

Critical Success Factors E-Participation for E-Government



Shofa Shofia, Meyliana, Achmad Nizar Hidayanto, Harjanto Prabowo

Abstract: *E-participation is an interactive information technology service from citizens towards the government. The research problem in this paper is what critical factors the success of E-participation at this time. They are many literature review papers on the Critical success factor (CSF) E-participation on E-government. This paper provides an explanation of E-participation, e-government to the variable used to determine the success of E-participation in electronic governance. The purpose of this paper is to select and synthesize several papers relating to e-participation in E-government and to look for the critical success factor. This paper aims to synthesize a critical success factor of e-participation in e-government electronically in terms of data transparency and an interactive response from the government to support E-participation services. The methodology used in this paper is to select a systematic literature in terms of the approach of the paper published 2008-2019. 22 papers have been found that are relevant to E-participation in e-government. The results of this research paper are the critical success factors of E-participation in E-government.*

Keyword : *E-participation, E-Government, Critical success Factor, service, transparent*

I. INTRODUCTION

The development of the Internet has made the role of Information and Communication Technology (ICT) very important in the application of social and political concept ..[20].

The Development of Information Technology in different developing countries and developed countries. In developed countries already use information technology in various activities of citizens in various sectors both public and private sectors. The behavior of citizens as users of information technology is also different. In developed countries people are very enthusiastic to participate in the government sector in the country. Citizens who belong to the E-participation participate give their views, opinions, critical and advice in

the ongoing success of the government. The results of the 2014 United Nations e-government survey define e-participation as a process of involving citizens through ICT (information and communication technology) in terms of making policies and making public administration decisions that are participatory, inclusive, collaborative and deliberative for intrinsic purposes and instrumental (Francis, 2018) [8].

E-Government is a process of implementing information technology that can help the government in managing government administration and improving government relations with other parties. E-Government is an effort to develop governance based on information technology in order to improve the quality of public services effectively and efficiently (Ivan Aldwin A, Cristobal et al, 2018) ..[12].

The government provides very effective and optimal services in accordance with Indonesian institutional standards. To achieve optimum service requires a good system and integrated from the central to the local level.

E-Government is an integrated government system using information technology media in its implementation. Apart from that e-Government is generally conceptualized as the use of government from Information and Communication Technology (ICT) combined with organizational change to improve the structure and operation of government (Field, Muller, Lau, Gadriot-Renard, & Vergez, 2003)..[11]. Also, the implementation of e-government is expected to help the government provide services and transform relationships with the community, business and with others from the government (Gronlund & Horan, 2005; Guida & Crow, 2009)..[22]. Indonesian people as users of government public services will adapt a service from E-Government that can accommodate and accommodate their aspirations and desires through electronic participation or E-Participants.

E-Participation is defined as an information technology service for community participation in democracy. The aim of this E-participation service is to promote effective enhancement and involvement of citizens towards e-government. Another goal of E-participation is to promote wider reach for citizens to be actively involved in the participatory and democratic decision making process. E-Participation has been used on various platforms, for example in Web 2.0 application services that can provide facilities, sensitivity in a web-based community or participant to be able to share of information, collaboration, and discussions between users that are user generated content which means integrated application content services..[23].

This research requires several critical success factors of E-Participant in terms of public openness, transparency and accessibility to E-Government. Another research conducted by Tugberk Rich, that the government through the E-government provides digital electronic services to meet the interests of its citizens. (Garson, 2006: 18)..[4].

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The concept of E-Government services also has various features such as 'Transparency', 'Openness', and 'Accessibility' (Bonson et al. 2014, Susha and Gronlund 2014, Youngblood, 2014)..[23].

