

CHAPTER IV

CONCLUSION

4.1 Conclusion

Based on the results of this study on the implementation of the Council Service Information System (SIPELAWAN) as an E-Parliament instrument in the Central Java Provincial DPRD, it can be concluded that parliamentary digitization is not only related to the provision of technology but also constitutes a process of change in the relationship between representative institutions and the public. The presence of SIPELAWAN provides additional digital space for the public to voice their aspirations, access institutional information, and communicate with the Regional People's Representative Council through more open and documented mechanisms. However, the effectiveness of SIPELAWAN as an instrument of political representation is still influenced by institutional readiness, public capacity, patterns of political communication, and the sustainability of digital system management.

First, the implementation of SIPELAWAN demonstrates that the Central Java Provincial DPRD has developed an E-Parliament by integrating various digital services that support institutional functions, such as handling public feedback, providing information, and supporting legislative and oversight functions. From a *digital governance* perspective, this situation indicates efforts toward governance transformation through the use of information technology. However, the implementation of SIPELAWAN is still in the strengthening phase because the success of digitization is determined not only by the existence of the system but also

by the organization's ability to integrate technology into its operational mechanisms and ensure its utilization by the public.

Second, from the perspective of political representation as defined by Pitkin (1967), SIPELAWAN has strengthened the aspect of formalistic representation by providing digital communication channels to facilitate the public in voicing their concerns. However, the existence of these digital channels has not yet fully resulted in substantive representation, as there are still limitations in the follow-up process for public concerns and institutional responses to public needs. In terms of symbolic representation, the public's relationship with the Regional People's Representative Council (DPRD) is still largely influenced by direct communication through recess sessions, community meetings, and personal relationships with DPRD members. Meanwhile, regarding descriptive representation, the utilization of SIPELAWAN has not been entirely equitable due to disparities in internet access, digital literacy, socioeconomic conditions, and the public's level of knowledge regarding digital services.

Third, based on Arnstein's (1969) perspective on public participation, SIPELAWAN has provided a formal space for public participation; however, the existence of this space has not automatically resulted in optimal public engagement. The research findings indicate that the use of digital services is still influenced by the public's limited awareness of these services, insufficient outreach efforts, and the public's continued strong preference for direct communication with members of the Regional People's Representative Council (DPRD). Consequently, digital participation through SIPELAWAN still requires strengthening

so that the public not only has access to participation spaces but also possesses the ability to utilize them meaningfully.

Fourth, the factors influencing the implementation of SIPELAWAN consist of internal institutional factors, factors related to public accessibility and capacity, socio-cultural factors, as well as systemic, technological, and structural factors. From an institutional perspective, the Central Java Provincial DPRD has demonstrated a commitment to building a modern parliament through the development of digital services and the support of the DPRD Secretariat in managing the system. However, further strengthening is still needed in the areas of service integration, administrator capacity, and public communication strategies. From the community's perspective, disparities in access to technology, digital literacy, and patterns of political communication are factors that influence the level of SIPELAWAN utilization. Additionally, the sustainability of SIPELAWAN is also influenced by the readiness of the digital system to maintain service security and stability. Security breaches in the E-Wadul Dewan platform demonstrate that parliamentary digitization requires cybersecurity support, system maintenance, budgetary support, and sustainable technology governance. Institutional responses—such as system redesign, collaboration with technology providers, and the development of new management mechanisms—indicate the Regional People's Representative Council's adaptive process in ensuring the sustainability of digital services.

Overall, this study shows that SIPELAWAN has been a significant step in the development of the Central Java Provincial DPRD's E-Parliament by opening new digital spaces for the relationship between the public and representative institutions. However, SIPELAWAN has not yet fully become an instrument of

of substantive political representation, as there remains a gap between the availability of technology, the level of public utilization, and institutional capacity in managing digital services. Therefore, parliamentary digitization must be understood as a process that requires not only the development of technological systems but also the strengthening of organizations and the public so that the technology can support more open, responsive, and inclusive representative relationships.

4.2 Theoretical and Practical Implications

4.2.1 Theoretical Implications

This study contributes to research on *digital governance*, e-parliament, and political representation in the context of local legislative bodies. The findings indicate that the digitization of parliament does not automatically lead to strengthened political representation, as the effectiveness of digital spaces is influenced by the interplay between technological readiness, institutional capacity, and the public's ability to utilize available participatory spaces. This study demonstrates that digital transformation within legislative bodies is not merely a process of technological change but also a process of transforming the relationship between elected representatives and their constituents.

