Decision, with 1 document. The two data visualizations in the image above explain how various scientific disciplines in public services have become top issues. Institutions have a vital role in accommodating the results of

scientific work that can be constructive and used as a reference by government agencies (Wiyono, Purnomo & Lestari, 2023), (Wiyono, W., Qodir, Z., & Lestari, 2023).

3. Publication by Country

Document obtained on Scopus: This section discusses publications based on developed and developing countries. The developed countries include the United States, United Kingdom, France, Australia, Brazil, Canada, Italy, Sweden, China and Denmark. Furthermore, the highest number of article documents is in developing countries; the first country is Australia, the second is China, the third is Indonesia, the fourth is the United States, the fifth is Belgium, Brazil, Cameroon, Canada, Colombia, and the last country to publish articles in Denmark. Complete data details can be seen in Figure 5 and Figure 6 below.

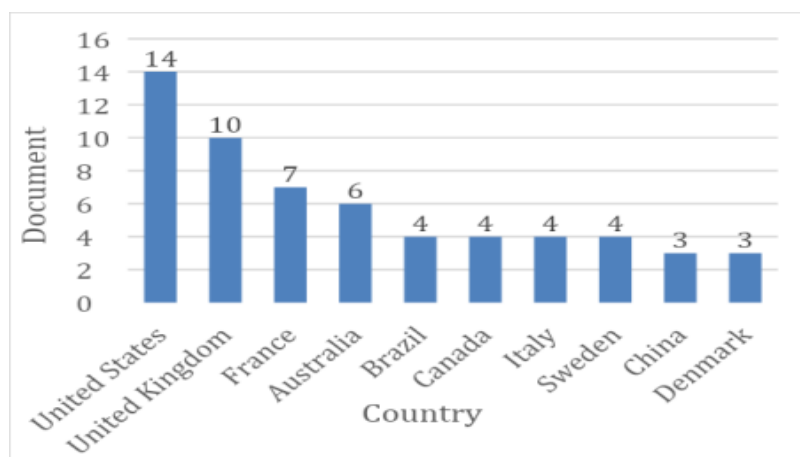


Figure 5. Developed Countries

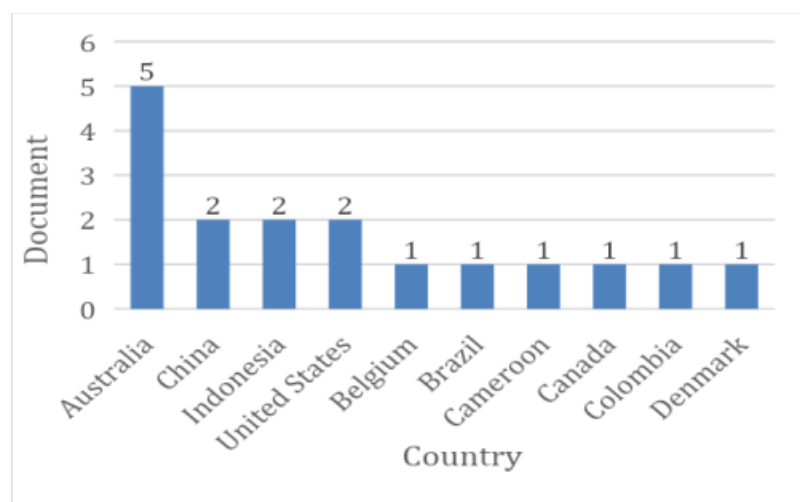


Figure 6. Developing Country

Based on the source documents in Figure five and Figure six, it can be seen that developed countries have the highest ten countries that publish journals; the highest in developed countries is the United States, with 14 published documents; the lowest are Denmark and China, with three published documents. The highest country in developing countries is Australia, with five published journal documents, and the lowest are Belgium, Brazil, Cameroon, Colombia, and Denmark, each with 1 document that has been published.

4. Publication by Affiliation

Documents published under this affiliation explain the distribution of article publications. The data obtained on Scopus show that ten affiliates have been presented in Figure 7, which shows developed countries with 71 documents, and Figure 8, which shows developing countries with 17 article documents. These ten affiliates have contributed to publishing article documents related to new public services in developed and developing countries from 2015 to 2021.

