

Research Trends on Communication of Government in the World: A Systematic Literature Review

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Abstract

Abstract: The purpose of this research is to gain knowledge and understanding of scientific progress related to government communication through publications added to the Scopus database. This study uses 222 scientific papers from the Scopus database to conduct a systematic literature review as the research methodology. According to the survey, between 2022 and 2023, there was an increase in the total number of individuals reporting the writing of scientific articles on government communication, from 107 in 2022 to 115 in 2023. The number of papers available in the Scopus database during 2022-2023 demonstrates this. The findings of this research have contributed to the creation of a research agenda on government communication. The limitation of this study is that it only uses articles from the Scopus database; therefore, its conclusions are limited in their ability to address global concerns related to government communication. Future studies should incorporate scientific publications from other reliable international databases, such as Dimensions Scholars and Web of Science.

Abstrak: Tujuan dari penelitian ini adalah untuk memperoleh pengetahuan dan pemahaman tentang kemajuan ilmiah yang berkaitan dengan komunikasi pemerintah melalui publikasi yang telah ditambahkan ke database Scopus. Studi ini menggunakan 222 makalah ilmiah dari Database Scopus untuk melakukan ulasan literatur secara sistematis sebagai metodologi penelitian. Menurut survei, antara 2022 dan 2023, ada peningkatan total jumlah orang yang melaporkan menulis artikel ilmiah tentang komunikasi pemerintah, dari 107 pada 2022 menjadi 115 pada 2023. Jumlah kertas yang tersedia di basis data Scopus pada tahun 2022-2023 menunjukkan hal ini. Temuan dari penelitian ini telah membantu dalam penciptaan agenda penelitian tentang komunikasi pemerintah. Kelemahan dari studi ini adalah bahwa ia hanya menggunakan artikel dari basis data Scopus; oleh karena itu, kesimpulannya terbatas dalam kemampuan mereka untuk menangani kekhawatiran global yang berkaitan dengan komunikasi pemerintah. Publikasi ilmiah dari database internasional lain yang dapat diandalkan, seperti Dimensions Scholars dan Web of Science, harus digunakan dalam studi masa depan.

Introduction

Governments, organizations, legislators, and social marketers that offer solutions centered on wellbeing and healthy living (Akbar et al., 2022). However, an emphasis on communication problems is also present in many other nations. Similar to China, there are still issues with poor implementation of corporate social responsibility, uneven CSR communication, and a lack of integrity and relevance, despite significant advancements in these areas. The degree of local economic development, the social development environment, and government intervention all have an impact on businesses in different regions, which results in distinct variations in the political and geographic characteristics of businesses in various locations when it comes to social responsibility communication (Su & Zhong, 2022).

Based on previous research Bolu (2022), who discussed implementing mitigation measures early on and fostering strong partnerships with bilateral, multilateral, and private sector organizations, high-level multisectoral PTF coordination helps to minimize the pandemic's effects. Other challenges include weak healthcare infrastructure, staff shortages, logistical issues, commodity deficits, currency devaluation, and varying country-government cooperation. On the other hand, other research reveals that gaps in data management, lack of professionalism, and inefficiency in communication are the most pressing considerations for improving disaster management in the country. Insufficient funding to implement the management plan remains widespread. Following these findings, we recommend that all first respondents regularly undergo international table exercises and simulated disaster response training to help them build their capacity and learn from other countries (Turay & Gbetuwa 2022). The researchers Burger (2022), found that a variety of factors, including disparities in perception, confidence, empathy, credibility, and the world's assessment of resources as well as the prevalence of misinformation, disinformation, and lack of information complicate stakeholder communication when it comes to risk to ecological receptors.

While preceding research has provided a wealth of information regarding government communication, it has not made extensive use of the systematic literature review methodology with articles sourced from the database Scopus, nor has it made extensive use of the article review method with the Vosviewer application. As a result, the review paper using the SLR approach, which draws from 222 scientific publications from the dataabs scopus, is the subject of this study. The SLR technique is a robust scientific approach that offers an edge in comprehending research problems by drawing on prior findings.

The goal of this study is to address the research question, "How do researchers discuss the process of government communication in the world?" Vosviewer is utilized by article analyzers for qualitative content analysis with the SLR technique as the research strategy. This study has advanced science, particularly government science, concerning communication challenges in government and how this field has developed academically, as seen by the many papers in the Scopus database.

Researchers that studied government communication, such as those at ([Khelfaoui et al., 2022](#)), elucidated the sustainability of communication processes and found that two of the three ICT variables we used-cellular subscriptions and Internet access on a smaller scale had a statistically significant positive impact on lowering infant mortality in low-income nations. Then, according to a different study, the synergy communication model handled the Mount Agung volcanic crisis efficiently since disaster management calls for cooperation, coordination, and sharing of information. In order to reach out to disaster victims, the synergistic communication model implements timely and accurate public dissemination of government-issued disaster communication messages. This includes information about calls for the use of traditional media and technology to facilitate evacuation in safe areas, as well as the locations of evacuations and instructions to carry only essential items with you ([Nurjanah, 2022](#)).