Various parties from the government authorities are looking for ways to increase transparency and participation methods ('Gasco ', 2014), where one of the tools is Open Government data. 'A government that prioritizes the use of two main tools: open data that is data available in a standardized and structured format, which is machine readable, and which is guaranteed to be freely available from time to time) and' open action ..[6]. Openness of electronic government data will provide information online so that citizens as participants can proactively provide aspirations in all respects and can provide a good response for the common good. Research conducted by Ahmad Nizar Hidayanto in 2017 that electronic government has used the SCT (Social Cognitive Theory) model in exploring and adopting E-Participants but only limited to testing people's ability to access their participation [2].

The success factor of E-participation in E-government was also written by Juan, C from Spain in 2018..[13], namely the transparency factor, but the factor still has weaknesses namely the need for an appropriate model to measure the needs of E-participation. The lack of up-to-date operational transparency measurement tools was also written by (Hollyer, Rosendorff & Vreeland, 2018; Piotrowski & Bertelli, 2010; Travares & Da Cruz, 2018)..[12] as a determinant of E-Participant success. The lack of a reliable, operational measure of transparency can be explained by there are different theoretical approaches (agency theory and legitimacy theory) to measure the level of transparency by public administration and to resolve and resolve conflicts of interest from public managers and citizens (ie, principal-agent problems). In this study there are first research questions arising from the analysis of the main indexes of transparency by public entities (Transparency International, Dyntra and Info participation.). Another problematic aspect of the above model is that it is often the difficulty encountered in accessing the information needed. Da Cruz et al., 2016).

This critical success factor (CSF) research paper was created to determine what critical factors are needed for the success of E-Participants towards the implementation of E-Government. Research compiled by several authors found several services, people and E-Participant success models for E-Government from 2010 to 2019 so that it was found several dimensions of factors determining the success of E-Participants are:

- Information Technology Services
- People or Participant
- Model

The main purpose of this research paper literature is to analyze and describe systematically and in a structured manner by determining a new variable, namely the interactive response of the government to public participation so that there is a follow-up from the government in response to community participation. This research provides broader development for participants to continue to participate and contribute electronically in E-government. The research questions of this literature paper are Critical Success Factors that determine the success of E-Participant in the implementation of E-Government.

II. LITERATURE STUDY

Previous research is traced to analyze and see research discussions, then look for differences with the research being carried out. In this study presents several international journals, proceeding and conferences that relate to the concept of E-participant, E-Government and the determinants of the success of E-participation in E-Government. The journals are presented in the previous paper selection table (State of the Art).

A. E-Government

E-Government according to Mustopadijaya (2003) in the Habibullah in 2010 suggested that the Electronic administration is a substitute phrase Electronic Government given to a government that adopts a technology based on the Internet, an intranet that can complement and improve program ministry. Meanwhile, according to Yayin Gelis 2016 that the E-Government institute to one aspect of digital government, providing government services electronically usually via the Internet. Furthermore, according to the E-Government (Ivan Aldwin A, Cristobal et al, 2018)..[14] is an effort to develop a governance based on information technology in order to improve the quality of public services effectively and efficiently.

B. E-Participant

Furthermore, E-participant according by Hidayanto and Purwandari (2017)..[2] E-Participant believed to be the use of Information, Communication and Technology (ICT), especially the Internet which allows public participation to achieve transparent government. Meanwhile, according to Aldin.AA (2018) that E-participation is defined as people's participation in democracy by the use of Information and Communication Technology (ICT). The purpose of internet democracy is to promote increased and active involvement of citizens for democracy. Provide broad information to citizens to be actively involved in the participatory and democratic decision making process. E-Participation has been used in various platforms that allow elicitation of political, social opinions and concerns, even to the most fundamental issues around the community of citizens. Other studies related to E-Participant written by Islam.S (2008) [23]. E-Participant has been shared with E-democracy (Anderson, 2006) and includes stakeholders and the supply side of public demand for the government.

III. CRITICAL SUCCESS FACTOR (CSF)

Critical success factor (CSF) E-Participant of the E-Government by Josefin (2019) is a relevant social group can contribute to building technical infrastructure for open government data especially for those interested in the use of open data in the context of local E- Government which aims to assess the good citizens by creating local E-Government but also to develop services openly that improve the daily life of citizens.