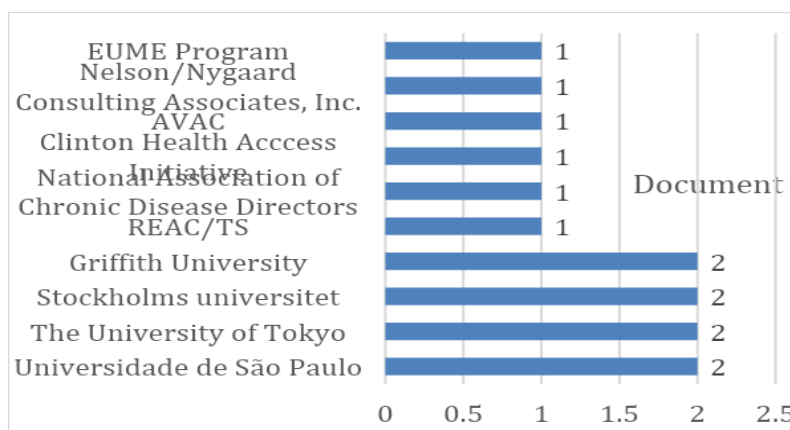


Figure 7. Developed Countries

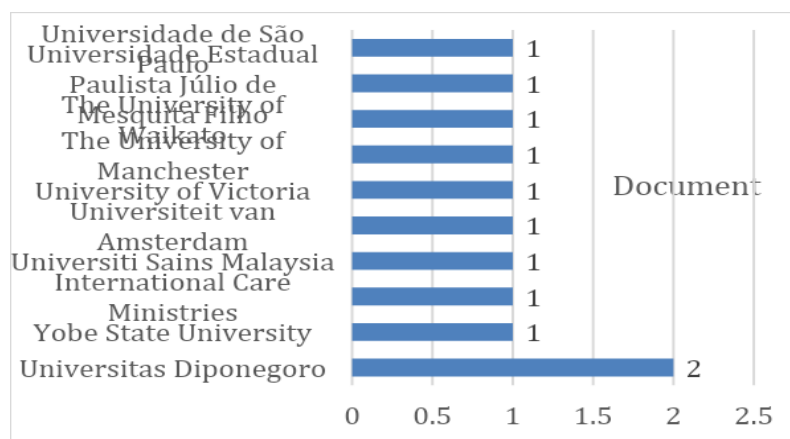


Figure 8. Developing Country

Based on data sources obtained from Scopus, from 2015 to 2021, Figure 7 shows that developed countries have ten affiliates with several article publications, and developing countries have ten affiliates that publish article documents with several variants. Judging from the number of published articles in developed countries, there are affiliates of the Universidade de São Paulo, the number published is 2 article documents; the second is an affiliate of The University of Tokyo with 2 article documents, the third is an affiliate of Stockholms Universitet which publishes 2 article documents, the fourth is an affiliate of Griffith University published 2 article documents, and the last of the ten affiliates was the EUME Program affiliate with one published article document. Furthermore, in Figure 8 developing countries, it can be analyzed that the one that publishes the most article documents is the Diponegoro University affiliate with 2 article documents, the second is the Yobe State University affiliate with 1 article document, and the last the ten affiliates is Universidade de Sao Paulo with 1 article document that has been published.

5. Publication by Type

There are two types of publications in developed and developing countries, namely publication types based on articles and reviews. Details can be seen below.