Additional studies on independence from the government show that the generation of evidence, the creation of recommendations, and their delivery include a more intricate interplay of interpersonal tactics. We pinpoint the actions taken by PC employees who are typically linked to policy entrepreneurs or those who want to sway political and policy decisions ([Green, Carey, & Malbon, 2022](#)). According to another study, for every unit of environmental information that the government discloses, the green factor's overall productivity would increase by 0.2 units. In light of endogeneity, there has been a surge in support for the idea that government environmental data disclosure will boost the overall productivity of the green factor. The amount of ecological information that the government discloses has a non-linear effect on the development of overall green factors ([Zhao & Chen 2022](#)).

The researchers Yudarwati ([2022](#)), disclose information regarding the communication of a recently launched development project that aims to meet the project's initiator's requirements while also launching, securing, and maintaining favorable community outcomes. Collaboration and a slow transfer of authority and decision-making from the last to the first are necessary to accomplish this. However, the researchers also compare the three presidents' methods of health communication during the two pandemics, taking into account a variety of reliable sources, from top-down, government-driven approaches to bottom-up, community-informed approaches ([Gumede, Durden, & Govender, 2022](#)).

Based on studies conducted by Neves ([2022](#)), The COVID-19 management effort in 2019 may have an impact on Brazil's social conduct. No branch of government foresees a health catastrophe, issues sound guidelines and recommendations, or takes preventative action. However, further research conducted by Yudarwati and Gregory ([2022](#)), integrates ideas from development communication and public relations to enable businesses, particularly in the public sector, to empower and involve rural people in adopting and utilizing infrastructure development for mutual benefit. Utilizing reputable research, this paper investigates the communication procedures associated with the construction of micro-hydro power plants at Kulon Progo Regency, Indonesia. It presents insights from the viewpoint of communications aims in contrast to those of organizational perspectives. In the meantime, a

different researcher clarified that the press conference followed scientific guidance and made use of symbols that improved the understanding of COVID-19 health communications. On the other hand, media coverage highlights the general economic difficulties; nonetheless, liberal publications are more interested in politics, while conservative newspapers are more concerned with health and the economy ([Kenix & Bolanos Lopez 2022](#)).

According to a report from Asia, the Indonesian government has implemented a number of measures to contain COVID-19. On the other hand, COVID-19 cases are increasing, and its future course is yet unknown. In addition, the study seeks to ascertain which aspects of the health system should be given priority in order to strengthen the government's reaction to COVID-19 and how medical professionals and academics interpret how the Indonesian government is handling the pandemic ([Mahendradhata, Lestari, & Djalante, 2022](#)). Additional research reveals new tools that the British government uses in public policy service across a range of public entities. These tools include consulting firms, internet advertising infrastructure and practices, and forms of expertise that have developed around them. It reflects the growing sophistication of government communication on a daily basis as well as the intensification and adaptation of the larger "change of behavior" in British state leadership. Modern British public policy combines effective instruments to address the shift in behavior brought about by the platform economy ([Collier et al., 2022](#)). Low faith in governments, according to the opposing viewpoint, also explains the rising rates of non-compliance with laws intended to prevent infection (such as social segregation); however, the precise causes of this correlation are still unknown ([Wright et al., 2022](#)).

Indra et al (2022), research highlights the elements of the Knowledge Management System for Government Human Capital Communication Management and establishes the priority sequence of the knowledge management process. Additional research findings analyze the ICT vulnerability levels in eastern Indonesia using a machine learning analytic approach based on clusters. The government's intolerance of communication colors this research ([Anggoro et al., 2022](#)). Another study compares President Cyril Ramaphosa's health communication strategy during the COVID-19 pandemic to those of two former South African presidents, Jacob Zuma and Thabo Mbeki, in response to the HIV epidemic ([Gumede, Durden, & Govender, 2022](#)). The Global Health Programme researchers have made progress in their communications by launching the COVID-19 Resource page, which features a two-week summary of articles, focusing our monthly eMagazine and weekly blog on pandemic-related topics, and maintaining continuous contact with our global partners ([Sadigh et al., 2022](#)).

According to recent studies, the management of COVID-19 in 2019 may have an impact on Brazilian social behavior. It appears that not one branch of government anticipates a health catastrophe, offers complete guidance, or takes preventive action. To empower rural communities and involve them in infrastructure development for mutual benefit, especially within the public sector, more research has been done by integrating the principles of public relations and development communication. This study explores the communication techniques related to the construction of micro-hydro power plants in Kulon Progo Regency,

Indonesia, using reliable research. It provides insights from communicative perspectives that are different from organizational viewpoints. In the meantime, another study clarifies that a press conference followed scientific guidelines and employed symbols to improve understanding of COVID-19 health communications, while media coverage primarily highlights economic difficulties, with conservative newspapers emphasizing health and economic issues and liberal publications focusing on politics.