In the 27th paper explained that the critical success factor (CSF) citizens for participation in the service of the E-Participation is the Social Cognitive theory (SCT) and the theory of technology readiness online public aspirations in Indonesia and developing countries is an even.

In the other paper, according Mijail.R (2018)..[22] the factor determining the success of the E-Participation is the transparency, efficiency and quality of public service satisfaction in E-Government. Francis. F (2018).

[9] in his research explained that the introduction of online platform model that will greatly enhance the ability of services to local residents.

Collective and transformative portal includes features that will promote E-participant interactive with electronic government, including participation in the legislative process. So as to ensure a greater participant's response to the needs of citizens and to improve the relationship between government agencies as the constitution of the society, a model platform E-Participant also studied by Ivan Aldwin at all,

In a study written by Juan.C 2019..[16] explained that the transparency factor that determines the success of e-participation in e-government.

IV. RESEARCH METHODOLOGY

This research use approach Structure Literature Review) proposed by around 22 papers the field of E-Participation and e-Government which has been mentioned in the Literature review. The approach taken is the process of defining the problem by comparing some of the writings of researchers associated with the E-Participation and e-Government then made a research question, determine the source of the research, the process of seeking by using keywords and then extracting the data search results and then analyze the results of the research findings similar to answer the research.3

A. Process Search Technique

The search process is performed after the making of research questions then seek from a digital library or database) of some researchers who publish via:

- IEEE Xplore Digital Library (<https://ieeexplore.ieee.org/>)
- ACM Digital Library(<https://dl.acm.org/>)
- Science Direct (www.sciencedirect.com)
- Emerald Insight (www.emeraldinsight.com)
- Springer Link (<https://link.springer.com/>)
- Google Scholar (<https://scholar.google.com/>)

The next quest is to find the related research is to write sentences of research questions, searching for keywords (keywords) with complementary research liaison Boolean operators AND, OR, NOT. As well as complete the search phrase with a preposition FOR, IN. Then the search engine will look for research related to the string of keywords:

- "E-PARTISIPANT"
- "E-GOVERNMENT"
- "E-PARTICIPANT OR E-GOVERNMENT"
- "E-PARTICIPANT AND E-GOVERNMENT"
- "E-PARTICIPANT NOT E-GOVERNMENT"
- "E-PARTICIPANT TO E-GOVERNMENT"
- "E-PARTICIPANT IN E-GOVERNMENT"
- "CRITICAL SUCCSESS FACTOR"
- "CRITICAL SUCCSESS FACTOR E-PARTICIPANT FOR E-GOVERNMENT"

The results of the search engine are 235 related papers. And of 235 papers and 95 papers are suitable candidates as well as the study of 22 papers in accordance with the

literature review questions. 22 This paper contained in Table-I.

Table-I: Papers Selection

Source	Studies Found	Candidat Studies	Selected Studie
IEEE Digital Library	50	25	3
ACM Digital Library	50	25	3
Science Direct	65	16	6
Emerald	40	15	4
Spinger Link	10	6	2
Google scholar	15	8	2
Quantity	235	95	22

B. Data extraction

The paper is taken from the study of literature from 2008 to 2019 and examined about 235 papers related to the title of this paper. Stages of the extraction process are:

- Phase 1 process of checking 235 papers at 153 papers extract, and the paper that are not linked to Participant, Government, E-Participant or E-government Phase 272 paper check process and extract the 51 papers there is a link between the E-Participant and E-Government
- Stage 153 paper check process and extract the 30 papers that no one factor determining the success of E-participant in the E-Government.

Other paper authors found no association E-Participant, E-government or critical success factors, the authors do not show in this literature study.

V. RESEARCH DIAGRAM

In the paper published some of the factors determining the success of E-participation for implementation of e-government are 22 papers were taken as a literature review several papers relating to the variables determining the success of e-participation, namely Information Technology Services, or Participant People and Models. Some of the papers contained in journals or conference that made literature review in writing this paper contained in the diagram below.

