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RESEARCH ARTICLE

E-Government as A Tool to Increase Public Participation in Public Decision Making

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Abstract: The purpose of this research is to examine e-government as a tool to enhance public participation in decision-making. The researcher used qualitative research methods with a field research approach. Field research involves direct observation, interviews, or other data collection methods in the field, allowing the researcher to gain a deep understanding of the phenomenon under study. The research location for this study is the Jakarta Provincial Government. To gather information or collect data, two staff members of the Jakarta Provincial Government were interviewed. The findings of this study indicate that the use of e-government in the Jakarta Provincial Government has proven to enhance public participation in policy-making. E-government enables broader, more inclusive, targeted, and transparent participation. Public participation is facilitated through online platforms where people can easily access information and participate in discussions about proposed policies. In the context of the Jakarta Provincial Government, e-government has also helped improve the efficiency of governance and provide easier access to public services.

Keywords: E-Government, Community Participation, Public Policy

1. Introduction

The use of e-government (electronic government) in the current era of the industrial revolution has become a necessity because of the rapid changes in information and communication technology (ICT) and the increasing need to provide efficient, transparent and inclusive public services. E-government is the use of digital technology to improve government performance in providing services to the public and carrying out government functions. This is because living in an era marked by rapid technological advances, where computers, the internet, and mobile devices have changed the way we interact, work, and access information. Information and communication technology (ICT) has become the backbone of developments in various sectors, including the public sector. In the current era of the industrial revolution, (Paradiba & Suandi, 2022).

According to (Wirawan, 2020), E-government enables the government to integrate different information systems and business processes in one digital platform, thereby accelerating and facilitating public access to government services. This covers a wide range of services, from public administration to healthcare, education, business licensing, tax payments, and more. By using an electronic system, the registration process, submission of documents, and payments can be made online, reducing bureaucracy and long waiting times. One of the main benefits of e-government is the increased efficiency of public administration. In traditional systems, delays and errors often occur in document processing due to physical limitations such as distance and time. However, with the adoption of e-government, Administrative processes can be carried out electronically quickly and accurately. For example, the process of resident registration, business licensing and tax payments can be done electronically, reducing the time and costs required by both citizens and companies. This improves



efficiency in the management of public resources and allows the government to focus on more strategic and pressing issues.

In addition to increasing efficiency, e-government also promotes government transparency and accountability. In conventional systems, public information is often difficult to access or hidden. However, with e-government, governments can provide online access to public information, such as government budgets, public policies, and statistical data. Citizens can see and monitor how the government uses public funds and runs its programs. This helps prevent corruption and abuse of power and builds trust between government and society. The application of e-government also helps create government that is inclusive and responsive to the needs of diverse communities. In the current era of the industrial revolution, the digital divide is still a challenge that must be overcome. Not everyone has internet access or is skilled in using technology. However, by providing internet access and ICT training to all levels of society, the government can ensure that no one is left behind in accessing public services and taking part in the public decision-making process. (Setiawan, 2015).

E-government can facilitate wider public participation in decision-making. Through online platforms, the government can receive input and feedback from the public regarding policies and programs being implemented. This opens opportunities for citizens to contribute and actively participate in shaping public policy. In doing so, e-government helps strengthen democracy and build closer relations between government and society (Rahayuningtyas & Setyaningrum, 2017). Apart from that according to (Rozikin et al., 2020), E-government has the potential to enhance economic development and investment. By providing an online platform for business and investment, the government can attract more investment in the digital sector and expand market access for local businesses. E-government also streamlines the licensing process and reduces administrative barriers, which can boost economic growth and create new jobs. In addition, e-government can also facilitate collaboration between government, the private sector, and civil society in developing innovative solutions to social and economic problems.

However, implementing e-government also faces challenges that need to be addressed. One of them is the problem of data security and privacy. In collecting and storing people's personal data, governments must ensure that there is adequate protection of such sensitive information and implement appropriate security measures. Cyber security and privacy protection are very important aspects in the development and operation of e-government systems, and of course there are still some people who do not have internet access or are not skilled in using technology. Therefore, the government needs to provide the necessary support and training so that all citizens can make effective use of e-government. (Nurhadryani, 2015).

So that it can be concluded, the use of e-government in the current industrial revolution era is a must. In an increasingly connected and digital world, governments must utilize information and communication technology to improve public services, increase administrative efficiency, increase transparency and accountability, and encourage wider citizen participation. However, e-government implementation must also pay attention to data security and privacy and ensure digital inclusion for all citizens. Thus, e-government can be a powerful tool for creating effective, responsive and inclusive government in the current industrial revolution era.

Public decision making is an important process carried out by the government both at the central and regional levels. These public decisions cover various aspects of policy that affect society at large. In this context, the existence of E-government or electronic government has proven to be very helpful in the public decision-making process. In this paper, we will discuss how E-government plays a role in public decision-making and its benefits for government, society, and the democratic process (Anggraeni et al., 2021).