Research Method

This research technique makes use of systematic literature evaluation research tools. They employ qualitative research on government communication, which highlights the significance of government communication processes and their evolution in international studies. The goal of the study is to offer a comprehensive understanding of how communication functions in connection with government. Regarding data processing, there is a strong reputation for the Vosviewer application. Furthermore, data from 222 scientific papers and articles obtained from the Scopus database was employed.

The PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-analyses) technique was used in this investigation. Using this technique, authors and researchers can produce qualitative meta-analyses and systematic reviews. The following image presents a clear outline of the PRISMA research process:

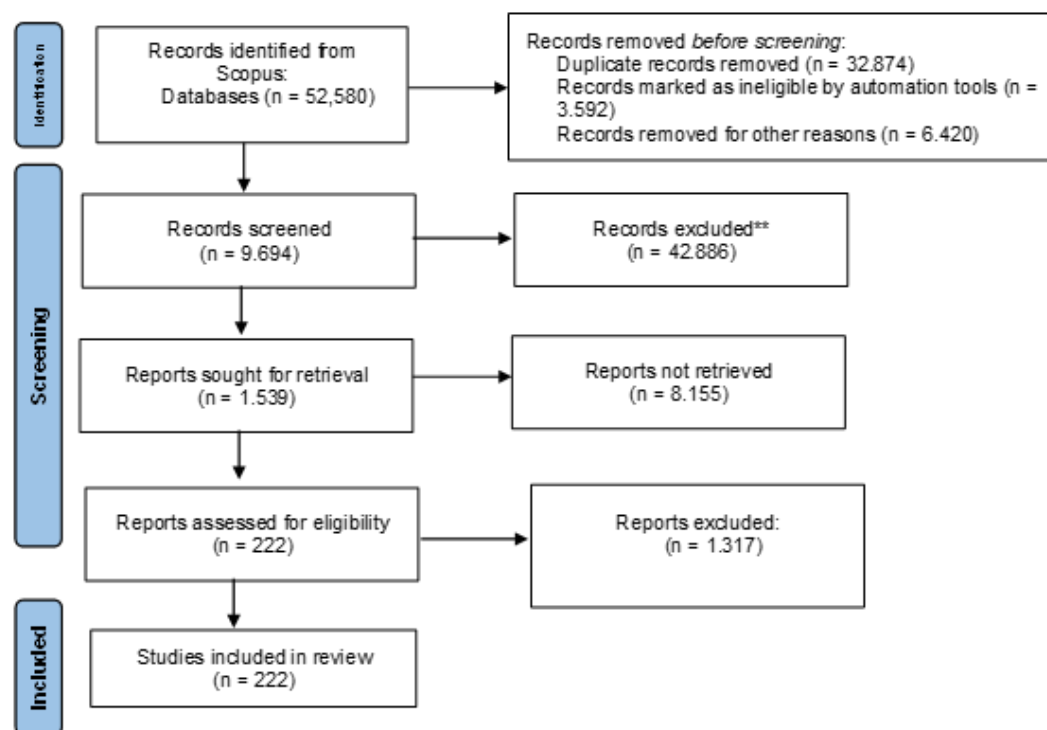


Figure 1. PRISMA Flow Chart of study selection

Establishing the topic of the writing is the first step in producing scientific writing. This stage determines the direction in which the study, which addresses the issue or issues under investigation, will go. In this research process, once a theme has been chosen to be investigated, the next step is to use Scopus to look for data. This process is used in this study to choose a data source that fits the selected theme. In order to move on to the next stage, data must be processed in the third step using the Mendeley and Vosviewer tools. The next step, the data analysis stage, will require the author to focus on assessing the previously gathered data.

Results and Discussion

By looking through the journals, the researchers discovered that Scopus held a substantial amount of data. The analysis indicates that between 2022 and 2023, they will have access to specific information regarding government communication that is available in the Scopus database. The format and organization of the information are as follows:

