

CHAPTER I

INTRODUCTION

1.1 Background

Parliament is a political institution that plays a central role in carrying out legislative, representative, and oversight functions. Advances in information and communication technology have transformed the way legislative bodies perform these functions and build relationships with the public. The ever-faster flow of information and increasingly digital patterns of public interaction require parliaments to be more open, accessible, responsive, and accountable. In this context, *the concept* of E-Parliament or Digital Parliament has emerged as a form of legislative governance transformation through the use of digital technology.

According to the *World E-Parliament Report* (2008), published by the United Nations (UN) in collaboration with *the Inter-Parliamentary Union* (IPU), E-Parliament is defined as a legislative body that utilizes information and communication technology to enhance transparency, accessibility, and accountability, as well as to expand public participation in public life. E-Parliament is not only about the digitization of documents and administration but also encompasses changes in work processes, expanded access to parliamentary information, and strengthened communication between representative bodies and the public.

Advances in digital technology have brought fundamental changes to government governance, including within legislative bodies. This transformation is no longer understood merely as administrative modernization but also as an effort to strengthen transparency, accountability, and public participation through the use of information and communication technology (ICT). As noted by Akil (2022), the concept of *digital governance* is a governance model that leverages technology to strengthen collaboration among stakeholders in the administration of government. Within legislative bodies, this concept is realized through the implementation of E-Parliament. The use of digital technology is expected to enhance information transparency, expand public access to voice their concerns, and build a more responsive relationship between parliament and the public. However, its success is determined not only by the availability of technology but also by the quality of implementation, institutional capacity, responsiveness, and public engagement.

In line with this, *the United Nations Development Programme* (UNDP) emphasizes that the use of ICT in legislative bodies aims to improve and strengthen the performance of parliamentary functions, increase transparency, and expand public participation in the democratic process. Parliamentary digitization is expected to foster a more open and responsive relationship between parliament and the public by providing easily accessible information and various channels for public participation. However, the success of parliamentary digitization is determined not only by

the availability of technology, but also by the effectiveness of implementation, institutional capacity, and the level of public use of digital services.

The Regional People's Representative Council (DPRD) of Central Java Province is one of the regional legislative bodies that has developed the concept of a modern parliament through the use of digital technology. One example of its implementation is *SIPELAWAN* (Council Services Information System), which integrates a number of digital services, including E-Legislation, the Regional Archiving Information System (SIKD), the Data Center, E-Aspirations, and E-Council Complaints. In addition, the Central Java Provincial DPRD maintains an official website and social media accounts used to disseminate information to the public regarding the activities of the leadership, committees, sessions, and institutional agendas.

Through these various channels, the public can access legislative information and submit public input, complaints, suggestions, and feedback. The existence of *SIPELAWAN* demonstrates the Central Java Provincial DPRD's efforts to strengthen transparency and provide opportunities for public participation. However, the mere existence of a digital platform does not automatically guarantee substantive political communication. Its effectiveness depends on ease of access, the quality of information, the clarity of service mechanisms, the institution's responsiveness, and follow-up on the aspirations expressed by the public.

Figure 1. 1 SIPELAWAN Portal



Source: <https://dprd.jatengprov.go.id/sipelawan/>

On the other hand, the effectiveness of digital platform utilization is also influenced by various factors, such as limitations in information technology infrastructure, uneven levels of digital literacy among the public, and varying access to devices and internet networks. These conditions have resulted in the suboptimal use of digital channels, leading some members of the public to still prefer conventional and informal communication channels when conveying their concerns to the Regional People's Representative Council (DPRD). Consequently, the existence of digital platforms as instruments of public participation has not yet been fully accompanied by equitable accessibility and utilization across all segments of society.

These findings align with the research by Erdayani and Afandi (2023), which states that although there is a strong normative commitment to parliamentary openness, the implementation of *Open Parliament*—whether in Indonesia or the Philippines—still faces serious challenges, such as

the dominance of the political elite, inconsistent data, and minimal public participation. In line with this, Yuliawati and Asri (2023) also emphasize that digitization in parliament is often geared more toward political image-building than toward enhancing accountability, so that transparency remains largely symbolic. Research by Abdulrahman et al. (2017) also shows that the Central Java Regional People's Representative Council (DPRD) uses social media more frequently for oversight functions than for legislative and budgetary functions. Meanwhile, research by Alfarez et al. (2024) indicates that the implementation of the E-Wadul feature in the Central Java Provincial Regional Representative Council (DPRD) is still considered ineffective due to weak Standard Operating Procedures (SOPs) and very limited follow-up on public complaints. Thus, from the perspective of each of these studies, the researchers conclude that parliamentary digitization tends to stop at the level of rhetoric about transparency or as a symbol of openness, while in practice, public participation and legislative oversight functions remain limited.

When compared to studies on the implementation of E-Parliament in various countries, the results reveal diverse findings and challenges, depending on institutional capacity, political commitment, and the evolving culture of democracy. Research in Serbia indicates that parliamentary digitization has been more successful in improving administrative efficiency than in strengthening representative functions and public participation (Jovanovic, 2021; Gostojic et al., 2020). Similar findings are also evident in Portugal, where digital channels remain dominated by one-way communication, so the transparency that has been established has not yet been able to optimally foster public deliberation (Araujo & Cardoso, 2022).

Meanwhile, Erdayani and Afandi (2023), in their study on *Open Parliament* practices in the Philippines, show that the dominance of the political elite, inconsistent data, and weak implementation have prevented digital platforms from effectively increasing public engagement. In contrast, Australia's experience demonstrates that the success of parliamentary digitization requires regulatory support that ensures accountability, institutional responsiveness, and clear mechanisms for public participation (*Parliaments in the Digital Age, n.d.*). These findings indicate that the mere presence of technology does not automatically result in a more open, responsive, and participatory parliament. Therefore, it is important to examine the implementation of parliamentary digitization in the Central Java Provincial DPRD through SIPELAWAN to determine the extent to which the system can support the handling of public aspirations, public participation, and the DPRD's representative functions.

Meanwhile, in Indonesia, various studies confirm that the implementation of E-Parliament still places greater emphasis on technical and administrative aspects, information transparency, and system efficiency. Sari & Purbokusumo (2020), who studied the Surakarta Regional People's Representative Council (DPRD), found that while *the E-Parliament roadmap*—with its various applications—does streamline internal operations, public participation remains limited due to low digital literacy. Similarly, a study by Alfarez et al. (2024) on the Central Java Regional People's Representative Council (DPRD) regarding the E-Wadul platform revealed that although a formal public complaint channel is available, weaknesses in standard operating procedures (SOPs), a lack of follow-up, and limited publication of complaint outcomes call into question the platform's effectiveness. This situation is exacerbated by low

public trust in the DPR/DPRD (Fitriyah & Nurdin, 2021; Kadir & Samad, 2022), which leads to digital channels being viewed more often as bureaucratic formalities rather than effective means for voicing public concerns. This contrast underscores that *the main problem* with E-Parliament in Indonesia does not lie in the absence of a platform, but rather in the gap between the rhetoric of transparency and the reality of legislative accountability.

A number of previous studies have indeed addressed government digitization, electronic public services, and the implementation of *e-governance*. However, most of these studies have focused primarily on executive institutions, service efficiency, information transparency, and the general use of technology. Research that specifically analyzes E-Parliament in regional legislative bodies—particularly in relation to substantive representation—remains relatively limited. Furthermore, there has been little research examining the mechanisms for receiving, processing, and following up on digital public input from the perspectives of Regional People’s Representative Council (DPRD) members, the DPRD Secretariat, and the public simultaneously.

Given this gap, this study positions *SIPELAWAN* not only as a digital-based service system but also as an E-Parliament instrument that connects the public with the Regional People’s Representative Council (DPRD). This study analyzes whether public aspirations conveyed through *SIPELAWAN* are merely received administratively or are genuinely responded to, followed up on, and linked to the DPRD’s representative actions. The study also examines the inclusivity of access, institutional capacity, service responsiveness, and factors influencing the utilization of *SIPELAWAN*.

Based on this description, it is clear that the challenges of implementing parliamentary digitization are not only related to the availability of technological infrastructure but also to institutional readiness, the quality of governance, institutional responsiveness, and the system's ability to foster responsive communication between the Regional People's Representative Council (DPRD) and the public. Therefore, this study is important to analyze the implementation of *SIPELAWAN* (Council Service Information System) as an instrument of parliamentary digitization in the Central Java Provincial DPRD, particularly in supporting the handling of public aspirations, strengthening representative functions, and increasing public participation. The success of SIPELAWAN's implementation cannot be measured solely by the existence and completeness of its digital features, but also by the extent to which the system can be effectively accessed, utilized, responded to, and acted upon by both the institution and the public. The results of this study are expected to contribute scientifically to the development of research on e-parliament and digital governance, while also serving as evaluation material for the Central Java Provincial DPRD in optimizing *SIPELAWAN* as a means of addressing public aspirations and strengthening representative relationships with the public.

