The Impact of Social Policy on Economic Inequality in the Era of Digital Transformation: A Sociological Analysis and Public Management

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Abstract *: The era of digital transformation has brought significant changes to the global social and economic structure. In Indonesia, the development of information technology plays a dual role on the one hand to increase economic efficiency and opportunities, but on the other hand widens the social gap between the groups of people who have digital access and those who are left behind. This article aims to analyze the impact of social policies on economic inequality in the context of digital transformation, using an interdisciplinary approach between sociology and public management. This study uses a descriptive qualitative method through literature studies, policy analysis, and secondary data from reports from the Central Statistics Agency and the Ministry of Communication and Informatics. The results of the study show that social policies that are adaptive to digital developments are able to reduce economic inequality through increasing digital literacy, equitable distribution of technological infrastructure, and digital-based community economic empowerment. However, imbalances in policy implementation, especially in disadvantaged areas, lead to a digital divide that strengthens social stratification. This study emphasizes the need for integration between social strategies and inclusive public management, so that digital policies can function as an instrument for equitable distribution of welfare.*

Keywords *: Social policy, economic inequality, digital transformation*

Abstrak : Era transformasi digital telah membawa perubahan signifikan pada struktur sosial dan ekonomi global. Di Indonesia, perkembangan teknologi informasi berperan ganda, di satu sisi meningkatkan efisiensi dan peluang ekonomi, tetapi di sisi lain memperlebar kesenjangan sosial antara kelompok masyarakat yang memiliki akses digital dan mereka yang tertinggal. Artikel ini bertujuan menganalisis dampak kebijakan sosial terhadap ketimpangan ekonomi dalam konteks transformasi digital, menggunakan pendekatan interdisipliner antara sosiologi dan manajemen publik. Penelitian ini menggunakan metode kualitatif deskriptif melalui studi literatur, analisis kebijakan, dan data sekunder dari laporan Badan Pusat Statistik dan Kementerian Komunikasi dan Informatika. Hasil penelitian menunjukkan bahwa kebijakan sosial yang adaptif terhadap perkembangan digital mampu mengurangi ketimpangan ekonomi melalui peningkatan literasi digital, pemerataan infrastruktur teknologi, dan pemberdayaan ekonomi masyarakat berbasis digital.

Namun, ketimpangan dalam implementasi kebijakan, terutama di daerah tertinggal, menyebabkan kesenjangan digital yang memperkuat stratifikasi sosial. Penelitian ini menekankan perlunya integrasi antara strategi sosial dan manajemen publik yang inklusif, agar kebijakan digital dapat berfungsi sebagai instrumen pemerataan kesejahteraan.

Kata Kunci : Kebijakan sosial, kesenjangan ekonomi, transformasi digital

INTRODUCTION

Digital transformation has become the dominant force shaping global social, economic, and political dynamics in the 21st century. In Indonesia, the digitalization process has extended to almost all sectors, ranging from government, education, trade, to public services. The application of digital technology is expected to be able to increase bureaucratic efficiency, expand economic access, and strengthen community social participation. However, behind this potential, a significant paradox emerges: digitalization has the potential to widen economic inequality if social policies are not able to ensure equitable digital access and participation at all levels of society. Therefore, the discussion of the relationship between social policy and economic inequality in the context of digital transformation is important to be studied through an interdisciplinary approach between sociology and public management.

Empirically, a number of studies in Indonesia show a positive relationship between the development of digital technology and the reduction of income inequality. Setyadi, Indriyani, and Syaifudin (2023) found that the increase in the Information and Communication Technology Development Index (ICTDI) correlated with a decrease in the Gini ratio in 34 Indonesian provinces during the 2013–2020 period. Using the System Generalized Method of Moments (GMM) method, they concluded that digitalization plays an important role in reducing economic disparities, especially when balanced with redistribution policies and increasing digital literacy. Similar findings were revealed by Alfaris et al. (2024), which showed that in eastern Indonesia, economic inequality is still higher due to low access and skills in the use of technology compared to western regions. This condition confirms that digital transformation does not automatically result in equity, but is highly dependent on infrastructure readiness and inclusive social policies.