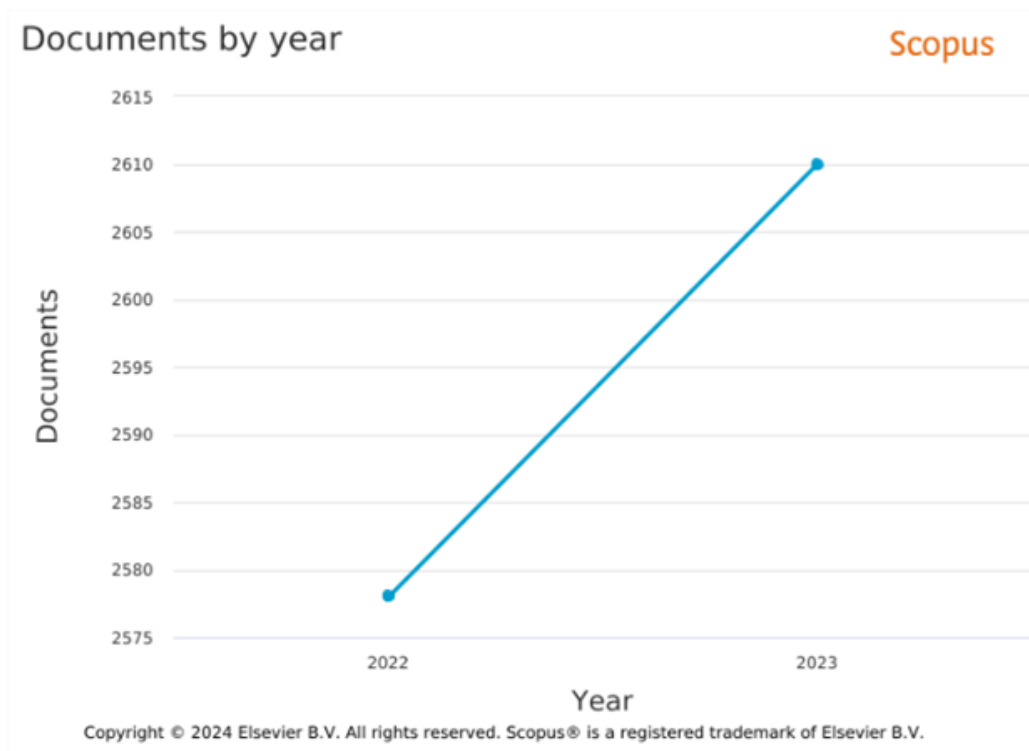


Figure 2. Table of writing data based on the year of publication

According to the statistics above, 2023 is the most dominant year for government communication since there are a lot of conflicts in the world during that year, which leads to a lot of communication procedures. Numerous nations are scheming to further their interests and communication channels, and a large number of writers are examining this subject. The image below, which displays some of the academics' interests in government communication-related topics, makes it evident

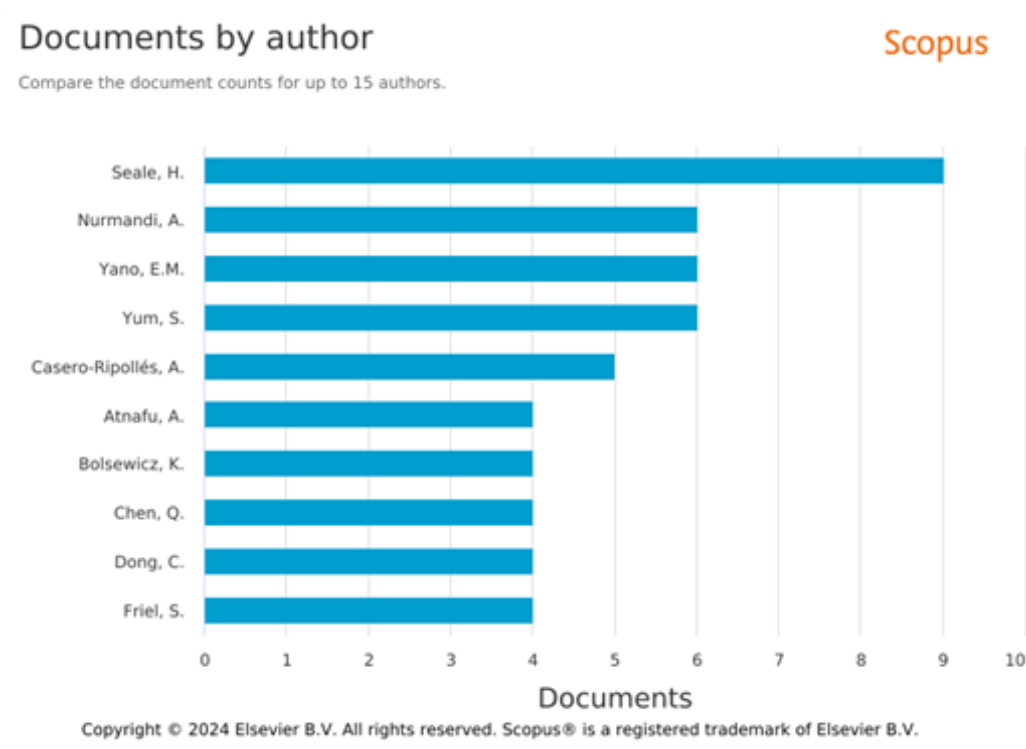


Figure 3. Table of article writing data by author

According to the data above, Gizem Melek's work on government communications challenges since 2022 and 2023 appears to be at its best. The outcomes provided answers to two key queries: (1) During pandemics, what kinds of communication issues do members of these groups usually encounter? and (2) What plans of action and suggestions are made to improve minority racial and ethnic groups' participation and communication in the present COVID-19 pandemic and future incidents of this kind? How to Create a Scoping Review: PubMed, EMBASE, CINAHL, PsychINFO, Cochrane Library, and so on (Seale et al. 2023).