1.2 Originality of the Research

This study demonstrates originality (*novelty*) in its analytical focus, empirical context, and theoretical approach used to understand parliamentary digitization at the regional level, particularly through the implementation of the Council Service Information System (SIPELAWAN) at the Central Java Provincial Regional Representative Council (DPRD). Unlike some previous studies on E-Parliament, which have primarily focused

on the technical aspects of information system implementation, the effectiveness of digital services, information transparency, and technological infrastructure readiness, this study positions parliamentary digitization as a political phenomenon related to changes in the relationship between representative institutions and the public.

Previous studies, such as those by Febriana & Manurung (2022), Setiawan & Wardani (2021), and Yuliawati & Asri (2023), indicate that research on E-Parliament in Indonesia still predominantly views digitalization from the perspectives of public administration and technology governance—such as system effectiveness, service quality, and implementation barriers. These studies have not extensively addressed how the existence of digital spaces within legislative bodies influences political representation practices, patterns of public participation, and the relationship between political representatives and those they represent. Unlike previous research, this study analyzes SIPELAWAN as an E-Parliament instrument that functions not only as a digital service channel but also as a new digital space for the public to voice their aspirations and establish communication with the Regional People’s Representative Council (DPRD). Using a *digital governance* perspective, this study argues that the success of digital transformation is determined not only by the availability of technology but also by institutional readiness, public capacity, and the system’s ability to foster sustainable participatory relationships.

The originality of this study also lies in the use of Pitkin’s (1967) theory of political representation and Arnstein’s (1969) concept of public participation as analytical tools for examining the implementation of E-Parliament. This approach enables

this study to examine parliamentary digitization more critically—not only by questioning whether digital channels are available but also by assessing the extent to which these channels can strengthen the representational relationship between the public and the legislative body. Through Pitkin’s perspective, this study analyzes how SIPELAWAN contributes to the formalistic, descriptive, symbolic, and substantive dimensions of the political representational relationship. Meanwhile, Arnstein’s perspective is used to understand the extent to which the existence of digital participation spaces can generate meaningful public engagement.

From an empirical standpoint, this study offers a novel contribution by examining the implementation of E-Parliament in the Central Java Provincial Regional Representative Council (DPRD) through a case study of SIPELAWAN—a digital council service system that integrates various digital services of the DPRD. Previous research on E-Wadul Dewan, such as that by Alvarez & Hanani (2024), has placed greater emphasis on aspects of public service and *responsive governance*. This study expands on that research by analyzing how the DPRD’s digital services are used as part of the processes of political representation, public participation, and the governance of local legislative institutions.

Furthermore, this study contributes by demonstrating that parliamentary digitization does not automatically lead to a substantive strengthening of digital democracy. The findings reveal that the existence of digital channels remains influenced by various factors, such as the public’s digital literacy, technological accessibility, a political communication culture still oriented toward face-to-face interactions, institutional response capacity, and

the sustainability of digital system governance. Thus, this study demonstrates that E-Parliament must be understood as a process of transforming representational relationships that integrates digital spaces with conventional political mechanisms.

Overall, the originality of this study lies in its effort to integrate the study of *digital governance*, E-Parliament, political representation, and public participation in understanding the implementation of parliamentary digitization at the local level. This study views SIPELAWAN not merely as a technological innovation but as a digital space of representation with the potential to expand public access to representative institutions, while also elucidating the various institutional and social challenges that affect its effectiveness. Therefore, this study is expected to provide empirical and theoretical contributions toward understanding how digital transformation can support the strengthening of representative relationships between the public and local legislative bodies.

1.3 Research Questions

1. How does the implementation of the Council Service Information System (*SIPELAWAN*) as a form of parliamentary digitization support the functioning of the Central Java Provincial DPRD?
2. How does the implementation of SIPELAWAN support the strengthening of the DPRD's representative functions and public participation in the Central Java Provincial DPRD?
3. What are the supporting factors and obstacles to the implementation of SIPELAWAN as a form of parliamentary digitization in the Central Java Provincial DPRD?

1.4 Research Objectives

This study aims to analyze the implementation of the Council Service Information System (*SIPELAWAN*) as a form of parliamentary digitization in the Central Java Provincial DPRD to support the functions of the DPRD and strengthen the representative relationship between the DPRD and the public through the use of digital technology. In addition, this study also aims to provide an explanation of the implementation of *SIPELAWAN* in supporting a more open, responsive, and participatory parliamentary governance.

Specifically, the objectives of this study are as follows:

1. To analyze the implementation of the Council Service Information System (*SIPELAWAN*) as a form of parliamentary digitization in support of the functions of the Central Java Provincial DPRD.
2. To analyze how the implementation of *SIPELAWAN* supports the strengthening of the DPRD's representative functions and public participation in the Central Java Provincial DPRD.
3. To analyze the supporting and hindering factors in the implementation of *SIPELAWAN* as a form of parliamentary digitization in the Central Java Provincial DPRD.

By achieving these objectives, this study is expected to make a scientific contribution to the study of parliamentary digitization through an in-depth analysis of the implementation of *SIPELAWAN* as a digital innovation in the Central Java Provincial DPRD, including its contribution

in supporting the DPRD's functions, strengthening political representation and public participation, and identifying various factors that influence the effectiveness of its implementation as part of strengthening parliamentary governance that is adaptive to developments in Information and Communication Technology (ICT).

1.5 Research Benefits

1.5.1 Theoretical/Academic Benefits

This study is expected to contribute to the development of research on *digital government*, e-parliament, public participation, and political representation in the context of regional legislative bodies. Through an analysis of the implementation of SIPELAWAN in the Central Java Provincial Legislative Council, this study enriches the academic understanding of how the process of parliamentary digitization evolves—from the provision of digital services and changes in institutional working mechanisms to the interactive relationship between representative bodies and the public. Furthermore, this study is expected to help elucidate the relationship between the use of digital technology and the quality of public participation, as well as practices of political representation at the local level. By employing Janowski's (2015) perspective on *the Evolution of Digital Government*, Arnstein's (1969) "*Ladder of Citizen Participation*," and Pitkin's (1967) framework on *Political Representation*, this study can serve as a reference for future research examining how digital technology functions not only as a service delivery tool but also as

part of the democratic process and the representative relationship between the government and the public.

1.5.2 Practical Benefits

- a. For the Central Java Regional People's Representative Council (DPRD)
 - 1) This study is expected to serve as an evaluation tool for the Central Java Provincial DPRD in understanding the progress of SIPELAWAN's implementation, particularly regarding the management of public aspirations, information transparency, and communication channels between the representative body and the public.
 - 2) This study is expected to provide input on optimizing the implementation of E-Parliament through enhanced outreach, improved service accessibility, refinement of mechanisms for addressing public aspirations, and strengthened integration between digital channels and existing public participation mechanisms.
 - 3) To provide input or recommendations regarding political and institutional barriers that need to be addressed so that parliamentary digitization is not merely ceremonial but truly promotes transparency and substantive public participation.
 - 4) Assist the Regional People's Representative Council (DPRD) in developing a more transparent, responsive, and accountable digital governance framework, so that the use of technology is not merely focused on providing systems but also strengthens the quality of the representative relationship between the DPRD and the public.

b. For Local Governments

This study is expected to serve as a basis for consideration by local governments in formulating policies to strengthen the digital transformation of government, particularly in the areas of public service governance, information transparency, and increased public participation. The findings of this study are also expected to inform the development of policies that promote institutional capacity building, strengthen digital governance, and optimize the use of information technology to improve the quality of public services and public participation.

c. For the Public

This study is expected to provide the public with an understanding of the extent to which the implementation of parliamentary digitization truly opens up opportunities for public involvement in the legislative process and oversight of local government. Additionally, this study can raise public awareness that the effectiveness of digital participation depends not only on the availability of technology but also on public engagement in voicing, monitoring, and providing feedback on the follow-up process for public aspirations.

d. For Academics and Researchers

This study is expected to serve as a scientific reference for academics and researchers interested in examining issues related to *Digital Government*, E-Parliament, *public participation*, and *political representation* at the local level. The findings of this study can serve as a foundation for

on the relationship between digital transformation, the quality of public participation, and changes in patterns of political representation within representative institutions in the digital age.