On the other hand, studies on the productivity of micro, small, and medium enterprises (MSMEs) also show the existence of a complex dimension of digital inequality. Lukas and Hasudungan (2024) explained that the success of MSME digital adaptation is not only determined by the availability of devices (material access), but especially by the ability to use (usage access) and digital skills (skill access). Without adequate training and policy support, digitalization can actually strengthen the socio-economic stratification between adaptive business actors and those who are technologically backward. In a sociological framework, this is in line with Bourdieu's concept of cultural capital which emphasizes that technological capabilities and competencies are a new form of cultural capital that determines a person's socio-economic position in a digital society.

In the context of public policy, the Indonesian government has designed a number of programs to expand digital inclusion as an economic equity strategy. The Pre-Employment Card Program, MSMEs Go Digital, and digitalization of social assistance are forms of technology-based social policies directed to strengthen the economic capacity of the community. However, the effectiveness of these programs still faces various implementation obstacles, such as low digital literacy of rural communities, limited internet networks, and infrastructure gaps between regions (Nasution, Japina, & Amrizal, 2025). A study by Haryanti and Rusfian (2024) shows that although the government uses social media to expand public communication, most low-income people still find it difficult to participate due to motivational and material barriers. In the view of public management, this shows the weakness of participatory planning and inter-agency coordination that should be the foundation for the success of digital social policies.

The issue of digital divide can also be understood through the perspective of social inclusion.

Research by Judijanto, Jata, Sihite, Purwoko, and Saripudin (2024) shows that technological skills and social participation have a positive relationship with economic and social change in Indonesia. In other words, digital literacy is not only a technical problem, but also a social one, because a person's ability to use technology is directly related to his participation in the digital economy system. In this context, digital transformation is becoming a new arena for the reproduction of inequality, where groups with digital access and skills will continue to expand their advantages, while the left behind groups are increasingly marginalized from the modern economic process.

In addition, the education dimension is one of the key factors that determine the success of digital inclusion. Imaduddin and Firdaus (2025) in their research on the integration of information and communication technology (ICT) in Indonesia's education policy emphasized that government policies tend to be top-down, not considering the socio-cultural context and regional readiness. This has led to a gap in ability between regions in utilizing technology for educational and economic purposes. In the framework of the sociology of development, this phenomenon shows that digital transformation is not yet fully inclusive because it is still colored by structural and geographical inequalities.

From the perspective of public management, the issue of digital inequality is not only related to social aspects, but also the effectiveness of policy governance. The government has a central role in ensuring that digital social policies are not only administratively efficient, but also socially just. Bangsawan (2023) emphasized that the policy of accelerating digital transformation in Indonesia still faces major challenges in terms of regulation, coordination, and public literacy. Institutional limitations and lack of synchronization between agencies are the main obstacles to the success of the economic digitalization program. In fact, the principle of good digital governance requires transparency, accountability, and community participation in every stage of policy implementation.

Inclusive social policy in the digital age cannot be separated from a multidisciplinary approach that combines sociology and public management. Sociology provides an understanding of the social structures, cultural values, and power relations that shape the distribution of digital access, while public management provides a strategic framework for policy implementation and evaluation. Wahyuningrum and Aisyah (2022) show that government policies and socio-economic conditions have a simultaneous influence on the level of income inequality in Indonesia. They assert that policies without taking into account the social context and local infrastructure have the potential to fail in achieving economic justice. Therefore, synergy between social analysis and policy governance is the main requirement in formulating a fair digital transformation strategy.

International experience also provides an important lesson that digital technology can be a tool for economic equity if accompanied by adaptive social policies. Chotrianda, Setiawan, and Mawardi (2024) explain that digital financial services in Indonesia are able to increase financial inclusion and economic justice, as long as they are accompanied by increased digital literacy and effective regulatory supervision. Conversely, without appropriate policy interventions, digitalization risks reinforcing structural inequalities, especially in communities with low levels of education and income. Global research in the field of digital social policy also shows the importance of a community-based approach to ensure the sustainability of digital inclusion programs and equitable distribution of welfare.

In the context of sociological theory, digital transformation can be understood as a form of structural social change that changes patterns of interaction, resource distribution, and power relations. Modernization theory assumes that technology is a driver of progress, while dependency and conflict theory views that technology can actually strengthen the dominance of certain groups if the distribution of access is uneven. Digital inequality in Indonesia can be seen as a reflection of the imbalance in socio-economic structures, where groups that have digital capital gain greater benefits in the economic modernization process (Setyadi et al., 2023; Lukas & Hasudungan, 2024). Therefore, social policy must be positioned not just as an administrative instrument, but as a social redistribution mechanism that seeks justice in access and benefits of technology.