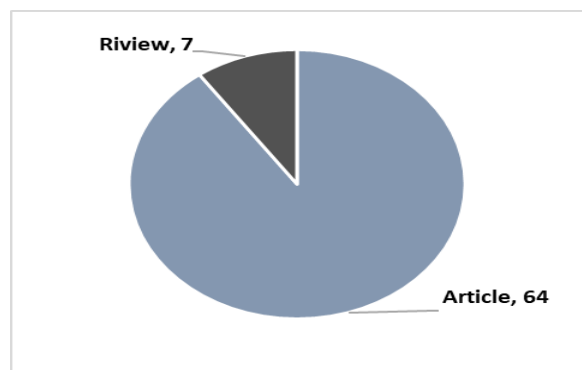


Figure 9. Developed Countries

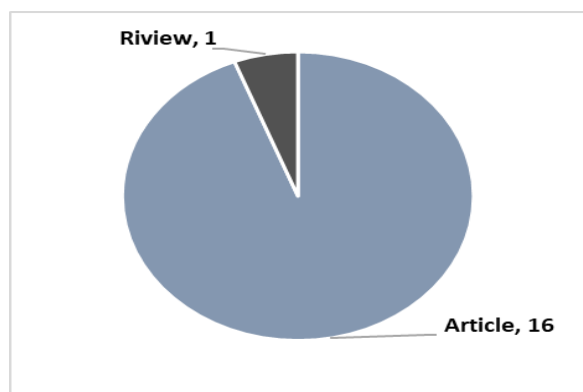


Figure 10. Developing Country

The image of 9 developed countries can be divided into two parts; the data source for most documents is articles, with 64 articles and seven reviews. The image of 10 developing countries can also be divided into two parts, and most documents are articles, with 16 articles and one review. The two images above can be analyzed. Image nine and image 10 have a significant gap in value, even though both have different focuses regarding new public services. Hence, the author identifies that the era of disruption is developing more rapidly in developed countries than in developing countries; this makes countries progress as model countries for developing countries regarding new public services.

6. Relationships, Theme Grouping, and Abstracts in New Public Service

The discussion in this section is to analyze concept names from several visualizations related to this research topic. Among them, 56 concept names were identified in 71 articles in developed countries, and 32 were identified from 17 in developing countries. Judging from Figure 11 and Figure 12, which are derived and show the names of concepts based on the cluster density display. Next, each color code is used to see a list of darker or more prominent concepts from each cluster. Hence, the author identifies that the disruption era is developing more rapidly in developed countries than in developing countries; this makes countries progress as a model country for developing countries regarding new public services.

Table 1. Developed Countries

Cluster	Concept Name	Total
Cluster 1	Caring network, community safety home, network openness, organization, service, provider, social service, social worker.	9
Cluster 2	Fare system, new public health care patient satisfaction, payment, private provider, provider, public, public health care service, value.	8
Cluster 3	Governance tradition, grand challenge, local government performance appartial system, public agency, public management, strategis management, strategie management model.	8
Cluster 4	Ecosystem services, health service research, integration new public policy, public health service, public health system, public policy.	8
Cluster 5	Clinical practice, educational video, hospital, knowledge, participant, prfessional, service user.	7
Cluster 6	Digital common, good governance, infrastructure, public value, smart city, smart technology, technology.	7
Cluster 7	Algorithm, classic services professional, digital society, new logic, new model provision, malware service.	7
Cluster 8	Control belief, public transport.	2

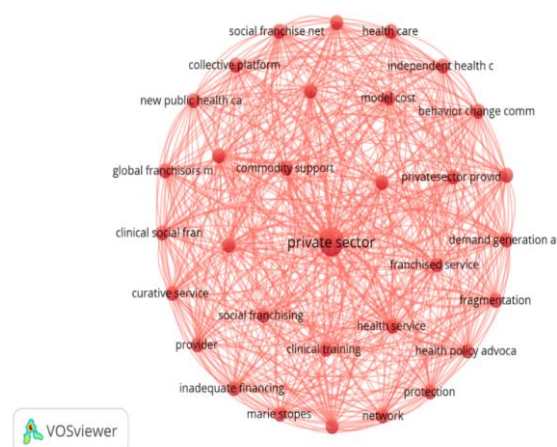
Source: Processed by the author using VOSviewer

Based on the article documents imported and processed by the author using the VOSviewer analysis tool, from the visualization above, it can be identified as a mapping that can help researchers, especially researchers who are just about to start.

Table 2. Developing Country

Cluster	Concept Name	Total
Cluster 1	Behavior change communication, clinical social franchise network, clinical training, collective platform, commodity support, curative service, demand generation action, fragmentation, franchised service, global franchisors marie stopes international, health care, health policy advocacy, health services, inadequate financing, independent health care, marie stopes, model cost, network, new public health care financing, organizations operational approach, population service, population service international, private sector, private sector provider, procurement mechanism, protection provider, quality control system, social, social franchise network, social franchise program, social franchising.	32

Behavior change communication, clinical social franchise network, clinical training, collective platform, commodity support, curative service, demand generation action, fragmentation, franchised service, global franchisors Marie Stopes international, health care, health policy advocacy, health services, inadequate financing, independent health care, Marie stopes, model cost, network, new public health care financing, organizations operational approach, population service, population service international, private sector, private sector provider, procurement mechanism, protection provider, quality control system, social, social franchise network, social franchise program, social franchising.



Source: Processed by the author using VOSviewer

7. Dominant Themes in New Public Service Studies in Developed Countries and Developing Countries

The discussion in this section is a visualization of the dominant themes in the NVivo 12 plus analysis tool with Word Frequency Query, which explores the words that appear most frequently in article documents related to new public services. This analysis tool brings up the meaning of equally dense words that can be categorized into one unit. Details can be seen in the image below.