1.6 Theoretical Framework

1.6.1 Previous Research

Previous research on E-Parliament indicates that the application of digital technology in legislative bodies has evolved in various forms, ranging from information provision and public grievance handling to enhancing institutional transparency. However, various studies also show that these developments still face challenges regarding technology utilization, public engagement, and the relationship between digital channels and institutional processes. Several studies, such as those by Setiawan & Wardani (2021) and Febrina & Manurung (2022), indicate that the majority of digital parliamentary platforms—whether at the national level (DPR RI) or the regional level (DPRD)—remain limited to the stage of information provision (*one-way information*). The study by Febrina & Manurung (2022) confirms that the DPR RI website, as a model of E-Parliament, functions primarily as a center for documentation and publication, while public interaction spaces are virtually nonexistent. A similar situation is observed in the Surakarta City Regional People's Representative Council (DPRD) in the study by Annisa Nur Purnama Sari & Yuyun Purbokusumo (2020), which explains that while the adoption of technologies such as apps and websites has been introduced, the public's digital literacy remains very limited, and low public awareness results in participation that does not match the capacity of the platforms provided. This barrier is further reinforced by the findings of

the research by Hendrik et al. (2025), which examined the implementation of *e-government* in Lembata Regency; the findings revealed weak human resource (HR) capacity within the local bureaucracy, resulting in the use of digital applications tending to be elitist and uneven.

In addition, infrastructure and funding issues pose major challenges for Regional People's Representative Councils (DPRDs) across various regions. Limited internet connectivity, inadequate device maintenance, and constrained budget allocations make it difficult for all segments of society to access digital platforms equitably. According to research by S. Suryani & M. Arifin (2023), weak infrastructure and insufficient resource allocation have caused platforms in many regions to fail to operate optimally; in fact, some applications have been reduced to mere pilot projects. Furthermore, the study also highlights the lack of regulations and Standard Operating Procedures (SOPs) in the management of E-Parliament. The absence of clear guidelines regarding mechanisms for following up on public input, response deadlines, or forms of digital accountability often results in public participation ending without tangible outcomes and having no impact on public decision-making.

In Central Java, efforts to launch platforms such as *SIPELAWAN* and E-Wadul represent progressive steps toward an inclusive digital parliament. However, several studies and reports—such as those by Alfarez & Hanani (2024)—indicate that the Regional People's Representative Council's (DPRD) responses to public feedback via these platforms are still inconsistent, leading the public to often view the resulting communication as largely symbolic. While the public engages actively on social media

, yet the majority of interactions are limited to likes, brief comments, or retweets, without leading to substantive deliberation. This phenomenon demonstrates that while digital transparency has indeed increased, the quality of political interaction has not necessarily been fully realized. This aligns with international studies such as *“Parliaments Facing the Virtual Challenge”* (Coleman, 2017), which argues that parliamentary digitization risks losing its political substance if it focuses solely on technical aspects without creating space for genuine public deliberation.

In general, previous research in Indonesia has shown that the implementation of E-Parliament in various Regional People’s Representative Councils (DPRDs) as well as in the House of Representatives (DPR RI) still faces serious obstacles. At the national level, parliamentary digitization has indeed increased information transparency, but public participation remains largely symbolic and superficial (Yuliawati & Asri, 2023). Studies of the Regional People’s Representative Councils (DPRD) in Central Java, Surakarta, and Southeast Sulawesi reveal a similar pattern, where digital platforms such as E-Wadul or other local applications function primarily as showcases for information and political image-building, rather than as venues for substantive deliberation. Barriers to digital literacy, infrastructure limitations, weak council responses, and low public trust widen the gap between the rhetoric of transparency and substantive democratic practices. Thus, the implementation of E-Parliament in Indonesia remains in its developmental stage, where the success of providing technology has not yet been fully accompanied by an improvement in the quality of public participation and civic influence in institutional processes.

In contrast, if we look at the experience of Australia, the e-Parliament model has proven relatively successful. The *e-petition* mechanism, which is integrated with *the House of Representatives*, ensures that every petition receives an official response, thereby creating genuine accountability. Research by Halpin et al. (2018) and Sheppard (2015) confirms that *online petitions* in Australia have successfully created an inclusive space for political participation, even reaching previously underrepresented minority groups and non-English-speaking communities. The official report of *the House of Representatives Petitions Committee* (2018) also emphasizes parliament's obligation to respond to every eligible online petition, making digital participation have a direct impact on the political agenda. Furthermore, the digitization of Hansard (parliamentary debate records), as studied by Katz & Alexander (2023), demonstrates how open parliamentary data can be accessed by the public and academics alike, thereby enhancing the transparency of the legislative process. Thus, the success of E-Parliament in Australia is determined not only by the provision of technology but also by regulatory certainty, institutional accountability, and a political culture that supports active participation.

The context of public trust is also a critical variable in the effectiveness of E-Parliament. Research by Syarif et al. (2023) in Southeast Sulawesi indicates that levels of public cynicism toward the Regional People's Representative Council (DPRD) remain high because the legislative body is perceived as failing to meet expectations and not genuinely responding to public aspirations, even though digital channels have been made available. This finding aligns with the studies **The Decline of Indonesian Democracy** (Hadiz, 2023) and **Digital Democracy**

(Muhtadi, 2023), which emphasize that the main problems facing digital democracy in Indonesia are elite dominance, weak institutionalization, and superficial citizen participation. A study on the shift in political power within the Central Java Regional Legislative Council (2023) further notes that relations among factions and the executive-legislative relationship are more decisive for the effectiveness of digital policies than the mere existence of the E-Parliament platform itself. In other words, political legitimacy has a greater influence on the effectiveness of digital policies than the mere presence of the E-Parliament platform.

From the perspective of the *Open Parliament* concept, studies by Azlan Dwi Rahman & Izzatussolekha (2024) and Alvin Nanda Sasmita (2023) indicate that *open* parliament initiatives in the Indonesian House of Representatives (DPR RI) have aligned with the spirit of parliamentary modernization, particularly regarding information transparency. However, in practice, significant challenges remain regarding the integration of digital channels with the legislative process, the institution's negative public image, and weak coordination among bureaucratic agencies. This suggests that *the Open Parliament movement* in Indonesia still emphasizes the symbolism of transparency over the quality of genuine public deliberation.

Based on the various previous studies mentioned above, it can be concluded that the research findings reveal similar patterns of problems across various Regional People's Representative Councils (DPRDs) in Indonesia, ranging from limited public access, superficial public participation, minimal parliamentary responsiveness, inadequate infrastructure and regulations, to digital platforms that tend to function as information showcases rather than spaces for democratic deliberation. The novelty of this thesis research lies in its empirical context in Central Java, specifically in the

effort to understand the extent to which

these classic problems recur, while also measuring whether there are signs of improvement in the quality of digital public participation compared to the experiences of regional legislative councils in other areas. Therefore, this study offers a novel perspective by analyzing the implementation of SIPELAWAN in the Central Java Provincial DPRD through the lenses of Janowski's (2015) "*Digital Government Evolution*," Arnstein's (1969) "*A Ladder of Citizen Participation*," and Pitkin's (1967) "*Political Representation*." These approaches are used to understand not only how digital technology is applied within legislative bodies but also how it influences institutional work processes, spaces for public participation, and the representative relationship between the Regional People's Representative Council (DPRD) and the public.

1.6.2 Digital Government

The development of digital technology has driven changes in governance—from the use of technology as an administrative support tool to its use as an integral part of governance transformation. In this evolution, digital technology is not only used to convert documents or services into electronic formats but also influences organizational work processes, inter-institutional relationships, interactions with the public, and how public institutions respond to the needs of the environment in which the technology is implemented.

According to the OECD, *digital government* is defined as the use of digital technology as an integrated part of a government modernization strategy to create *public value*. This approach positions

digital technology not merely as a tool to support government administration, but as an integral part of governance transformation oriented toward the creation of public value. In the context of this study, this perspective is used to understand SIPELAWAN as a parliamentary digitization tool that supports the relationship between the Regional People's Representative Council (DPRD) and the public in the process of submitting, managing, and following up on public aspirations.

To explain the development of digital-based governance more systematically, this study employs the *Digital Government Evolution* model developed by Janowski (2015). Janowski explains that the development of *digital government* can be divided into four stages: *digitization*, *transformation*, *engagement*, and *contextualization*. This model illustrates the progression from the use of technology within government toward changes in organizational processes, the involvement of external actors, and ultimately the adaptation of technology use to specific policy contexts and environments.

Digitization is the stage where technology is used to convert information, documents, or processes—which were previously analog—into digital form. The focus of this stage lies on the presence of technology within the organization, such as document digitization, the provision of databases, portals, and electronic services. At this stage, technology is already in use but does not necessarily result in fundamental changes to the organization's structure or work processes.

Transformation refers to the stage when the use of technology begins to bring about changes to an organization's internal processes. Digitalization

at this stage no longer stops at the provision of devices or electronic services but begins to influence work procedures, coordination, information management, the division of roles, and relationships between organizational units. Thus, transformation indicates the extent to which technology is integrated into how the organization carries out its functions and services.