Based on the description above, this study departs from the fact that digital transformation has fundamentally changed Indonesia's socio-economic landscape, but its benefits have not been felt evenly across all levels of society. There are still significant gaps in terms of access to infrastructure, digital literacy, and technological adaptability, which has implications for income inequality. Therefore, this study aims to analyze the extent to which social policies in Indonesia have played a role in reducing economic inequality in the era of digital transformation, by combining sociological and public

management perspectives. This interdisciplinary approach is expected to result in a more comprehensive understanding of how digital policies can function as an instrument of socio-economic equity, rather than just a tool of administrative efficiency.

METHOD

This study uses a descriptive qualitative approach with a focus on policy analysis and literature studies as the main methods. This approach was chosen because it is able to provide a deep understanding of the relationship between social policy and economic inequality in the era of digital transformation without relying solely on numerical data, but through the interpretation of the social context and the public policy dynamics that surround it. Research data sources are obtained from various official and credible publications, including government reports, policy brief documents from the Ministry of Communication and Information Technology (Kemenkominfo), and statistical data published by the Central Statistics Agency (BPS). In addition, reports and databases from international institutions such as the World Bank are also used to strengthen analysis in global and regional contexts. This research also utilizes the results of previous academic studies focusing on social policy, digital transformation, and economic inequality in Indonesia as comparative and conceptual references.

Data analysis is carried out systematically through three main stages. The first stage is the identification of social policies that are directly related to the digital transformation process. At this stage, the researcher examines a number of policies that are the government's focus in accelerating digitalization and improving people's welfare, such as the Pre-Employment Card program, Non-Cash Social Assistance (Non-Cash Social Assistance), and Go Digital MSMEs. These three policies were chosen because they have high relevance to digital inclusion and equal access to technology-based economies. The analysis at this stage includes tracing policy documents, program objectives, and implementation mechanisms in various regions of Indonesia.

The second stage is an analysis of the socio-economic impact of the implementation of the policy on community groups with different levels of digital access. This approach is used to understand how the digitalization of public policy affects the structure of economic opportunities, community participation patterns, and welfare differences between groups with high digital literacy and disadvantaged groups. In this stage, the research relates the results of empirical findings from previous studies, such as the research of Lukas and Hasudungan (2024) on the productivity of MSMEs in the digital context, as well as the study of Setyadi et al. (2023) which highlights the relationship between technological developments and income inequality between regions in Indonesia. This socio-economic analysis allows researchers to assess the extent to which digital social policies have functioned as a tool of redistribution or actually widened the digital inequality gap in society.

The third stage is the evaluation of policy effectiveness by combining two theoretical perspectives, namely the perspective of sociology and public management. From the sociological side, the evaluation focuses on the distribution of access to digital technology and the level of social participation of the community in utilizing technology-based services. This aspect reflects how far digital social policies are able to create social justice and strengthen community cohesion in the midst of changes in social structure due to digitalization. Meanwhile, from the perspective of public management, the evaluation is directed at the efficiency and effectiveness aspects of policy implementation, including inter-agency coordination, program transparency, and the government's ability to ensure that the policy is on target. By combining these two approaches, the research seeks to produce a holistic analysis assessing not only policies from administrative and technocratic perspectives, but also from their impact on people's social and economic lives.

RESULTS AND DISCUSSION

1. Inequality of Digital Access and Socio-Economic Dimension

Data from the Central Statistics Agency (BPS, 2023) shows that Indonesia's national internet access rate has reached 78.2%, but behind this figure there is a significant inequality between urban (90%) and rural areas (58%). This sharp difference shows the existence of a digital divide that is not only technological, but also social and economic. This gap affects people's ability to utilize

technology to access economic, educational, and social opportunities that increasingly depend on digital connectivity. In the context of national economic development, this internet access gap is the main determining factor that widens the gap in economic inequality between regions, where urban communities have greater opportunities to access digital jobs, e-commerce, and technology-based public services than people in rural areas.

