

Chapter 3

Analyzing E-Participation Index as an Indicator of Digital Transformation: A Bibliometric Analysis

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ABSTRACT

This paper's goal is to provide information about Indonesia's E-Participation Index analysis as a digital transformation indicator for the year 2022. After that, we were able to ascertain the effects of digital revolution on Indonesian individuals as well as

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the modifications that were made to the way they thought about politics. “Qualitative research” is the methodology employed by the researchers working in this field. The research's data was collected from the United Nations website, Dimension AI, and Google Scholar, and it was then presented in a descriptive manner. The research presented in this paper raises awareness of the ways that electronic engagement in society influences Indonesia's digital transformation. This paper will only cover the extent to which each change's component is explained in detail; it will also examine potential fixes for problems that the public has identified and how best to go about putting them into practice.

1. INTRODUCTION

In the contemporary landscape of governance and public administration, digital transformation has emerged as a critical factor influencing the efficiency, transparency, and inclusivity of governmental operations. The pervasive integration of digital technologies into various sectors has ushered in a new era of governance characterized by enhanced citizen engagement and streamlined public services. At the heart of this transformation lies e-participation, a concept that reflects the ways in which digital tools and platforms enable and facilitate citizen involvement in the decision-making processes of government and other institutions (Yao & Xu, 2022). The E-Participation Index (EPI), a metric designed to gauge the extent and effectiveness of e-participation initiatives, has become a pivotal indicator of how digital transformation is reshaping governance.

1.1 Background

Digital transformation represents a profound shift in the way organizations and governments operate, driven by the adoption and utilization of digital technologies. This transformation encompasses various facets, including improved service delivery, increased operational efficiency, and enhanced citizen engagement (Hinsberg, 2010). E-participation, a critical component of this transformation, involves leveraging digital platforms to involve citizens in policy-making, service delivery, and governance processes. The E-Participation Index serves as a quantitative measure to evaluate the extent of citizen engagement through digital means and the effectiveness of e-participation initiatives.

The concept of e-participation has evolved significantly over the past two decades, driven by advancements in information and communication technologies (ICTs) and the increasing emphasis on participatory governance. E-participation platforms range from online surveys and forums to social media and mobile applications, each

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