Engagement is the stage when digital change extends from the organization's internal environment to its relationships with actors outside the organization. At this stage, technology is used to support interaction, communication, service delivery, and the engagement of the public and other stakeholders. Therefore, the presence of technology is not only assessed based on the availability of systems but also on the extent to which those systems facilitate connections between public institutions and service users.

Contextualization is the stage at which the application of technology is increasingly tailored to the policy context and the nature of the environment in which the system is used. At this stage, digital development is not understood as a one-size-fits-all approach but must take into account user needs, institutional characteristics, social conditions, organizational capacity, and various other factors that influence technology implementation. Janowski positions *contextualization* as a progression toward *policy-driven electronic governance*, such that the use of technology becomes increasingly tied to the substantive context in which policies and services are implemented.

Based on the above discussion, this study uses Digital Governance as a perspective for understanding technology-driven governance transformation, while Janowski's (2015) *Digital Government Evolution Model* serves as its primary analytical framework. The four dimensions used include *digitization*, *transformation*, *engagement*, and *contextualization*. This framework enables the study to distinguish between the existence of digital services, changes in institutional processes, the relationship between institutions and users, and the adaptation of technology implementation to institutional and social contexts.

1.6.3 Theory of Public Participation

Public participation refers to citizens' involvement in processes related to issues and decisions that affect their lives. In a democratic system, participation cannot be understood merely in terms of the availability of spaces for citizens to access information or express opinions, but also in terms of the extent to which citizens have the opportunity to influence processes and decisions related to their interests.

This study employs the theory of public participation developed by Sherry R. Arnstein (1969) through the concept of "*A Ladder of Citizen Participation*." Arnstein views participation as a matter of power distribution—that is, the extent to which the public has influence in determining a plan or program. Therefore, the mere existence of mechanisms labeled as "participation" does not in itself indicate that the public wields tangible influence.

Arnstein identified eight levels of participation that can be grouped into three broad categories: *nonparticipation*, degrees of *tokenism*, and *degrees of citizen power*. These categories reflect differences in the degree of community power within a participatory process. The first category is *nonparticipation*, which includes *manipulation* and *therapy*. At this level, the mechanisms labeled as “participation” are fundamentally not intended to give the public influence over the process but are instead directed toward controlling, educating, or shaping the public in accordance with the interests of those in power. Therefore, *nonparticipation* should not be equated with a situation where the public is unaware of a service or faces limited access to it.

The second category is “*degrees of tokenism*,” which consists of “*informing*,” “*consultation*,” and “*placation*.” At the “*informing*” level, the public receives information, but communication remains predominantly one-way, flowing from the institution to the public. At the “*consultation*” level, the public has the opportunity to offer opinions or input, but there is no guarantee that this input will influence decisions. At the *placation* level, the public is given greater space to articulate their interests, although decision-making authority remains with those in power.

The third category is *the degrees of citizen power*, which includes *partnership*, *delegated power*, and *citizen control*. Partnership describes a division of roles and a negotiation process between the public and those in

authority. *Delegated power* indicates the granting of greater authority to the public in a specific process, while *citizen control* signifies the public's strongest level of influence over a program or process.

Arnstein's framework is used in this study to assess the quality of community engagement once participatory spaces are available, not to measure digital conditions. Limitations in knowledge about services, digital literacy, network quality, and technological proficiency are identified as factors that may hinder the community's ability to access digital participatory spaces. Meanwhile, the level of participation is analyzed based on the extent to which the public merely receives information, is able to voice their aspirations, gains a space for dialogue, or has influence over follow-up actions and institutional processes.

1.6.4 The Theory of Political Representation

Representation is one of the fundamental functions in a democratic system because, through the mechanism of representation, the interests, needs, and aspirations of the public can be channeled into the political process via representative institutions. The concept of representation is not only related to the presence of elected representatives within political institutions but also encompasses how the relationship between representatives and those they represent is established, maintained, and realized through concrete political actions. This study draws on the ideas of Hanna Fenichel Pitkin (1967) in her book titled "*The Concept of Representation*" as a theoretical foundation

to understand the relationship of representation between the public and legislative bodies. According to Pitkin, political representation cannot be interpreted merely as a formal relationship between representatives and those they represent, but also as a process in which a representative acts on behalf of the interests of the group they represent. Thus, representation is not merely about the procedural delegation of authority but is also evaluated based on how representatives fulfill their responsibilities in attending to, responding to, and advocating for the interests of the public. Pitkin (1967) classifies political representation into four main forms: formalistic, descriptive, symbolic, and substantive.

1. *Formalistic* Representation

Formalistic representation relates to the procedural aspects that shape the relationship between representatives and those they represent. In this dimension, Pitkin explains two main aspects: authorization and accountability. Authorization relates to the process of granting authority to representatives to act on behalf of the public, while accountability relates to the representatives' obligation to be held accountable for the actions and decisions made in exercising that authority. In this study, formalistic representation is used to examine how SIPELAWAN provides formal mechanisms that enable the public to convey their aspirations to the Regional People's Representative Council (DPRD) and how the representative body manages these communication channels through a digital system.

2. Descriptive Representation

Descriptive representation views representation as a concept of “*standing for*”—that is, the extent to which representatives reflect the characteristics of those they represent. This dimension relates to the similarity or representation of specific characteristics, such as region, social conditions, or the background of community groups. In the context of parliamentary digitization, this dimension can be used to assess the extent to which digital services are able to reach the diverse segments of society they are meant to represent, including groups with varying geographic and social conditions and differing levels of access to technology.

3. *Symbolic Representation*

Symbolic representation relates to the meaning, perception, and acceptance by the public of representatives or institutions deemed capable of representing their interests. Unlike descriptive representation, which emphasizes shared characteristics, symbolic representation focuses more on how the public grants recognition, trust, and legitimacy to representative institutions or actors. In this study, the symbolic dimension is used to understand how the existence of SIPELAWAN shapes public perceptions of the Regional People’s Representative Council (DPRD) as an open, responsive institution that provides new avenues for public communication.

4. Substantive Representation

Substantive representation views representation as a concept of “*acting for*”—that is, the extent to which representatives act to advocate for the interests of those they represent. This dimension does not merely examine the existence of formal mechanisms or symbolic representation but evaluates the concrete actions of representatives in receiving public aspirations, responding to community needs, and translating them into the political decision-making process. In the implementation of SIPELAWAN, substantive representation is a crucial aspect because the success of the digital channel is determined not only by the system’s ability to receive public aspirations but also by the Regional People’s Representative Council’s (DPRD) ability to respond, follow up, and generate political actions based on the received aspirations.

Pitkin’s four dimensions of political representation are used comprehensively in this study because each dimension offers a distinct perspective on understanding the representative relationship between the Regional People’s Representative Council (DPRD) and the public through the use of digital spaces. The formalistic dimension of representation is used to examine how mechanisms of authority and accountability are established through available digital channels. Descriptive representation is used to understand the extent to which digital services can reach the public as the represented party. Meanwhile, symbolic representation is used to analyze the public’s acceptance of and trust in the Regional People’s Representative Council’s digital channels as a means of political communication. Substantive representation, meanwhile, is a crucial aspect for assessing the extent to which

the aspirations conveyed by the public through SIPELAWAN can receive a response and be translated into representative actions by the Regional People's Representative Council.

In the implementation of SIPELAWAN at the Central Java Provincial DPRD, the dimension of substantive representation is a primary focus because the success of parliamentary digitization depends not only on the availability of a technological platform but also on how the legislative body manages communication, responds to public aspirations, and integrates public input into political processes—including decision-making.