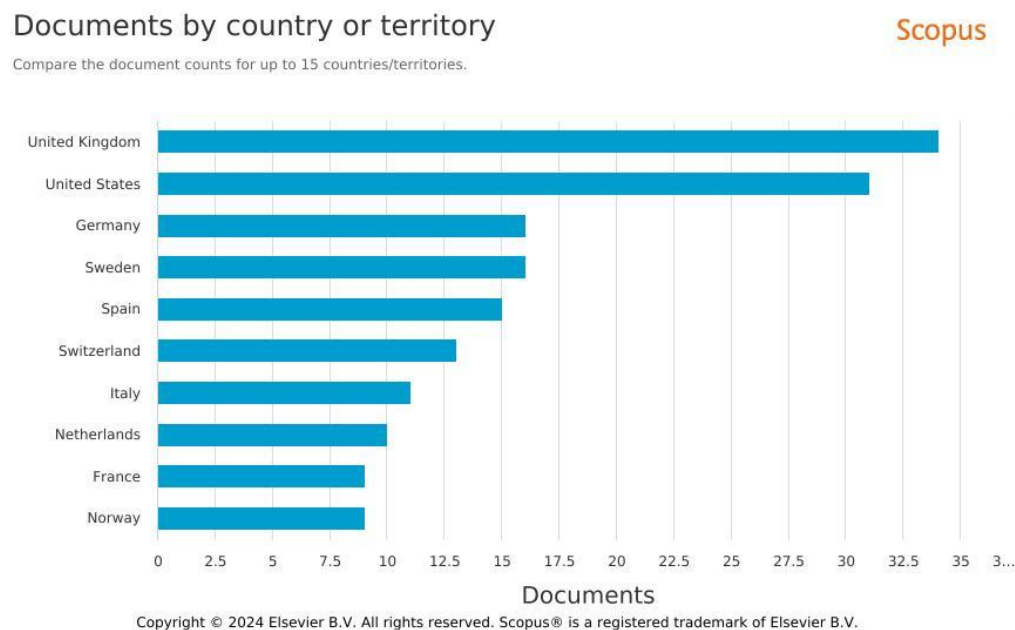


Figure 4. Country Data table related to the topic

The United States comes in second with 31 articles overall, Germany and Sweden come in third with 16 articles posted overall, and the United Kingdom leads the rest of the world with 33 articles published to the Scopus Database, as seen in the above picture. Beyond their own interests and the author's own motivations, this piques the curiosity of nations that dominate other nations, regardless of the backgrounds of those nations. For instance, the mass media is heavily involved in politics in the United Kingdom. The general population can receive information and viewpoints through the mass media. The mass media serves as a source of information that can affect public opinion and political decisions in a political setting. There are many ways in which the mass media can shape public opinion. First, by presenting selected news, the mass media has the power to sway public opinion. News that is deemed significant can be highlighted by the media, while news that is deemed trivial might be ignored. Because the public only hears information from the media, this may have an impact on public opinion. Second, by interpreting the news, the media has the power to shape public opinion.

