

INTISARI

Saat ini, kolaborasi menjadi kebutuhan dalam proses tata kelola pemerintahan, pada saat yang bersamaan ICT juga memiliki andil dalam mendukung tata kelola pemerintahan. Penelitian ini bertujuan untuk mengidentifikasi dan menganalisis artikel-artikel ilmiah dengan fokus pada diskursus ekosistem teknologi informasi dan komunikasi (ICT) dalam *Collaborative Governance* (CG).

Melalui metode *Systematic Literature Review* (SLR) dan penerapan protokol PRISMA, pencarian artikel dilakukan pada empat *database* berbeda. Sebanyak 1993 artikel difilter berdasarkan kriteria-kriteria inklusi melalui kerangka PICO SPIDER. Dari proses ini, sejumlah 110 artikel terinklusi dalam proses analisis akhir.

Hasil studi menunjukkan adanya peningkatan tren penelitian terhadap penggunaan ICT dalam membantu proses kolaborasi antara aktor pemerintahan. Selain itu, studi-studi terinklusi juga mencakup spektrum yang luas dengan sektor pengaplikasian yang beragam bersamaan dengan bermacam-macam utilisasi alat-alat ICT. Di sisi lain, tantangan dan hambatan penerapan ICT dalam memediasi proses CG didemonstrasikan oleh studi-studi terinklusi. Melalui sintesis tinjauan literatur, sebuah kerangka literatur *ICT-Mediated Collaborative Governance* dihasilkan. Terakhir, agenda riset masa depan (*future research agenda*) merekomendasikan kepada peneliti-peneliti selanjutnya untuk secara aktif terlibat dalam proses kolaborasi melalui metode-metode penelitian aksi partisipatif

Kata Kunci: ICT, Kolaborasi, *Collaborative Governance*, *Systematic Literature Review* (SLR)

ABSTRACT

Collaboration is currently required in the governance process, and ICT also plays a part in assisting governance. With an emphasis on the information and communication technology (ICT) ecosystem discourse in collaborative governance, this study tries to find and evaluate scientific literature of this topic. Through the Systematic Literature Review (SLR) method and the application of the PRISMA protocol, article searches were carried out on four different databases. A total of 1993 articles were filtered based on inclusion criteria through the PICO SPIDER framework. From this process, a total of 110 articles were included in the final analysis process.

The study's results suggest that there is a growing body of research that supports the use of ICT to facilitate collaboration amongst public - sector stakeholders. Additionally, a wide range of application areas and ICT tool usage are covered by the research that are presented. On the other hand, the included studies illustrated the difficulties and barriers to utilizing ICT in mediating the CG process. A literature framework for ICT-Mediated Collaborative Governance is created through the synthesis of the literature. Last but not least, the future research agenda encourages future researchers to actively participate in the collaborative process through participatory action research techniques.

Keywords: *ICT, Collaboration, Collaborative Governance, Systematic Literature Review (SLR)*