1.7 Operationalization of the Concept

Table 1.1 Operationalization of the Concept

Concept	Dimension	Parameters Explored
<i>Digital Governance – framework Digital Government Evolution Janowski (2015)</i>	<i>Digitization</i>	Availability of digital services; digitization of documents and information; databases; access to electronic services; and types of services that have transitioned to digital form
	<i>Transformation</i>	Changes in workflows following system implementation; integration among subsystems; processes for receipt, verification, disposition, and distribution; division of roles; coordination between units; management capacity

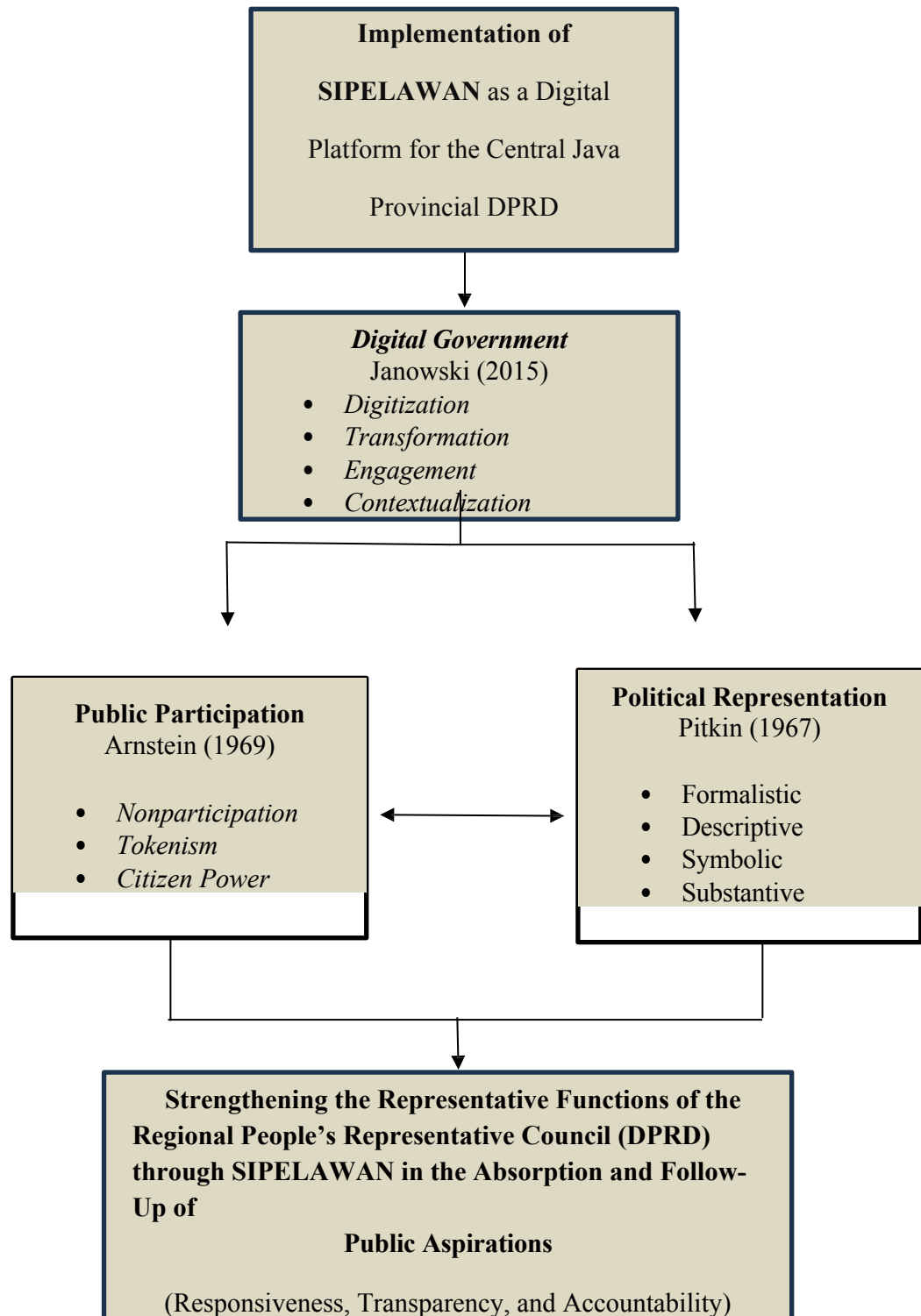
	<i>Engagement</i>	User to services; forms of interaction between the agency and the public; two-way communication;
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		responses; feedback; process traceability and follow-up
	<i>Contextualization</i>	Adaptation of services to institutional functions and needs; characteristics of the community and regions; digital access and literacy gaps; data security and protection; use of digital and non-digital channels
Public Participation – Arnstein (1969)	<i>Nonparticipation</i>	The presence or absence of <i>manipulation</i> and <i>manipulation</i> ; the extent to which public involvement is merely superficial and does not have a real impact
	<i>Tokenism</i>	Provision of information (<i>informing</i>); opportunities to express opinions/aspirations (<i>consultation</i>); a broader space for providing input, but decisions remain with the institution (<i>placation</i>)
	<i>Citizen Power</i>	The existence of <i>partnership</i> ; the granting of certain influence or authority (<i>delegated power</i>); or community control over certain processes (<i>citizen control</i>)
Political Representation – Pitkin (1967)	Formalistic	Authorization and the basis of a representative's authority; formal mechanisms for the acceptance and management of public aspirations; division of authority; and accountability and

		accountability of the representation process
	Descriptive	Regional/constituency representation; Characteristics of the community groups represented ; representatives' ability to understand the diversity of characteristics and needs of constituents
	Symbolic	Public acceptance; trust; legitimacy; perceptions of the Regional People's Representative Council (DPRD) and official channels as means of representation
	Substantive	Responses to aspirations; clarification; advocacy; coordination; follow-up ; alignment of aspirations with the agenda, oversight or policies; communicating results to the public

1.8 Conceptual Framework

Figure 1.2 Conceptual Framework



Source: Compiled by the researcher based on Janowski (2015), Arnstein (1969), and Pitkin (1967).

1.9 Research Method

In this study, the researcher applied a qualitative research method with an interpretive approach. As Creswell (2014) explains, qualitative research is a type of research that aims to explore, understand, and interpret the meaning of social problems experienced by a number of individuals or a group of people from different backgrounds. This approach is based on broad assumptions and develops inductively, utilizing in-depth and contextual data collection techniques.

This study focuses on the implementation of the Council Service Information System (SIPELAWAN) as a form of parliamentary digitization in the Central Java Provincial Regional People's Representative Council (DPRD). The analysis was conducted to understand how SIPELAWAN supports the DPRD's functions, public participation, and the representative relationship between the DPRD and the public, as well as to identify the factors that support and hinder its implementation. The analysis employs a Digital Governance perspective, drawing on Janowski's (2015) *Digital Government Evolution* framework, Arnstein's (1969) theory of public participation, and Pitkin's (1967) theory of political representation.

Research data were obtained through interviews, observations, and documentation. These three techniques were used in a complementary manner to gather data on the institutional processes and management of SIPELAWAN, the experiences and perspectives of DPRD members, the public's experiences in accessing services and

voicing their aspirations, as well as the forms of response and follow-up actions taken by the institution. The use of various sources and data collection techniques was also intended to gain a deeper understanding of the implementation of SIPELAWAN within the institutional context of the Central Java Provincial DPRD. Furthermore, the research method is elaborated upon through the research type, scope and focus of the study, research phenomena, types and sources of data, selection of informants, the relationship between concepts, data, and informants, data collection techniques, and data analysis techniques.

1.9.1 Research Type

This study employs a qualitative approach using the instrumental case study method. The qualitative approach was chosen because this study aims not only to describe the existence of digital services at the Central Java Provincial DPRD but also to gain a deep understanding of the processes, experiences, interactions among actors, and the institutional and social conditions that influence the implementation of the Council Service Information System (SIPELAWAN).

Through the qualitative approach, the researcher seeks to describe the process of parliamentary digitization not only from the technical aspect of the system's existence but also from the institutional processes and relationships among actors that emerge during its implementation. The analysis focuses on the experiences and perspectives of the DPRD Secretariat as the administrative and technical manager, DPRD members as actors in the performance of institutional and representative functions, and the public as users of digital services. This approach

This enables the research to gain a contextual understanding of service management, the process of conveying and following up on public concerns, patterns of interaction between the Regional People's Representative Council (DPRD) and the public, as well as the conditions that influence the use of SIPELAWAN.

An instrumental case study design was used because SIPELAWAN at the Central Java Provincial DPRD was selected as a case study to gain a deeper understanding of the phenomenon of parliamentary digitization at the regional level. The case study is not merely aimed at describing the characteristics of SIPELAWAN as a system, but is used to analyze how digital technology is applied in the institutional processes of the Regional People's Representative Council (DPRD) and how its implementation relates to public participation and the representative relationship between the DPRD and the public.

The analysis of SIPELAWAN's implementation was conducted using a Digital Governance perspective through Janowski's (2015) *Digital Government Evolution* framework, which encompasses *digitization*, *transformation*, *engagement*, and *contextualization*. Furthermore, the quality of public participation was analyzed using Arnstein's (1969) theory, while the representative relationship between the DPRD and the public was analyzed through Pitkin's (1967) four forms of political representation: formalistic, descriptive, symbolic, and substantive. The use of these three frameworks aims to understand how SIPELAWAN is implemented institutionally as well as its relationship with public participation and political representation. Thus, this study is not intended to measure the effectiveness of SIPELAWAN quantitatively, but rather to gain a

of its implementation process, interactions among actors, the patterns of participation and representation that have emerged, and the factors that support and hinder the implementation of SIPELAWAN in the Central Java Provincial DPRD.