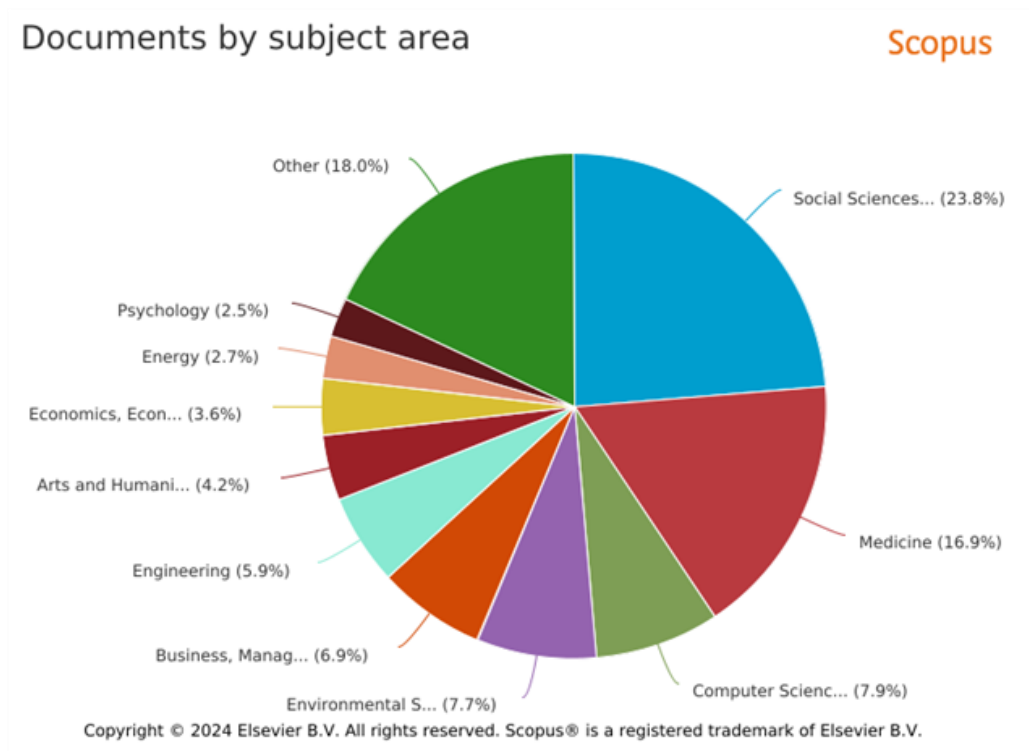


Figure 5. Table of article writing data by Subject area

The figure above illustrates the statistics, which indicate that the author's interest is dominated by the subject area of social science, which accounts for 23.8% of the entire subject area. It demonstrates how social science and government communication are inextricably linked since social science cannot observe the phenomenon of government communication and remains outside its scientific purview. Additionally, a lot of researchers have concentrated their study language on some of the keywords like care, intervention, effect, vaccination, and confidences that serve as the foundation for their studies. It is visible in the image below.

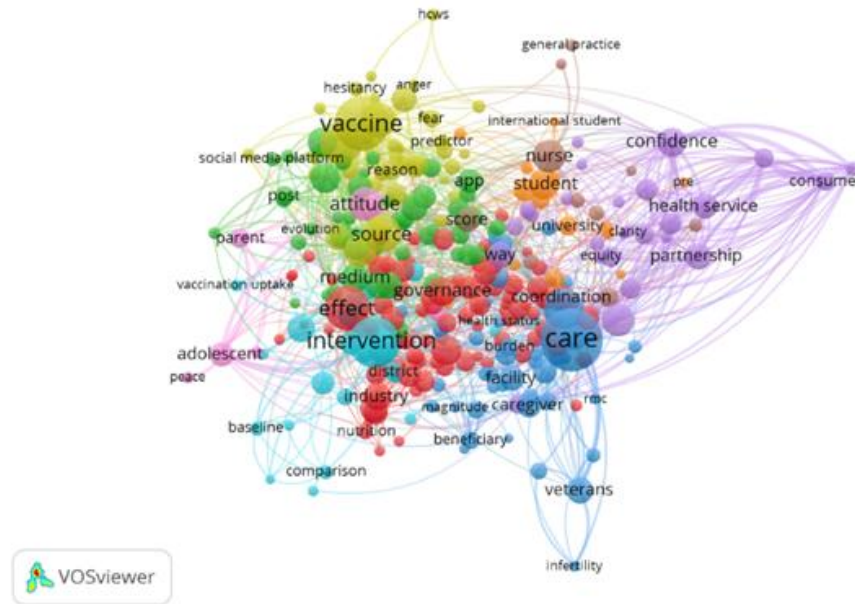


Figure 6. Vosviewer networking data mapping

The data indicates that the young blue root in the graph above symbolizes the topic of intervention, the yellow root is the discussion of vaccines, the red root is the discussion of effects, the green root is the discussion of apps, and the blue root is the topic of care. It demonstrates how current events relate to the theme of government communication in terms of aid issues as well as cause and effect.