Sociologically, this phenomenon can be explained through the concept of cultural capital introduced by Pierre Bourdieu (1986). According to Bourdieu, cultural capital includes the knowledge, skills, and competencies that individuals inherit or acquire through the process of socialization and education, which ultimately determine their social position in the structure of society. In the context of the digital era, technological literacy and the ability to operate digital devices have become a new form of cultural capital that greatly determines social mobility. Community groups that have wider access to digital education, information resources, and an environment that supports innovation tend to have better economic opportunities. On the other hand, groups that do not have these abilities will be left behind in various aspects of social and economic life. This shows that digital transformation is not only a technological process, but also a social process that strengthens class differentiation based on digital knowledge and competence.

The digital divide that occurs in Indonesia is not only related to the availability of internet network infrastructure, but also to social and economic factors such as education level, income, and technological culture in the community. People in urban areas, who generally have higher levels of education and income, are able to adapt more quickly to technological changes. They can use the internet to develop digital-based businesses, access online training, and build global economic networks. Meanwhile, rural communities are still constrained by limited devices, relatively high internet costs, and low digital literacy skills (Nasution et al., 2025). This condition makes digitalization a new factor that strengthens socio-economic stratification: those who are "connected" are growing, while the "unconnected" are increasingly lagging behind.

The most obvious impact of digital inequality is seen in the distribution of national income. Workers in the formal sector who are integrated with the digitalization system of production and management obtain increased productivity and work efficiency. Technology enables process automation, wider market access, and innovation opportunities that strengthen the competitiveness of the formal workforce. In contrast, workers in the informal sector—especially those in rural areas—face limited access to technology, digital training, and market information. They remain dependent on traditional economic systems that are not connected to the digital ecosystem, so their income tends to stagnate or even decline relative to more technologically adaptive groups (Lukas & Hasudungan, 2024).

This phenomenon marks the birth of a new form of social stratification based on digital capabilities. If in the era of classical industrialization social stratification was determined by the ownership of economic capital or employment status, then in the digital era, the ability to access and manage information became a source of power and structural advantage. Highly digitally literate groups are not only able to access new sources of income, but also have a stronger bargaining position in an increasingly data-driven economic and political system. In contrast, groups with limited technological knowledge are in a subordinate position, becoming recipients of the impact of change without having the ability to actively participate in it. In Bourdieu's perspective, this difference reflects a constantly recurrent social reproduction, in which digital excellence is inherited through educational institutions, the social environment, and access to technology (Bourdieu, 1986).

In addition to strengthening income gaps, digital inequality also affects people's social and political participation. Those with high internet access and digital literacy are better able to participate in public discourse, voice opinions through social media, and access e-government services. Meanwhile, people in areas with low connectivity tend to be marginalized from the decision-making process and access to public information. This condition can weaken digital democracy and increase the risk of marginalization of certain groups of people. Research by Haryanti and Rusfian (2024) shows that there are still many poor groups in Indonesia who are unable to interact effectively with the government through digital channels, due to limited devices, connections, and technological capabilities.

Thus, the digital divide cannot be understood simply as an infrastructure or technological problem, but as a complex social phenomenon. It reflects inequalities in material access (devices and connectivity), cognitive access (digital literacy), and social access (opportunities for community participation and support). These three dimensions interact with each other and reinforce each other, resulting in an increasingly polarized social system between the digital elite group and the digital margin group.

Overall, BPS (2023) data on internet access gaps indicates that digital transformation in Indonesia is not yet fully inclusive. Digital inequality has the potential to become a new form of economic and social inequality if it is not balanced by just social policies. Therefore, public policy strategies must be focused on increasing the digital literacy of rural communities, expanding network infrastructure to disadvantaged areas, and empowering technology-based economies for vulnerable groups. Only with an inclusive and participatory policy approach, digital transformation can become a tool for socio-economic equity, not just an accelerator for those who are already in a superior position.

2. The Role of Social Policy in Reducing Disparities

Social policies such as the Pre-Employment Card and Go Digital MSMEs have an important contribution to increasing people's capacity for the digital economy. Based on the Kominfo report (2023), the Pre-Employment Card program has improved basic digital competencies for 12 million participants, with 68% of them continuing online-based economic activities. However, the effectiveness of this program is still limited by the factors of equitable distribution of infrastructure and the gap in technology education.

From a public management perspective, policy effectiveness is influenced by inter-agency coordination and community participation. Social digitalization programs often face implementation constraints due to the lack of synergy between central and local governments. Therefore, adaptive social policies need to be designed based on local needs and integrate a sociological approach that places the community as an active subject, not just a beneficiary object.