1.9.2 Scope/Focus

The scope of this study focuses on analyzing the implementation of the Council Service Information System (*SIPELAWAN*) in the Central Java Provincial DPRD as part of parliamentary digitization. The study not only examines the technical aspects of digital services but also analyzes how SIPELAWAN is implemented within the institutional processes of the Regional People's Representative Council (DPRD), including the availability and integration of digital services, changes in work processes, the management of public feedback, and interactions between the DPRD and the public through digital channels.

The research focus encompasses three main aspects. First, the implementation of SIPELAWAN in supporting the DPRD's institutional functions and services, analyzed through the perspective of *Digital Governance* within the framework of Janowski's (2015) *Digital Government Evolution*, which includes *digitization*, *transformation*, *engagement*, and *contextualization*. Second, the relationship between the implementation of SIPELAWAN and public participation as well as the Regional People's Representative Council's political representation functions. Public participation is analyzed using Arnstein's (1969) theory, while political representation is analyzed through Pitkin's (1967) four forms of representation: formalistic, descriptive, symbolic, and substantive. Third, the study identifies the factors that support and hinder the implementation of SIPELAWAN.

The actors included in the scope of the study comprise elements of the Central Java Provincial DPRD Secretariat, members of the Central Java Provincial DPRD, and the public. The DPRD Secretariat includes parties involved in the administrative and technical management of services, including the Secretary of the DPRD, the public relations division, and the session division. DPRD members are involved in receiving, responding to, and following up on public aspirations as well as carrying out their representative functions, while the public is examined based on their experiences and perspectives as both users and non-users of digital services. Empirically, the study focuses on the SIPELAWAN platform, which is directly related to legislative services and the relationship between the Regional People's Representative Council and the public—particularly information services, administrative services, legislative services, and channels for submitting public input and complaints, such as E-Aspirasi and E-Wadul Dewan. In terms of timeframe, this study focuses on the 2022–2025 period to examine the development of SIPELAWAN implementation and the digitization of council services at the Central Java Provincial DPRD during that timeframe.

1.9.3 Research Phenomenon

The phenomenon that is the focus of this study is the implementation of the Council Service Information System (SIPELAWAN) as part of parliamentary digitization at the Central Java Provincial DPRD. The presence of SIPELAWAN demonstrates efforts to utilize digital technology in supporting council services, information and administrative management, as well as providing channels for the public to convey their aspirations and complaints to the DPRD.

The research phenomenon centers on how this digital service is integrated into the institutional processes of the DPRD and utilized in the relationship between the DPRD and the public. The availability of digital technology raises questions regarding the extent to which these services are used, how interactions between the institution and the public take place, and how responses to and follow-up on public concerns are handled. Therefore, this study examines the implementation of SIPELAWAN from both an institutional perspective and through the experiences of the involved actors: the DPRD Secretariat, DPRD members, and the public.

1.9.4 Data Types and Sources

This study uses qualitative data collected in a *natural setting*—that is, in accordance with the actual context of the subject and environment in the field, as described by Sugiyono. An interpretive qualitative approach was used to understand the experiences, perspectives, and interpretations of the actors, as well as the institutional processes related to the implementation of the Council Service Information System (SIPELAWAN) at the Central Java Provincial DPRD. The research data primarily consists of interview transcripts, observation notes, documents, archives, and various pieces of information related to the focus of this study. The data sources in this study are divided into two categories: primary data and secondary data.

1) Primary Data

Primary data is data collected directly by the researcher from its original source. In this study, primary data will be obtained through *in-depth interviews* with key informants consisting of:

- a. Members of the Central Java Provincial DPRD, representing various factions, committees, and electoral districts. Data from DPRD members will be used to gather information regarding the use of digital services, the receipt of public feedback, forms of response, advocacy, follow-up on public feedback, and the fulfillment of representative functions.
- b. Staff of the Central Java Provincial DPRD Secretariat, including the DPRD Secretary, the public relations division, and the session division. Informants from the DPRD Secretariat are used to obtain information regarding the management of SIPELAWAN, administrative processes and council services, the workflow for receiving and distributing public feedback, coordination among units, outreach, as well as technical and institutional aspects related to the system's implementation.
- c. The public, consisting of both users and non-users of the DPRD's digital services. Data from the public was used to gather information regarding their knowledge of SIPELAWAN, access experiences, preferred communication channels, experiences in submitting public input, barriers to using the services, trust, and perceptions of the responses and follow-up provided by the DPRD.

In addition to interviews, primary data was also collected through observations of the council's service delivery and the use of digital services related to SIPELAWAN. These observations were conducted to gain insight into system usage practices, service processes, and interactions between the institution and the public through the available services.

2) Secondary Data

Secondary data consists of pre-existing data or information that researchers intentionally collect to supplement the research's data needs. In this study, secondary data will be obtained from various sources, including:

- a. Official Documents, such as regulations, DPRD performance reports, meeting minutes, oversight reports, service management procedures or mechanisms, and other documents related to the implementation of SIPELAWAN and the digitization of council services.
- b. Archives and Digital Data, such as information and data available on SIPELAWAN (E-Aspirasi, E-Wadul Dewan, E-Legislati, E-SPT, Data Center), the Legal Documentation and Information Network (JDIH), and the DPRD's official website.
- c. Supporting data, including the results of the Public Satisfaction Index (IKM) survey, which were used as supplementary information to strengthen and triangulate the findings from interviews and observations.

IKM data is not considered a primary source in the research analysis.

- d. External publications, such as institutional reports, media coverage, and other public documents related to the implementation of parliamentary digitization and SIPELAWAN. Academic publications, including journals, books, and previous research, were used primarily as conceptual sources and references to support the research discussion.

Primary and secondary data are used in a complementary manner to obtain a more comprehensive picture of the implementation of SIPELAWAN in the Central Java Provincial Regional People's Representative Council (DPRD). Data from various sources are then compared through triangulation to strengthen interpretations regarding institutional processes, public participation, political representation, and the factors that support and hinder the implementation of SIPELAWAN.

1.9.5 Selection of Informants

Informants were selected using *purposive sampling*, which involves selecting informants based on their direct involvement and capacity in the implementation of *SIPELAWAN*. This technique was used to help the researcher obtain in-depth information from actors who are directly involved in the implementation of the Council Service Information System (SIPELAWAN) at the Central Java Provincial Regional Representative Council (DPRD). The selection of informants was aimed at obtaining perspectives from various actors involved in the implementation of SIPELAWAN. The informants in this study consisted of three (3) groups, namely

the Secretariat of the Central Java Provincial DPRD, members of the Central Java Provincial DPRD, and the general public. These three groups were selected because they hold different positions and possess varying experiences in the context of legislative services and the relationship between the Regional People's Representative Council and the public. The Regional People's Representative Council Secretariat was selected based on its involvement in institutional management and legislative services related to SIPELAWAN. Members of the Regional People's Representative Council were selected by considering variations in political factions, committees, and electoral districts, while members of the public were selected to obtain perspectives on public participation. In total, this study involved 51 informants, consisting of 6 (six) informants from the Secretariat of the Central Java Provincial DPRD, 39 members of the Central Java Provincial DPRD, and 6 (six) members of the public. The composition of the study's informants is presented in the table below:

Table 1.2 Composition of Research Informants

No.	Informant Group	Number	Basis for Selection
1.	Secretariat of the Central Java Provincial DPRD	6 people	Involvement and knowledge of institutional management, digital services, and council services.
2.	Members of the Central Java Provincial Legislative Council	39	Diversity of factions, committees, electoral districts, and their interconnections with the implementation council functions.
3.	The public	6 people	The of the public as a party outside the DPRD structure in the context of council services and relations with representative institutions.
Total		51 people	

Source: Compiled by the researcher based on research data (2026).

Based on this composition, informants from the DPRD Secretariat were selected based on their positions and involvement in institutional management and council services related to SIPELAWAN. The informants included the Secretary of the DPRD, five staff members from the public relations division, and one staff member from the session management division. The Secretary of the DPRD also explained that the Public Relations and Session Divisions are units involved in managing legislative services related to the system. Details of the informants from the DPRD Secretariat are presented in Table 1.3.

Table 1.3 Informants from the Central Java Provincial DPRD Secretariat

No.	Informant Name	Position	Role
1.	Urip Sihabudin, S.H., M.H.	Secretary of the Central Java Provincial Regional Representative Council	Initiative and development of SIPELAWAN in collaboration with the leadership of of the Regional Representative Council and the direction of institution al policy direction.
2.	Andi Sasmono, S.T., M.M.	Head of Public Relations	Technical SIPE LAWAN, public communication, and digital service development.
3.	Rafdan Rahinnaya	Public Relations	Information management, publications, and the DPRD's digital channels.
4.	Ayu Andani	Public Relations	Service Informat ion Information and Communication of the Regional People's Representative Council.

5.	Bintari	Public Relations	Administration and Operational Support for SIPEL AWAN.
6.	Yohan Fitriadi, S.I.P.	Hearings	Management of the substance of council services and the distribution of citizens'

			to relevant sectors/committees.
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Source: Compiled by the researcher based on interview data (2026).