E-government refers to the use of information and communication technology (ICT) in public service delivery, government management, and citizen participation. E-government enables governments to collect, manage and analyze data more effectively. With the existence of an E-government system, the government can integrate data from various sources, such as government departments and agencies, to produce comprehensive and accurate information. This enables better, evidence-based decision making. One of the main benefits of E-government in public decision making is better information accessibility. With the existence of an E-government system, relevant information about various public policies can be easily accessed by the government and the public. Governments can provide complete and up-to-date information about policies being considered or implemented, including statistical data, research reports, and evaluations of past policies. This allows decision makers to obtain accurate and reliable information in their decision making process (Gioh, 2021).

Besides that, E-government can increase transparency in public decision-making. With the existence of an E-government system, the public decision-making process can be more open and can be monitored by the community. Information regarding public policy, including the policy formulation process, public meetings or consultations, and considerations made by decision makers can be accessed by the public. This transparency helps build trust between government and society and minimizes the risk of corruption or abuse of power. E-government can increase efficiency and productivity in public decision-making. In an E-government system, various administrative processes can be carried out electronically, including data collection, policy analysis, and decision making. This reduces the dependency on manual processes which tend to be time-consuming and costly. With the existence of E-government, the decision-making process can be carried out more quickly and efficiently, thereby speeding up the response time to urgent public issues. (Aprianty, 2016).

Not only that, E-government can also encourage public participation in decision making. In an e-government system, the government can provide a public participation platform that allows the public to provide input, opinions or suggestions regarding public policies. This public participation is important in ensuring that the policies adopted reflect the needs and aspirations of society at large. With E-government, public participation can be increased through the use of social media, online discussion forums, or public consultation mechanisms that are more accessible. In addition to these benefits, E-government can also assist in overcoming some of the challenges faced in public decision making. For example, with the existence of E-government, government can overcome geographical and administrative constraints in data collection. By utilizing technology, the government can collect real-time data from various remote or hard-to-reach areas or areas (Sari & Winarno, 2012). However, although E-government offers many benefits, there are still some challenges that need to be overcome. One of the main challenges is the issue of data security and privacy. In implementing E-government, the government must ensure that the data collected and stored is safe from cyber security threats. Privacy protection is also important to ensure that citizens' personal information is not misused (Damayanti, 2019).

In conclusion, E-government has a very important role in public decision-making by the government at both the central and regional levels. By providing better information accessibility, increasing transparency, increasing efficiency and productivity, and encouraging public participation, E-government provides significant benefits in public decision-making processes. However, challenges such as data security, privacy and digital divide need to be overcome to ensure successful implementation of E-government. In the ever-evolving digital era, the government needs to continue to adapt and utilize information and communication technology to improve the quality of public decision-making and promote democracy.

From the results of research by (Aprianty, 2016) it was found that the implementation of e-Government policies in improving the quality of public services at the Sambutan sub-district office, Samarinda city, began to experience changes to excellent service, although there were still some deficiencies, namely limited resources, lack of socialization of policies to the community, and miscommunication between leaders and employees.

The results of this study further strengthen researchers to conduct similar research with the title e-government as a means of increasing community participation in public decision making. In this study it is hoped that there will be new findings that can strengthen the results of previous studies.

2. Literature Review

2.1. E-Government

Government is the concept and practice of using information and communication technology (ICT) by the government to facilitate the active and direct participation of the public in the public decision-making process (Batmetan et al., 2022). In this context, E-Government acts as a tool to increase citizen involvement in various government activities, from policy planning to implementing government programs and projects. With E-Government, the public can be directly involved in policy formation through online platforms, public discussions, online consultations, electronic polls, and other participation mechanisms. The government uses information and communication technology to ensure openness, transparency and accessibility in public decision-making processes (Farida et al., 2020). Through E-Government, the public can provide their input, suggestions and opinions on public policies, as well as follow the development and implementation of policies that impact their lives. Active community participation in public decision-making through E-Government can help create policies that are more responsive to people's needs and aspirations (Utama, 2020).

2.2. Public policy

Public policy is a series of decisions or steps taken by the government or public bodies to set goals, targets and actions to be taken in order to address issues or problems faced by society. This public policy can cover various fields, such as economic, social, educational, health, environmental, security, transportation, and so on (Nur et al., 2014; Wahab, 2021). The definition of public policy also includes a decision-making process involving information gathering, data analysis, public consultation, consideration of the interests of various parties, as well as the implementation and evaluation of policies that have been taken. Public policies are usually established to achieve general goals, such as improving people's welfare, increasing the efficiency and effectiveness of public services, improving environmental conditions, or promoting social justice. Public policies can be issued in the form of laws, regulations, regional regulations, executive decisions, or other policy instruments. The main goal of public policy is to influence the desired behavior and outcomes in society, as well as create a positive impact that can be felt by citizens (Suaib et al., 2022).