Social policies such as the Pre-Employment Card and Go Digital MSMEs are two strategic initiatives of the Indonesian government designed to strengthen people's capacity to face the challenges and opportunities of the digital economy. Both serve not only as training programs or financial support, but also as social instruments to encourage the transformation of technology-based work culture and entrepreneurship. Based on a report by the Ministry of Communication and Information Technology (Kominfo, 2023), the Pre-Employment Card program has provided training to more than 12 million participants, with around 68% of them continuing digital-based economic activities, such as opening an online business, selling on marketplaces, or offering services through digital platforms. This program is a concrete example of social policies that are oriented towards building community capacity to be able to adapt to changes in the national economic structure that is increasingly digitalized.

However, these successes have not been fully evenly distributed throughout Indonesia. The effectiveness of the Go Digital Pre-Employment Card and MSME program is still limited by the gap in digital infrastructure and differences in the level of technology education between regions. People in urban areas are faster to take advantage of digital training because they have stable internet access, adequate technological devices, and an environment that supports online activities. In contrast, participants from rural areas often face technical obstacles such as slow connections, limited devices, and lack of mentoring. According to Lukas and Hasudungan (2024), technological adaptation among MSME actors is highly dependent on skill access and usage access, not only on the availability of hardware. This means that even if digital training has been provided, without ecosystem support and ongoing mentoring, the benefits of the program will be difficult to sustain in the long term.

In the context of public management, the effectiveness of digital social policies depends on inter-institutional coordination and community participation in every stage of its formulation and implementation. The central government, the regions, and the private sector need to have a harmonized vision so that digital transformation runs in an inclusive manner. However, in practice, many social digitalization programs face implementation obstacles due to weak institutional synergy. For example, training organized by the central government is not always followed by

infrastructure support by local governments or related institutions, so the results are not optimal. Bangsawan (2023) emphasized that one of the main challenges of digital transformation in Indonesia is the lack of coordination across agencies and weak integration between digital economy policies and social policies. This condition causes digital programs to often be sectoral and unsustainable.

In addition to coordination issues, low community participation in policy planning and evaluation is also an important obstacle. Many digital social policies are still designed on a top-down basis, without taking into account the local needs and socio-cultural characteristics of the beneficiary communities. In the sociology of development approach, this condition indicates that the community is still positioned as a policy object, not as an active subject that helps determine the direction and sustainability of the program. In fact, according to Judijanto et al. (2024), the success of digital transformation is largely determined by the extent to which people have a sense of ownership of the programs being run. When people are directly involved in the planning and evaluation process, they tend to be more actively involved and able to utilize technology according to real needs in the field.

Adaptive social policies in the digital era must depart from a local needs-based approach, which emphasizes the diversity of social, economic, and cultural contexts between regions in Indonesia. This is important considering that the characteristics of digitalization in urban and rural areas are very different. Digital training programs for coastal communities, for example, need to be adapted to local economic potential, such as online marketing of seafood, while in agricultural areas, it can be focused on the use of precision agricultural technology and access to online markets. This kind of adaptive approach not only increases the relevance of policies, but also strengthens the empowerment of society as agents of social change.

From the perspective of modern public management, effective digital social policies demand transparent, accountable, and collaborative governance. The government must build a digitally integrated monitoring and evaluation system so that program implementation can be measured based on real performance, not just administrative achievements. In addition, partnerships with the private sector and educational institutions need to be strengthened to expand the reach of training and provide technological innovations that suit the needs of local communities. This is in line with the principle of good digital governance, which emphasizes the importance of synergy between the government, the community, and the business world in ensuring social justice in the midst of accelerating technology.

Therefore, social policy in the era of digital transformation cannot only focus on the provision of technology, but must also build social and institutional capabilities of the community in managing these changes. An interdisciplinary approach between sociology and public management provides a comprehensive framework for understanding these dynamics. Sociology helps uncover social structures and patterns of digital inequality, while public management provides effective and service-oriented implementation strategies. By integrating these two perspectives, policies such as the Pre-Employment Card and Go Digital MSMEs can be optimized not only as a means of improving competence, but also as a tool of social empowerment that narrows the gap of economic inequality in Indonesia.