In addition to staff from the DPRD Secretariat, this study involved members of the Central Java Provincial DPRD as informants. The selection of DPRD members took into account the diversity of factions, committees, and electoral districts to obtain a variety of perspectives in line with the study's focus. Interviews were conducted in person or in writing, depending on the circumstances and availability of each informant. Details regarding the DPRD members who served as informants are presented in Table 1.4.

Table 1.4 List of Informants: Members of the Central Java Provincial Legislative Council (39 people)

No.	Name	Faction	Electoral District	Committee	Interview (In-person/Written)
1.	A. Baginda Muhammad Mahfuz H.	PDI Struggle	5	C	Face-to-Face
2.	Krisseptiana S.H., M.M. (Tia Hendi)	PDI Struggle	1	E	Face-to-Face
3.	Hj. Kadarwati, S.H., M.H.	PDI Struggle	7	B	Written
4.	Ribut Budi Santoso, S.P.	PDI Struggle	8	A	Face-to-Face
5.	Bagus Suryokusumo, B.Ed.	PDI Struggle	2	E	Face-to-Face
6.	Rr. Maria Tri Mangesti, B.A.	PDI Struggle	1	C	Face-to-Face
7.	Kholid Abdilaah	PKB	2	A	Face-to-Face
8.	Abdul Hamid, S.Pd.I	PKB	13	E	Face-to-Face
9.	Hj. Nur Sa'adah, S.Pd.I., M.H.	PKB	3	D	Face-to-Face
10.	Abdulah Aminudin	PKB	5	B	Face-to-Face
11.	Niken Mayasari	PKB	5	D	Face-to-Face
12.	Mukafi Fadli, B.Eng., B.A. in Islamic Studies	PKB	6	A	Face-to-Face
13.	Muhaimin	PKB	9	B	Face-to-Face

14.	Sarif Abdillah (Second Vice Chair of the Regional People's Representative Council Central Java Provincial Legislative Council)	PKB	11	First Vice Chairperson	Written
15.	Sudarsono	Gerindra	1	C	Face-to-Face
16.	Dwi Yasmanto, S.P.	Gerindra	3	C	Face-to-Face
17.	H. M. Iskhak, S.H., M.M.	Gerindra	12	D	Face-to-Face
18.	Noval Utoyo Adji	Gerindra	4	A	Written
19.	Muh Rizqi Iskandar Muda	Gerindra	13	E	Face-to-Face
20.	Drs. H. Heri Pudyatmoko (Second Vice Chair of the Provincial Legislative Council)	Gerindra	9	Second Vice Chair	Written
21.	Drs. Anton Lami Suhadi, M.Si.	Golkar	7	C	Face-to-Face
22.	H. Yusuf Hidayat	Golkar	2	B	Written
23.	Ferry Wawan Cahyono, S.Pi., M.Si. (Faction Chair)	Golkar	3	B	Face-to-Face
24.	Padmasari Mestikajati, B.A., M.A.	Golkar	5	E	Written
25.	H. Muhammad Afif, Lc	PKS	1	C	Face-to-Face
26.	Hj. Kartina Sukawati, B.A., M.B.A., J.D.	Democrat	4	E	Written
27.	Ardhie Kurniawan, A.Md.	Democrat	3	B	Written
28.	Asrar, S.E.	Democrat	6	C	Written
29.	Kholik Idris, B.A., J.D., M.A.	Democrat	9	D	Written
30.	Muhammad Naryoko, S.Fil.I., M.Si.	PPP	12	C	Face-to-Face
31.	Dr. Hj. Sholeha Kurniawati	PPP	2	B	Written
32.	Nur Fatwah	PPP	13	A	Written
33.	Dr. Faiz Alaudien Reza Mardhika	PAN	10	E	Written
34.	H. Sofwan Sumadi	PAN	13	B	Written
35.	H. Akhwan, S.H.	NasDem	3	C	Written
36.	Bintang Romadhon	NasDem	11	A	Written
37.	Edris Santoso	NasDem	11	A	Written

38.	Muhammad Farchan, M.T.	PSI	1	B	Written
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39.	Antonius Yogo Prabowo	PSI	7	A	Written
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Source: Compiled by the researcher based on research data (2026).

To complement the institutional and political perspectives, this study also involved the community as subjects of public participation. Community informants were selected to obtain perspectives on access to public participation channels, experiences in voicing aspirations, the Regional People's Representative Council's (DPRD) responsiveness to community aspirations, and the representative relationship between the community and the DPRD. There were 6 (six) community informants in this study, all from Rejosari Village, East Semarang District, Semarang City, representing a range of ages. The selection of these informants was not intended to statistically represent the entire population of Central Java Province, but rather to gain an in-depth understanding of the community's experiences and perspectives in line with the nature of qualitative research and the use of *purposive sampling*.

To broaden the research context, data from community informants were supplemented with results from the Community Satisfaction Index (IKM) survey as supporting secondary data. The IKM data was used to complement and strengthen the triangulation of the interview results, not as a substitute for primary community data. Thus, community interviews remain the primary data source, while the IKM serves as supporting data to provide a broader context regarding the community's perceptions of the Regional People's Representative Council's (DPRD) services.

Table 1.5 List of Community Informants

No.	Informant Name	Age	Village	Subdistrict	Regency/City
1.	Nur Rohman	72 years	Rejosari	East Semarang	Semarang City
2.	Suprpto	60 years	Rejosari	East Semarang	Semarang City
3.	Rina	36 years	Rejosari	East Semarang	Semarang City
4.	Suprihatin	50 years	Rejosari	East Semarang	Semarang City
5.	Tini	52 years	Rejosari	East Semarang	Semarang City
6.	Rohani	55 years	Rejosari	East Semarang	Semarang City

Source: Compiled by the researcher based on interview data (2026).

Thus, the selection of informants in this study encompasses perspectives from the DPRD Secretariat, DPRD members, and the public as subjects of public participation. This diversity of informants was utilized to obtain complementary data and to support source triangulation in analyzing the implementation of SIPELAWAN.

1.9.6 Research Instruments

The primary instrument in this study is the researcher themselves, serving as the key tool for collecting and analyzing data. In conducting the research, the researcher used supporting instruments in the form of semi-structured interview guidelines, observation guidelines, and documentation guidelines designed in accordance with the research focus. The interview guidelines were used as a guide to elicit various information from the DPRD Secretariat, DPRD members, and community representatives, while still providing

the researcher the flexibility to delve deeper and seek clarification based on the context of the information obtained.

The development of the research instruments directly references the operationalization of concepts as presented in Table 1.1. Interview questions, observation criteria, and documents reviewed were developed based on parameters within the dimensions of Digital Governance, public participation, and political representation. Thus, the research instruments do not constitute a separate analytical framework but are derived from the established research concepts, dimensions, and parameters. The interview guidelines were tailored to the characteristics of each group of informants, while the observation and documentation guidelines were used to supplement and verify the data obtained. The complete research instrument guidelines are presented in the appendix.

Table 1.6 Research Instruments

Supporting Instruments	Source/Informant	Function
Semi-structured Interview Guidelines	Secretariat Regional People's Representative Council, Members DPRD, the public	Collecting data according to the parameters in the implementation of the
Observation Guidelines	Implementation of council services and digital services	Observing the implementation of SIPELAWAN and the context of its implementation
Documentation Guidelines	Institutional documents, SME Survey results reports.	Compiling and verifying data from interviews and observations

Source: Compiled by the researcher (2026).

1.9.7 Data Collection Techniques

Data collection is one of the most crucial stages in qualitative research because the data obtained serve as the primary basis for a deep understanding of the research phenomenon. Data collection for this study took place from December 2025 through May 2026. The data collected during this period were used to gather information regarding the implementation of the Council Service Information System (SIPELAWAN) in the Central Java Provincial Regional People's Representative Council (DPRD) during the 2022–2025 period. Data collection was conducted through observation, semi-structured interviews, and document analysis. These three techniques were used in a complementary manner to obtain data from various perspectives and to support methodological triangulation in the study.

1) Observation

Observation is a data collection technique involving the careful, direct observation of a specific object at the research site. Non-participant observation was employed to gain an understanding of the conditions and practices surrounding the implementation of SIPELAWAN within the Central Java Provincial DPRD. Through observation, the researcher examined aspects related to legislative services and the utilization of digital services pertinent to the study's focus. Observation was also used to obtain empirical context that could supplement information from interviews and documentation.

The observations were not intended to provide a technical assessment of the information system but rather to understand the implementation of SIPELAWAN within the institutional and legislative service contexts. The results of the observations were subsequently used as supporting data to interpret and verify the information obtained through other data collection techniques.