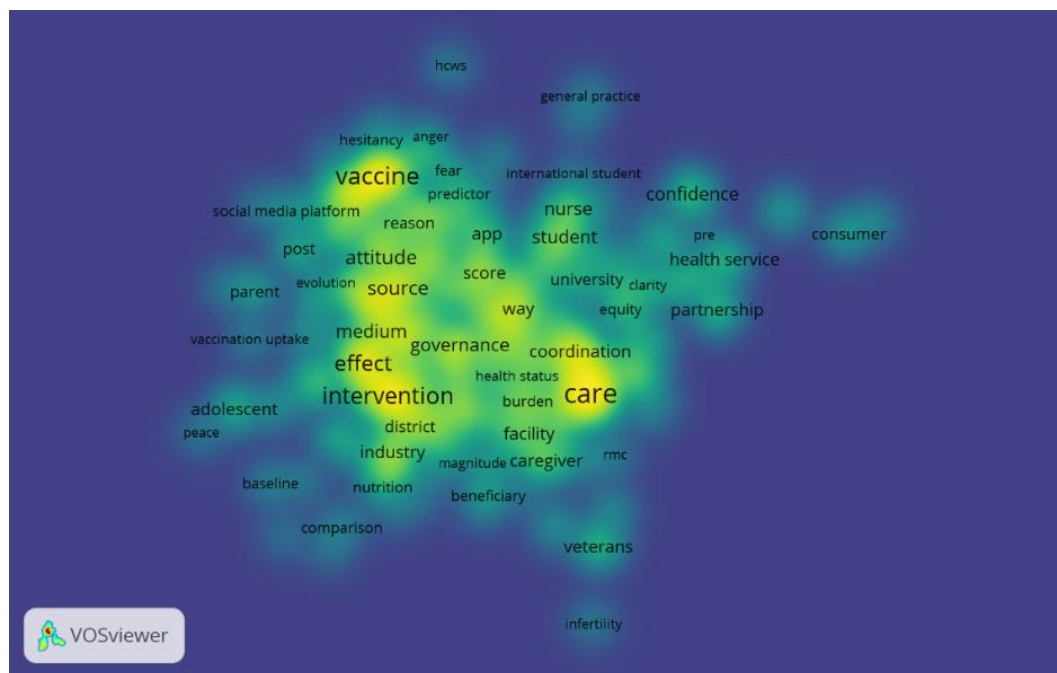


Figure 7. Vosviewer networking data mapping

According to the facts above, care has the biggest impact on how government situations are communicated. Because of the care that exists between states, the outcome has developed a more synergistic communication mechanism between states. Then, there is an intervention that takes precedence over caring. This suggests that meddling in the internal affairs of other autocratic states provides a general picture of the government's communication process. This eventually turned into the writers' main conversation topic.

The data from prior studies using Scopus sources will be analyzed to answer any inquiries on the subjects discussed, namely how government communication methods might result in different state decisions and encounter issues. that the industry's sense of legitimacy and confidence influences how society views aquaculture. Arguments concerning what drives and informs decision-making, as well as how individuals are involved in the process, often center on the perceived legitimacy of policies and procedures. Furthermore, the conflicting paradigms of justice and knowledge that are apparent during the engagement process emphasize the importance of openness, communication, and fostering connections. A complex understanding of how aquaculture benefits people's lives and communities is reflected in the debate over the range of perceived environmental and social effects (Weitzman, Filgueira, & Grant, 2023).

The study takes advantage of a meticulous research methodology by conducting a systematic review of the literature. A total of 222 scientific papers indexed in the Scopus Database have been selected as the main source for this research. This step not only ensures the accuracy and diversity of the data used but also enables in-depth analysis of the various dimensions of government communication. In conducting literature reviews, researchers have gained a comprehensive insight into the topic. Data collected from various scientific papers provides a solid foundation for in-depth analysis and holistic understanding. This approach allows researchers to see more than just one point of view or approach to understanding the dynamics of government communication. The systematic analysis carried out in this study is aimed not only to describe trends and general patterns that emerge in scientific literature but also to explore the variations and differences that exist in them. Thus, the study not only provides a general overview but also provides a deeper understanding of the complexity of government communication. The results of this research are expected to make a significant contribution to practitioners and policymakers in formulating effective communication strategies in a governance context. Furthermore, the findings and recommendations of this study can also be a starting point for further in-depth and applied research in the field of government communication in the future. Thus, this research serves not only as a mapping of existing scientific literature but also as a foundation for the development of knowledge and the practice of further government communication.

Surveys conducted between 2022 and 2023 revealed a substantial surge in the level of interest among researchers to investigate government communications and compose scientific articles on the subject. The number of authors of scientific articles on government communications increased from 107 in 2022 to 115 in 2023, according to the data. The rise in question signifies a favorable trajectory in scholarly consciousness and curiosity regarding the function of communication within the realm of governance. Academics are gaining a greater understanding of various facets of government communication, including

communication strategies, the function of the mass media, and public participation, as the number of scientific papers published rises. The rise in the quantity of authors and scientific articles further underscores the significance of recording and examining efficacious government communication practices, in addition to investigating the corresponding obstacles and prospects. Hence, the survey not only signifies the increasing scholarly attention towards the domain of government communication but also fosters the advancement of more profound comprehension and awareness regarding the intricate nature of communication dynamics within the governmental sphere.

The research outcomes have contributed to the development of a more targeted and all-encompassing scientific agenda concerning government communication, as evidenced by the quantity of articles indexed in the Scopus database for the academic year 2022-2023. A comprehensive examination of the compilation of papers not only yields a more profound comprehension of the intricacies of government communication but also discerns potential emerging patterns within that framework. When viewed from this perspective, the study evolved into a foundation for the development of knowledge and strategies in the field of government communication, as opposed to merely an overview of the current state of affairs. Anticipated outcomes include a substantial contribution to the advancement of responsive and efficient communication practices in the government sector and a promotion of the formulation of policies that are more adaptable and grounded in empirical evidence. Through the examination of scientific papers, the research enhances our comprehension of the intricacies of government communication. Moreover, it reinforces our awareness of the criticality of transparency, accountability, and public engagement in the process of making public decisions.