Figure 13. Developed Country



Figure 14. Developing Country

Based on the results of data analysis identified from 71 article documents from developed countries and 17 article documents from developing countries, the dominant themes studied by previous researchers in developed countries are public, service, government, system, financial, accounting, policy, efficiency, effectiveness, and development, and the dominant themes studied by previous researchers in developed

countries are public, service, policy, performance, government, administration, social, and innovation.

8. Categorization of New Public Service Themes in Developed Countries and Developing Countries

Based on article documents obtained in Scopus, there are 71 article documents from developed countries and 17 article documents from developing countries. The author identified the ten highest clusters in developed countries and those in developing countries that discuss new public services. The cluster categorization image can be seen in Figure 14 and Figure 15 below. You can see a visualization of the themes in the image above, showing the density of clusters for each theme most discussed about new public services. Automation of cluster division with the NVivo 12 plus analysis tool makes it easy to assess each of the most dominant themes related to reference coding.



Figure 14. Developing Country

The metadata in Figure 14 shown in Table 3 above is related to the highest amount of reference coding automation in ten new public service clusters in developing countries. The highest number of coding references is the public theme, with 1012 coding based on references; second place is service, with 302 coding references; third place is a government, with a total of 288 coding references; fourth place is system, with 260 coding references, fifth is policy with 218 total coding references, the sixth place is financial with the number 164, the seventh is accounting with the number 150, the eighth is efficiency with the number 148, the ninth is effectiveness with the number 140, and the last is development with 13 coding references.



Figure 15. Developed Country

The metadata in Figure 15 shown in Table 4 above discusses developed countries; of course, there are differences from the metadata in Table 3 of developing countries above. The metadata table for developed countries also shows the automation of reference coding in 10 clusters. In developed countries, the highest reference coding is public with 2690 reference codes; second place services with 668 reference coding; third place is a policy with 530 reference codes; fourth place performance there are 360 reference codings; the fifth is governance with 318 reference codings, the sixth is social with 288 clusters, the seventh is administration with 248, next is innovation with 188 reference codings, the ninth place is government with 174 reference codings. The last one is technologies, which include 166 reference coding automation.

9. The Relationship between New Public Service Topics in Developed and Developing Countries

A study of 71 article documents from developed countries and 17 documents from developing countries processed using NVivo 12 Plus has shown a strong relationship between the two countries, as seen in Table 5 in developed countries. Strong relationships are shown in public service strikes, performance, complex service, and public healthcare service. In developing countries, strong relationships are shown in local government legislation, civil service, administrative service, and public service restructuring.

CONCLUSION AND SUGGESTION

Based on the results of the discussion above, which compares new public services in developed and developing countries. The conclusions that can be drawn are as follows:

- a. The development of research discussing new public services in developed countries from 2015 to 2021, seen from 71 documents published in several journal sources and obtained by the author, can be considered significant. The document types are articles, 64 papers, and 7 document reviews. The results of the study with VOSviewer show that there are eight new public service concepts in developed countries.
- b. The development of research discussing new public services in developing countries from 2015 to 2021, seen from 17 documents published in several journal sources. The review results shown by the VOSviewer analysis tool show that there is one concept in the new public service of developing countries. Cluster one in developing countries emphasizes behavior change communication, clinical social franchise network, clinical training, collective platform, commodity support, curative service, demand generation action, fragmentation, franchised service, global franchisors Marie stopes international, health care, health policy advocacy, health services, inadequate financing, independent health care, Marie stopes, cost model, network, new public health care financing, organizations operational approach, population service, population service international, private sector, private sector provider, procurement mechanism, protection provider, quality control system, social, social franchise network, social franchise program, and social franchising.

These two comparisons illustrate the development of new public services in developed and developing countries. The documents reviewed in this research can provide new information about new public services in developed and developing countries. This research only compares the results of development analysis and the concept of new public service. So, there is a need for further research recommendations to compare new public services in developed and developing countries in specific sectors, for example, central government, regional government, private sector, and other aspects that can be used as a reference by future researchers. The limitation of this research is that the articles reviewed only come from the Scopus database, so there is no data comparison. Therefore, further research must use a comparative analysis approach involving the Scopus Database and Web of Sciences (WOS).

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