

Abstract

CITIZEN E-PARTICIPATION IN SLEMAN LOCAL GOVERNMENT

(Case Study of LAPOR SLEMAN Initiative in Sleman Regency, Indonesia)

This study aims to examine the e-participation initiated by the government of Sleman, Indonesia through e-complaint service labeled LAPOR Sleman. This platform has the purpose to facilitate collaboration between the citizen and the government regarding public services and development issues in Sleman Regency. Research on the evaluation of e-participation in local government in Indonesia is limited and basically is reliant upon Android software.

This research adopts the Macintosh and Whyte (2006) framework to investigate e-participation. There are three perspectives in this framework: political/democratic perspective, technical perspective and social perspective. For this study the author proposes the mixed method approach to reveal the framework. Data was collected by questionnaire survey among the Sleman citizen and the local government. Out of 354 sent and based on 271 responses received, detailed analyzed was carried out, The analysis suggests that this platform influenced citizen participation and government performance in a positive way improving public service and better recognition by the local government of the needs of the local residents. Collaboration between citizen and government by the LAPOR Sleman platform helps local government to identify citizen needs and thereby inserts this information into the decision making and policy planning process. The technology trend of smartphone and mobile device with Android platform supports the initiative and demonstrate the study background. The study confirm that users were satisfied with the features, functionality, and usage of the platform. However, citizen e-participation remains low. Looking for the reason why, the research recovers that because of limited promotion about the initiative. Government needs usage was not nearly strong enough. Therefore, to involve all stakeholders such as NGOs, community groups, community leaders, bureaucrats, village officers and mobilize the civil servant to support a full blown campaign highlighting for this initiative.

Further studies need to be undertaken to examine the involvement in the policy-making process through the e-participation initiative to ensure that the platform continues to not only function along the lines of citizen satisfaction but be accelerated to new valued advantages. Furthermore, the initial exploratory investigation strongly suggests that and in-depth case studies in various regions and countries would help to develop an active e-participation model and thereby further facilitate theory building about citizen engagement and active e-participation in local governance.

Keyword: E-government, e-participation, LAPOR Sleman, Evaluation, public service, android,