3. Research Methods and Materials

The research method used in this study is a qualitative research method with a type of field research. According to Robert K Yin field research is research conducted by collecting data directly from research locations, such as the natural environment, workplaces, communities, or other locations that are relevant to the research topic. (Iswadi et al., 2023). Field research uses direct observation, interviews, or other data collection in the field, thus enabling the researcher to gain an in-depth understanding of the phenomenon under study (Syakur & Budianto, 2021). The research location in this study is in the Provincial Government of DKI Jakarta and to gather information or obtain data by conducting interviews with two teachers at each school and supported by secondary data in the form of previous research articles that are relevant to the title and purpose of the research.

For data analysis the researcher analyzed the data using appropriate analytical techniques, such as qualitative analysis. The results of data analysis are then interpreted and presented in a research report, which includes research findings, conclusions, and recommendations based on the results of field research.

4. Results and Discussion

The use of E-Government or electronic government has become a global trend in an effort to increase the efficiency and effectiveness of governance in various countries, including the DKI Jakarta Provincial Government (Pemprov). E-Government utilizes information and communication technology to facilitate interaction between government and society, as well as to provide easier and faster access to information and public services.

E-Government is an approach that aims to improve and change traditional ways of delivering public services and making policies more efficient, responsive and inclusive through the use of information and communication technology. In the context of DKI Jakarta Provincial Government, the adoption of E-Government has had a positive impact in increasing public participation in policy making.

The use of E-Government in Pemprov DKI Jakarta has enabled wider and inclusive public participation. Traditionally, public participation in policy making is often limited due to geographical constraints, time constraints, and complicated bureaucracy. However, with the adoption of E-Government, public participation can increase significantly. Through electronic government portals and mobile applications, citizens can easily access information about the policies being discussed, provide input, and provide their responses to the proposed policies. This reduces the physical and bureaucratic barriers usually associated with conventional public participation.

One important aspect of using E-Government is increasing government transparency and accountability. In the context of Pemprov DKI Jakarta, proposed policies can be debated openly, thus enabling more inclusive and fair participation. With online platforms that provide discussion forums and feedback mechanisms, governments can facilitate dialogue between various stakeholders, including the general public, community groups, and non-governmental organizations. This allows for a wider exchange of ideas, ideas and knowledge.

E-Government also enables the government to collect real-time data and information about people's needs and preferences. Through online surveys, polls and feedback mechanisms, governments can quickly identify issues that are important to society and gauge the level of support for proposed policies. Thus, the use of E-Government helps the Provincial Government of DKI Jakarta in making better and more accurate decisions.

In addition to increasing public participation in policy making, the use of E-Government also brings other benefits. In the context of DKI Jakarta Provincial Government, E-Government has helped improve the efficiency and effectiveness of government administration. With online services and data integration, Jakarta residents can easily and quickly access various government services, such as licensing, paying taxes, and other administrative services. This reduces the queues and bureaucracy usually associated with conventional processes.

However, it is important to recognize that although the use of E-Government provides great potential for increasing public participation, there are still some challenges that need to be overcome. One of them is the digital divide between communities. Even though internet access is expanding, not all citizens have equal access to technology and internet connection. Therefore, the government needs to ensure that equal access to technology infrastructure and digital training is provided for all citizens.

In addition, it is important to ensure that public participation through E-Government is not just a formality, but also has a real impact on policy making. The government needs to seriously consider and respond to input and feedback from the public, so that public participation really has an impact in the decision-making process.

The findings from the observations and interviews are consistent with the research findings (Setiawan, 2015) which results in E-Government being a means to communicate government more efficiently and effectively, services that are more affordable and expand public access to obtain information so that transparency, control, accountability, government

administration increase. This research can be interpreted if E-government can be an effective and efficient means of communication between government and society in the context of public decision making. With the adoption of E-government, the government can provide an online platform that enables the public to actively participate in decision-making processes related to public policies, programs or projects to be implemented.

Through E-government, the government can provide transparent information, easy accessibility, and open communication channels between the government and the public. Communities can provide input, opinions and feedback directly through the E-government platform, either through comments, online surveys or discussion forums. This allows the government to gain a broader perspective and take into account the interests and aspirations of the people in making public decisions

5. Conclusion

Based on the results of the discussion above, it can be concluded that the use of E-Government in DKI Jakarta Provincial Government has proven to be able to increase public participation in policy making. E-Government enables wider, inclusive, directed, and transparent participation. Public participation is carried out through online platforms, the public can easily access information and participate in discussions about proposed policies. In the context of Pemprov DKI Jakarta, E-Government has also helped improve the efficiency of governance and provide easier access to public services.

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