2) *In-Depth* Interviews

In-depth interviews are a qualitative data collection method aimed at eliciting open, in-depth, and unrestricted information related to the research topic through face-to-face questioning between the interviewer and the respondent (informant). Semi-structured interviews were used as the primary technique to obtain primary data on the implementation of SIPELAWAN from the perspective of research informants. The interviews were conducted using guidelines developed based on the operationalization of concepts, while still allowing the researcher to delve deeper and clarify information that emerged during the data collection process.

Interviews were conducted with the three groups of informants described in the section on informant selection: the Secretariat of the Central Java Provincial DPRD, members of the Central Java Provincial DPRD, and members of the public as participants in public participation. In total, this study involved 51

informants, consisting of 6 informants from the DPRD Secretariat, 39 DPRD members, and 6 members of the public.

Interview data collection was conducted in two (2) formats: face-to-face interviews and written interviews. Face-to-face interviews allowed the researcher to delve deeper and clarify informants' responses directly. Meanwhile, written interviews were used for certain informants when face-to-face interviews could not be conducted due to time constraints and the informants' availability. Among the members of the Regional People's Representative Council (DPRD), 22 informants were interviewed face-to-face, and 17 informants provided written statements. The questions in the written interviews remained open-ended and were formulated based on the research focus and parameters. Therefore, the written interviews in this study were not used as quantitative questionnaires but rather as a means of obtaining qualitative information from informants who could not be interviewed in person.

3) Documentation Study

Documentation was used to collect secondary data from various written sources, such as official policy documents, meeting minutes, laws and regulations, government reports, media reports, and so on. This data will be used as comparative material and to provide context for the primary data, in order to strengthen the analysis of policy structure and discourse. One of the supporting secondary data sources used in this study is the results of the

Public Satisfaction Index (IKM) Survey conducted by the Secretariat of the Central Java Provincial Regional People's Representative Council (DPRD). The IKM data is used to provide additional context regarding public perceptions of the quality of services provided by the DPRD Secretariat and to supplement the interview findings. This data is not used as a direct measure of the success of SIPELAWAN, the performance of Regional People's Representative Council (DPRD) members, or the quality of political representation, but rather as supporting data in the triangulation and interpretation of research findings.

1.9.8 Data Analysis Techniques

Qualitative data collected through in-depth interviews, direct observation, and document analysis were analyzed using an interpretive qualitative approach. This approach was used to enable the researcher to provide an in-depth explanation of how the Council Service Information System (SIPELAWAN) was implemented as part of parliamentary digitization at the Central Java Provincial DPRD, particularly in supporting the DPRD's functions, public participation, the representative relationship between the DPRD and the public, as well as the factors that support and hinder its implementation.

The analysis process was conducted by linking empirical data to the analytical framework established through the operationalization of concepts. The implementation of SIPELAWAN was analyzed through the Digital Governance perspective, using Janowski's (2015) *Digital Government Evolution* framework, which encompasses *digitization*, *transformation*, *engagement*, and *contextualization*. Public participation was analyzed using Arnstein's (1969) theory through the categories of *nonparticipation*, *tokenism*,

and *citizen power*, while the representative relationship between the Regional People's Representative Council (DPRD) and the public was analyzed using Pitkin's (1967) four forms of political representation: formalistic, descriptive, symbolic, and substantive. Factors supporting and hindering the implementation of SIPELAWAN were identified based on patterns and themes emerging from the overall research data. To interpret the research data, we used Miles and Huberman's (1994) interactive analysis model, which consists of three stages: data reduction, data presentation, and verification and conclusion drawing. These three stages occurred interactively throughout the research analysis process.

1) Data Reduction

Data reduction is a stage in the data analysis process that involves summarizing, selecting key elements, focusing on what is important, and identifying themes and patterns. This process begins with the initial data collection, during which researchers filter, focus, and organize raw data from field notes and interview transcripts. Irrelevant data is discarded, while important data is categorized into analytical themes related to the implementation of SIPELAWAN.

2) Data Presentation (*Data Display*)

After the data has been reduced, the next step is to display it. This data presentation can take the form of brief explanations, charts, relationships between categories, *flowcharts*, and so on. The reduced data will be presented

in the form of descriptive narratives, charts, or matrices. This presentation aims to facilitate understanding and the identification of patterns or themes emerging from the data, thereby making it easier to formulate plans or determine next steps. At this stage, data from the DPRD Secretariat, DPRD members, and the public are compared and cross-referenced with the results of observations and documentation. This presentation is used to demonstrate how SIPELAWAN is implemented in the DPRD's institutional processes, how spaces for public participation are formed, how public aspirations receive responses and follow-up, and how the representative relationship between the DPRD and the public unfolds in the context of parliamentary digitization. Documentary data, including the results of the Public Satisfaction Index (IKM) Survey, are used as supporting secondary data to provide context and strengthen the interpretation of interview and observation findings, rather than as the primary basis for determining the research results.

3) Verification and Drawing Conclusions

Verification and Drawing Conclusions is the final stage in analyzing qualitative data, conducted by examining the results of data reduction in relation to the analysis objectives to be achieved. This stage aims to uncover the meaning of the collected data by identifying relationships, similarities, or differences to draw conclusions that address the existing issues, while ensuring consistency and strengthening the validity of the research interpretation. The verification results are then interpreted using Janowski's (2015) Digital Governance framework,

Arnstein's (1969) public participation framework, and Pitkin's (1967) political representation framework. This analysis was used to describe the level of development in the implementation of SIPELAWAN across the dimensions of *digitization, transformation, engagement, and contextualization*; the position of public participation within Arnstein's categories; and the nature of the representative relationship between the Regional People's Representative Council (DPRD) and the public through formalistic, descriptive, symbolic, and substantive forms of representation. In this regard, the researcher also identified various factors—both internal and external—that act as barriers to the implementation of SIPELAWAN. Conclusions were drawn by referring to the research questions, namely regarding the implementation of SIPELAWAN in supporting the DPRD's functions, its support for public participation and the representative relationship between the DPRD and the public, as well as the factors that support and hinder its implementation.

1.10 Thesis Structure

To provide an overview of the structure of this research, the thesis is organized into the following four chapters:

1. Chapter I Introduction

This chapter discusses the rationale and reasons for conducting this research on parliamentary digitization through the implementation of SIPELAWAN in the Central Java Provincial DPRD. The discussion in this chapter covers the background of the issue, the originality of the research, the research problem, the research objectives, the benefits of the research, the theoretical framework, the operationalization of concepts, the

, research methods, and the thesis structure. This chapter also explains the theoretical foundations used to analyze the research phenomenon, namely the concept of *digital governance*, the theory of public participation, and the theory of political representation as analytical tools for understanding the implementation of SIPELAWAN as an E-Parliament instrument.

2. Chapter II: Overview of SIPELAWAN at the Central Java Provincial DPRD

This chapter explains the research context, which includes a profile of the Central Java Provincial Regional Representative Council (DPRD) and an overview of SIPELAWAN as a digital-based council service information system. The discussion covers the background of SIPELAWAN's development, the system's objectives and role, its management mechanisms, and the various digital features and services available within it. This chapter aims to provide an understanding of the characteristics of the research subject before conducting a further analysis of the implementation of SIPELAWAN as a form of parliamentary digitization.

3. Chapter III Implementation of SIPELAWAN in the Central Java Provincial DPRD

This chapter presents the research findings and discussion regarding the application of SIPELAWAN as an instrument of parliamentary digitization in the Central Java Provincial DPRD. The analysis is based on the theoretical framework explained in Chapter I. The discussion in this chapter covers:

- a. The implementation of SIPELAWAN from a *Digital Governance* perspective, to examine the progress of digital transformation through the stages of *digitization, transformation, engagement, and contextualization*.

- b. Public participation in the implementation of SIPELAWAN, to analyze the extent to which these digital services are able to open up opportunities for public engagement in conveying aspirations and maintaining communication with the Regional People's Representative Council.
 - c. Political representation in the implementation of SIPELAWAN based on Pitkin's perspective, which includes the dimensions of formalistic, descriptive, symbolic, and substantive representation to examine how digital channels support the relationship between representatives and those they represent.
 - d. Factors influencing the implementation of SIPELAWAN, including internal institutional factors, factors related to public accessibility and capacity, sociocultural and political culture factors, as well as systemic, technological, and structural factors.
4. Chapter IV: Conclusion

This chapter presents conclusions and recommendations based on the research findings regarding the implementation of SIPELAWAN as a form of parliamentary digitization in the Central Java Provincial Regional Representative Council (DPRD). This section consists of research conclusions, theoretical and practical implications, practical and academic recommendations, and research limitations. The conclusions are formulated to address the research questions regarding the implementation of SIPELAWAN, its contribution to strengthening political representation and public participation, and the factors influencing its implementation.