

Abstrak

Tujuan - Makalah ini bertujuan untuk memberikan tinjauan literatur tentang bagaimana partisipasi publik di media sosial berdampak pada proses pembuatan kebijakan di negara-negara anggota ASEAN.

Desain/metodologi/pendekatan - Dengan menggunakan tinjauan pustaka sistematis, makalah ini mengidentifikasi artikel dari Scopus dan Google Scholar dari tahun 2006 hingga 2020. Penulis menggunakan istilah pencarian dan kata kunci berikut: “policy process,” “social media,” “ASEAN,” “e-government,” “e-participation,” “public participation,” “policy-making,” “agenda setting,” “policy formulation,” “policy implementation,” dan “policy evaluation”, dengan tambahan mengetik setiap negara anggota ASEAN untuk pencarian seperti "Indonesia," "Malaysia" dan negara-negara anggota ASEAN lainnya dengan kata kunci, Dan menemukan 32 artikel.

Temuan - Tiga kelompok penelitian utama diakui di bidang partisipasi publik melalui media sosial. Ini mencakup Transparansi dan keterbukaan yang diberdayakan oleh media sosial untuk meningkatkan kepercayaan politik, Faktor penerimaan publik terhadap layanan e-government, dan Peningkatan partisipasi publik dalam proses pembuatan kebijakan melalui penggunaan media sosial. Selain itu, penelitian ini menunjukkan bahwa ada kesenjangan penelitian yang besar melalui proses peninjauan, termasuk lokasi penelitian yang terpusat, kurangnya metodologi serta tidak adanya teori dalam penggunaan.

Kata Kunci - Tinjauan Literatur Sistematis, Partisipasi Publik, Media Sosial, Proses Kebijakan, ASEAN

Jenis Kertas - Tinjauan Literatur Sistematis

Abstract

Purpose - This paper aims to provide a literature review on how public participation in social media impacted the policymaking process in ASEAN member states.

Design/methodology/approach - By using a systematic literature review, this paper identifies articles from Scopus and Google Scholar from 2006 to 2020. The author used the following search terms and keywords: “policy process,” “social media,” “ASEAN,” “e-government,” “e-participation,” “public participation,” “policy-making,” “agenda setting,” “policy formulation,” “policy implementation,” and “policy evaluation,” with additionally typing each of ASEAN member state to the search such as “Indonesia,” “Malaysia” and other ASEAN member states to the keywords, And finds 32 articles.

Findings - Three main research clusters are recognized in the area of public participation through social media. It includes *Transparency and openness empowered by social media to increase political trust*, *The public acceptance factors of e-government services*, and *Increasing public participation in the policymaking process through the use of social media*. Additionally, this study shows that there is a major research gap through the review process, including the centralized location of study, lack of methodology as well as absence of theory in usage.

Keywords - Systematic Literature Review, Public Participation, Social Media, Policy Process, ASEAN

Paper Type - Systematic Literature Review