3. Integration of Sociology and Public Management in the Digital Era

The integration between sociological theory and public management is a strategic step in building a truly inclusive and equitable social policy model in the era of digital transformation. Sociology provides an in-depth understanding of the social context, power structures, cultural values, and patterns of community interaction that determine how a policy is accepted and implemented. In this framework, policy is not seen simply as an administrative instrument, but as a social process that involves inter-sectoral relations, both individual and institutional. Instead, public management serves as a conceptual and practical framework to ensure that policies can be implemented effectively, efficiently, and scalably. The synergy between the two results in a policy approach that is not only based on rational policy design, but also rooted in the social reality of the beneficiary community (Denhardt & Denhardt, 2015).

In the Indonesian context, this integration is increasingly important given the high social and cultural diversity and the gap between regions in accessing digital technology. Sociological

approaches help policymakers understand how factors such as social norms, community solidarity, and social capital affect the success of digital policies. For example, rural communities that have a culture of mutual cooperation can be the basis for a community-based technology training model. On the other hand, public management plays a role in designing implementation strategies that accommodate bureaucratic complexity and cross-sectoral needs. This is in accordance with the view of Osborne (2020) who emphasizes that modern public policy must be co-produced, namely actively involving the community in the process of planning, implementing, and evaluating policies.

One concrete example of the integration of these two approaches is the development of the Community-Based Digital Inclusion Program (CBDIP). This model combines technology training with local social empowerment, where communities are directly involved in determining the type of training, implementation methods, and sustainability strategies. A community-based approach allows digital social policies to be more adaptive to the needs and capacity of local communities. According to Rahman and Setiawan (2023), community-based digital inclusion programs have a higher success rate because they create ownership and social trust among community members. This kind of program also supports the formation of a sustainable learning ecosystem, where technological knowledge is not only transferred from top to bottom, but also disseminated horizontally among community members.

In addition, the application of the principles of digital good governance is an important aspect in strengthening the sustainability and legitimacy of social policies in the digital era. This principle emphasizes three main pillars: transparency, public participation, and accountability. Transparency is realized through data disclosure and access to public information that allows the public to monitor the process and results of policy implementation in real time. Public participation encourages the community to take an active role in decision-making, while accountability ensures that each policy has an evidence-based evaluation mechanism. According to the OECD (2022), the implementation of digital good governance not only improves bureaucratic efficiency, but also strengthens social trust in government institutions.

Furthermore, the integration between sociology and public management in digital policy also creates a strong ethical framework. Digital transformation is often marked by the risk of new inequalities, such as data monopolies, the exploitation of personal information, or social exclusion of groups that do not have digital access. Therefore, digital-based social policies must be based on the principles of social justice, sustainability, and empowerment. The sociological approach helps ensure that aspects of humanity and solidarity remain a priority in any policy innovation. Meanwhile, public management ensures that policies are carried out systematically, measurably, and accountably through transparent monitoring and evaluation mechanisms.

Thus, the integration of these two fields is not only a methodological but also an ideological issue: how to build a human-centered policy, not just technology. The public must be seen as an active actor in the digitalization process, not just a beneficiary of policies. Social policy models based on the integration of sociology and public management can be the foundation for inclusive development that is able to bridge the digital divide while strengthening social cohesion in the midst of changes in the global economic structure that is increasingly digitalized.

CONCLUSION

Digital transformation has become a major catalyst in accelerating social and economic development in Indonesia, especially through improving bureaucratic efficiency, expanding market access, and the emergence of new technology-based jobs. However, behind these great opportunities, there are also significant challenges in the form of inequality of digital access and disparities in technological capacity between regions and between social groups. This study confirms that social policy plays a strategic role in balancing these dynamics. Social policies that are adaptive to digital developments not only function as an economic instrument, but also as a mechanism for equitable distribution of social opportunities. However, the effectiveness of the policy depends on the extent to which the government is able to adapt the design and implementation of its programs to the social realities of diverse communities.

The integration between sociology and public management is key in formulating policies that are not only administratively efficient, but also socially just. A sociological approach is needed to understand the social, cultural, and behavioral dimensions of society in responding to digitalization, while public management ensures policy governance runs in a measurable, transparent, and sustainable manner. With the collaboration of these two approaches, digital policies can be directed to strengthen social cohesion and reduce economic disparities caused by differences in access to technology.

The main recommendations of the study include increasing digital literacy evenly, strengthening infrastructure in disadvantaged areas, and involving local communities in the policy formulation and implementation process. These efforts are important so that digital transformation truly functions as an instrument of equitable distribution of welfare, not as a trigger for the birth of new inequalities in Indonesia's growing socio-economic structure.

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