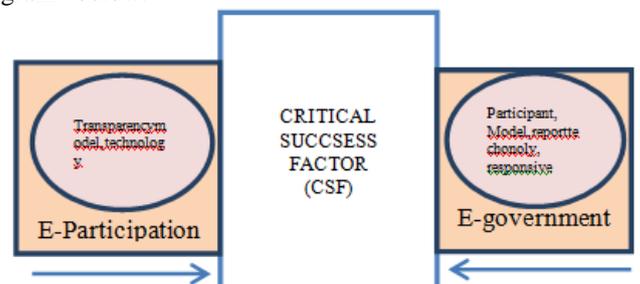


Fig.1. CSF Diagram

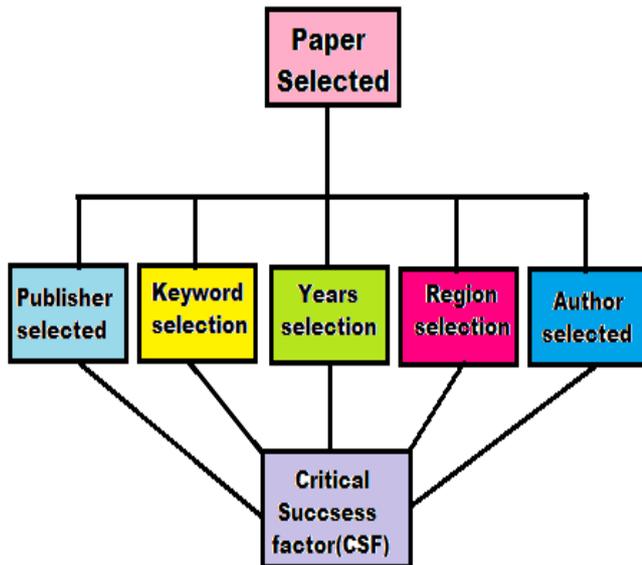


Fig. 2. Paper Selected

A. Results of paper publication selection

Table-II: Selected Journal/Conference/Proceeding

Journal/ proceeding / conference	Journal Name	Quantity	%
Conference	1. From IEEE Conference Location: Waikoloa, HI, USA....	1	18%
	2. International Conference on Information Society (i-Society 2016)....	1	
	3. In Publisher: IEEE Conference	1	
	4. Hawaii International Conference.....	1	
	5. © Springer International Publishing AG, WorldCIST'18 2018,	1	
	6. From Conference on Mobile Business / 2010 Ninth Global Mobility Roundtable.....	1	
Journal	1. From journal home page	3	50%
	2. journal Emerald In sight at...	4	
	3. ICEGOV2008..	1	
	4.From Australian Journal of Public Administration	1	
	5.Cilt:1....	1	
	6.From ACM ISBN ...	1	
Proceeding	1. From Science Direct	1	27%
	2. Elsevier.....	1	
	3.Conference on Informatics and Computing, ICIC. [5]	1	
	4.of TENCON	1	
Google scholar	From Jurnal Ilmu Komputer-Agri Informatika....	1	5%
	Quantity	22	100%