Notwithstanding the significant contributions this study has rendered to the comprehension of government communication, there are certain limitations that must be recognized. An inherent limitation of the system is its exclusive reliance on articles obtained from the Scopus database as a source of data. Due to the inherent constraints of these data sources, it is unavoidable that the resultant analysis will fail to encompass the complete range of concerns pertaining to government communications on a global scale. Such an approach could potentially lead to erroneous conclusions or neglect the intricacies and dynamics inherent in government communication across different nations and social contexts. Hence, it is critical to bear in mind that this study merely offers a restricted synopsis of the phenomena under investigation. However, this in no way compromises the significance and practicality of the results obtained. Nevertheless, the research offers a fundamental comprehension of the multifaceted nature of government communication and may serve as a foundation for subsequent investigations that incorporate a wider range of representative and diverse data sources. Further research is anticipated to yield a more comprehensive and profound understanding of the obstacles and prospects associated with enhancing government communication on a global scale through the expansion of the variety of data sources employed.

Conclusion

Between 2022 and 2023, a survey confirms a significant trend indicating an increased scholarly emphasis on government communication. The collected data revealed notable fluctuations in the quantity of authors and scientific articles that analyze and specifically emphasize facets of communication within the government domain. The number of writers actively participating in the discourse surrounding government communication increased from 107 in 2022 to 115 in 2023. This upward trend signifies a growing recognition within the academic community of the critical nature of communication across all facets of government. The data indicates that scholars are gaining a greater appreciation for the intricacy of government communication and the significance of acquiring a more comprehensive understanding of its dynamics. As the quantity of published scientific papers increases, so does the scholarly focus on this subject. These articles examine a range of aspects pertaining to government communication, encompassing the impact of mass media, the function of public participation in decision-making, and communication strategies. This demonstrates that government communication is regarded not merely as an auxiliary component but rather as a significant and indispensable field of study within the realm of government. From this vantage point, the survey provides empirical support for the notion that researchers' understanding of the significance of communication in policymaking and public policy management is expanding. Hence, this survey signifies not only a rise in the quantity of scholars investigating the subject matter but also a transformation in the recognition of the criticality of communications within governmental operations. In order to develop a more comprehensive understanding of how communication impacts government and how governments can respond more effectively to the complex communication challenges of the future, the results of this survey may therefore serve as a crucial starting point.

This study has provided a substantial contribution to the comprehension of government communication via diverse channels. To begin, this study compiles and evaluates an extensive collection of pertinent scientific articles from the Scopus Database by employing meticulous research methodologies and conducting systematic literature reviews. Therefore, this research not only provides an all-encompassing comprehension of diverse facets pertaining to governmental communication but also establishes a robust groundwork for subsequent investigations in this domain. In addition, by systematically analyzing trends, patterns, and variations in scientific literature, this research generates a more profound comprehension of the intricacy of government communication. It facilitates the identification of significant opportunities, challenges, and themes in international government communication. Thus, the research offers invaluable insights to practitioners and policymakers, enabling them to develop effective communication strategies within the governance context. Additionally, the findings of this study may serve as a foundation for further investigation in the realm of government communication. The generated findings and recommendations may pave the way for additional research that employs more applied methodologies or concentrates on particular challenges within the realm of government communication. Thus, in addition to enhancing our comprehension of contemporary government communication, this research stimulates the growth of knowledge and application in this area in the future. The primary significance of this research is its capacity to provide a comprehensive and intricate comprehension of government communication.

Additionally, it establishes a strong groundwork for subsequent investigations and the formulation of more efficacious approaches within the realm of governance.

Despite this, it is important to acknowledge the numerous limitations of this study. One constraint pertains to the data sources employed, specifically the exclusive reliance on articles obtained from the Scopus database. Hence, the resultant analysis might not comprehensively mirror the intricacy and variety inherent in the intricacies of governmental communication on a global scale. Future investigations should broaden the range of data sources employed. Beyond utilizing articles obtained from the Scopus database, researchers might contemplate integrating data from alternative sources, including interviews with practitioners and specialists in the field, local journals, or government reports. This approach could broaden the analysis's scope to include a wider range of perspectives, leading to a more comprehensive understanding of government communication. This study may identify specific concerns or patterns that warrant further investigation. Further research may, for instance, examine the influence of social media on public opinion regarding government policies or conduct a more in-depth analysis of the efficacy of various government communication strategies in attaining particular objectives. Subsequent investigations may yield a more precise and comprehensive understanding of governmental communication, in addition to furnishing policymakers and practitioners with more tangible recommendations regarding the development of efficacious communication strategies.

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