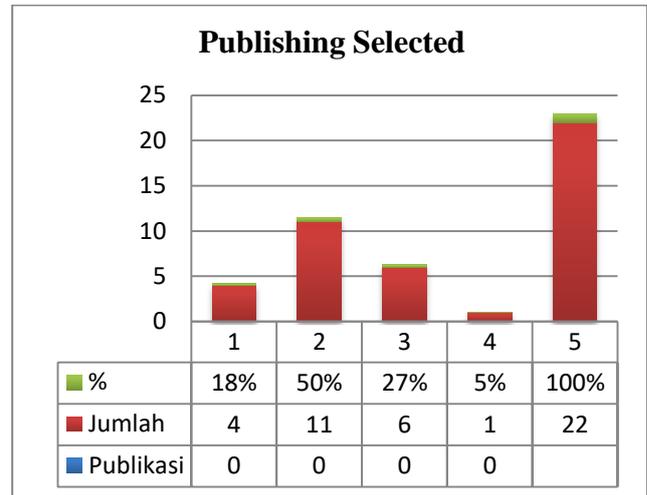


Fig. 3. Publishing Selected

B. Keyword selection results papers

Table-III: Keyword selection papers

KEYWORD	Qty	%
"E-Participant"	3	14%
"E-Government"	4	18%
"E-Participant OR E-government"	2	9%
"E-Participant and E-government"	2	9%
"E-Participant not E-government"	4	18%
"E-Participant for E-government"	4	18%
"Critical success factor"	1	5%
"Critical success factor E-participant for E-government"	2	9%
Quantity	22	100%

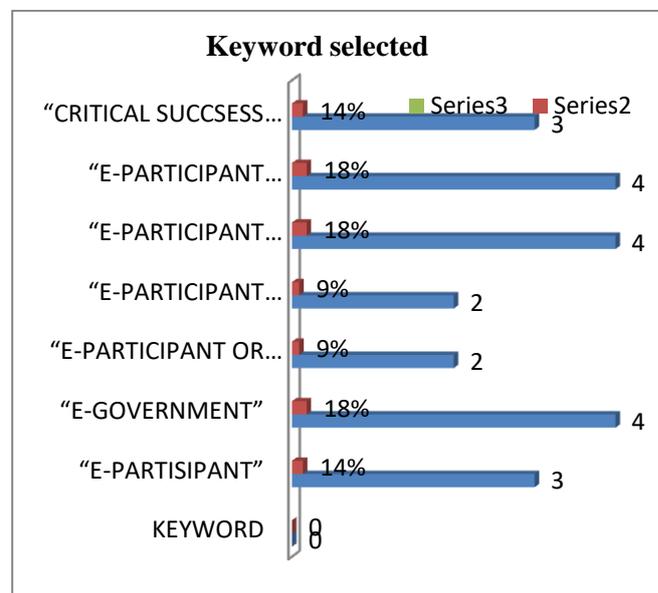


Fig. 4. Keyword selected

A. Results of research year selection

Table-IV: Paper years selection

Tahun	Jumlah	%
2008	1	5%
2010	1	5%
2013	1	5%
2014	1	5%
2015	2	9%
2016	4	18%
2017	3	14%
2018	6	27%
2019	3	14%
Quantity	22	100%

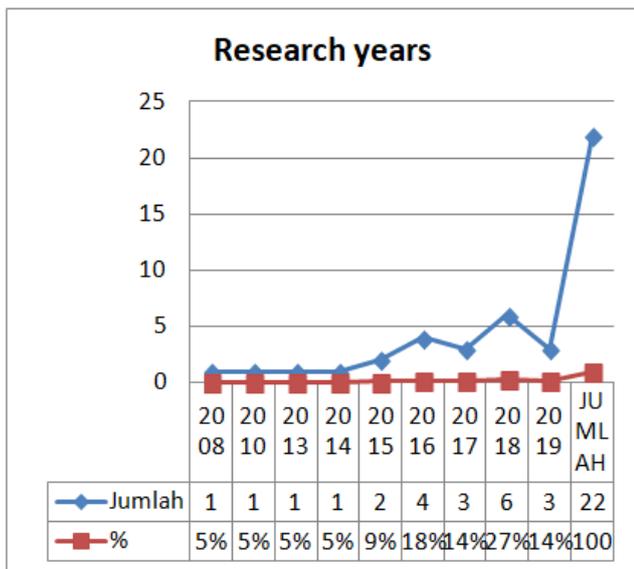


Fig.6. Paper years selection

D. Results of regional selection Papers

Table -V : Regional Selection

REGION	QUANTITY	%
SWEDIA	1	5%
SPANYOL	2	9%
USA	7	32%
BRAZIL	2	9%
INDONESIA	2	9%
PHILIPINA	2	9%
AUSTRALIA	2	9%
HAWAI	1	5%
CYPRUS	1	5%
BELANDA	1	5%
EGYPT	1	5%
QUANTITY	22	100%

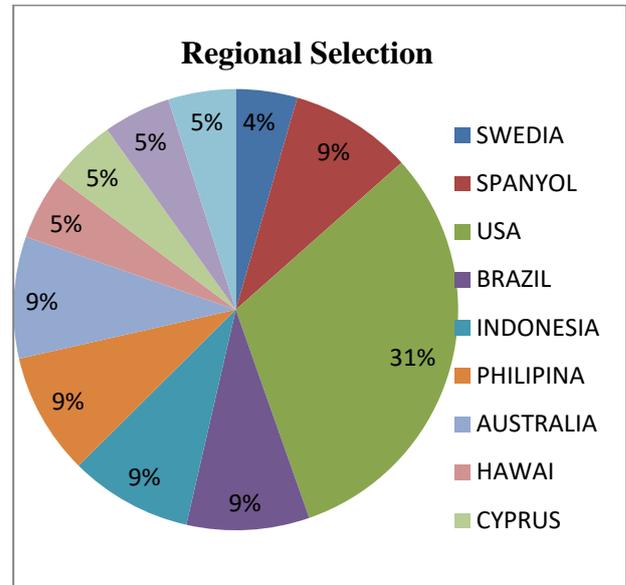


Fig.5. Regional Selection

VI. CRITICAL SUCCESS FACTOR (CSF)

The results of the findings of papers published on critical success factors of E-participatory success for the Implementation of E-government are 22 papers taken as literature review relating to the critical success variables of e-participation, namely Information Technology Services, People or Participants and Models. Some papers contained in journals or conferences that are used as literature reviews in writing this paper are contained in the table below:

Table-VI: Critical Success Factors (CSF)

Title	CSF		
	Participation	model	technology
Value Public paper.15]	v	-	v
-Factor model -transparency ..paper [16]	v	v	v
-Citizens -government paper[24]	v	-	v
-social media -transformation e-government ..paper [26]	v	v	v
-Implementation -e-government ..paper [21]	-	v	v
-Digital -E-government ..paper [27]	v	v	v
-Technology -E-government ..paper [29]	v	v	v
-E-participation -model -Application ..paper [6]	v	v	v
-Participant -E-government -IT Training ..paper[18]	v	-	v

-CSF -transparency -service model ..paper [5]	v	v	V
-E-participation -model research ..paper [28]	v	v	-
-E-participation -model - citizens -CSF Perspective, expectation, affective ...paper [22]	v	v	v
-E-government -model -platform ...paper [1]	-	v	v
-E-government -development model -web Application ...paper [17]	v	-	v
-CSF -Knowledge based model ...Paper [27]	v	v	-
-Transformation -participation -model -information Technology paper[13]	v	v	v
-Participatory -local government -critical issues ...paper[12]	v	v	v
-service platform -business model -E-government ...paper[20]	v	v	v
-E-participation -CSF maturity models ..paper [11]	v	v	v
-E-participation -framework -mobile application ...paper[14]	v	v	v
-citizens -factor influencing -social cognitive -technology....paper[2]	v	v	v
-Participatory -social models ..paper[7]	v	v	-
CSF Quantity	20	18	19
Precent	90,9%	81,8%	86,4%

VII. CONCLUSIONS

The conclusion of the literature paper is that there are 22 research papers of which 95% state that some of the critical success factors of e-participation in e-government, 90.8% of factor participation, 81.8% of model factors or frameworks and 86.4% of technological developments information. A comprehensive conclusion can be made that participation, models and information technology services are critical factors in determining the success of E-participation in E-government. From the various needs of citizens as participants can express opinions, criticisms, suggestions and ideas of several e-government technology services. Other information mentioned in several papers that have been reviewed that there is community involvement in the management of E-government in terms of voting, reporting, polls and much more.

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