Based on Pitkin's (1967) perspective, this study shows that SIPELAWAN strengthens the formalistic dimension of representation by providing new mechanisms for the public to convey their aspirations

to the Regional People's Representative Council (DPRD). However, this study also shows that the existence of digital channels does not automatically result in substantive representation. The strengthening of substantive representation remains dependent on the institution's ability to respond, follow up on aspirations, and link public input to the institutional work processes of the DPRD. These findings suggest that parliamentary digitization is more accurately understood as an expansion of the space for representation rather than a replacement for existing political representation mechanisms.

Meanwhile, based on Arnstein's (1969) perspective on public participation, this study shows that the provision of digital participation spaces does not guarantee meaningful participation if the public still faces barriers such as limited digital literacy, restricted access to technology, and a lack of knowledge about available services. Thus, this study reinforces the view that digital participation depends not only on the availability of technology but also on the capacity of the public and institutional readiness to create inclusive spaces for participation.

Furthermore, this study contributes to the field of E-Parliament research by demonstrating that the digitization of local-level parliaments results in a hybrid form of representation—a blend of digital spaces via SIPELAWAN and conventional political mechanisms such as recess sessions and direct communication between DPRD members and the public. These findings indicate that the success of E-Parliament is not solely determined by

the ability to provide a digital system, but by the institution's ability to integrate technology with established practices of political representation within the community.

4.2.2 Practical Implications

Based on the research findings, the implementation of SIPELAWAN as an E-Parliament instrument offers several practical implications: the success of parliamentary digitization is not solely determined by the availability of technological infrastructure, but also by the ability of the Regional People's Representative Council (DPRD) and the public to optimize the digital space that has been established.

First, this study shows that SIPELAWAN has implications for changes in the nature of the relationship between the Regional People's Representative Council (DPRD) and the public. The presence of SIPELAWAN has expanded the public's options for voicing their aspirations through a more open and documented digital space. However, this change has not yet fully replaced conventional patterns of political communication, as direct interaction between the public and DPRD members remains a crucial component of the political representation process.

Second, this study shows that parliamentary digitization requires a user-oriented approach. The existence of digital services is not only about the system's ability to provide service features but also about the extent to which the public understands, accepts, and is able to utilize these services

. Thus, the public's capacity plays a crucial role in determining whether digital participation spaces can function effectively.

Third, this study shows that the quality of parliamentary digital services is closely linked to institutional capacity in managing the process after public aspirations are submitted. SIPELAWAN not only serves as a platform for receiving public aspirations but is also an integral part of the representational relationship process, which requires clear management, institutional responsiveness, and the sustainability of services.

Fourth, this study indicates that digital transformation in legislative bodies requires sustainable technology governance. The experience of security breaches on E-Wadul Dewan demonstrates that the development of E-Parliament does not end with system development but requires organizational readiness to maintain the stability, security, and sustainability of digital services.

4.3 Recommendations

4.3.1 Practical Recommendations

Based on the research findings, there are several recommendations that the Central Java Provincial DPRD may consider to strengthen the effectiveness of the SIPELAWAN digital service implementation, as follows:

1. Strengthening Public Awareness and Digital Literacy

The Central Java Provincial Legislative Council needs to enhance its public outreach and education strategies regarding the existence, functions, and mechanisms for using SIPELAWAN, including its various subsystems: E-Wadul Dewan, E-Aspirasi, E-Pengawasan, E-Legislati, E-SPT, the Data Center, and JDIH. Outreach efforts should not only focus on raising awareness of the system's existence but also include guidance on how to submit public input, use the service features, and understand the available follow-up mechanisms. These efforts must be carried out on a large scale, through a more structured and sustainable process, and must reach diverse segments of the public to reduce the gap in knowledge and ability to use digital services. This is crucial because the success of SIPELAWAN as a space for digital participation depends not only on the availability of technology but also on the public's ability to utilize these services.

2. Developing an Inclusive Digital Participation Model

The Central Java Provincial Regional Representative Council (DPRD) needs to develop SIPELAWAN as a tool that complements—rather than replaces—conventional representation mechanisms such as recess sessions, deliberative forums, and direct communication with DPRD members. This is important because the results of this study indicate that the public still tends to rely on direct communication as part of their political representation relationship. The integration between digital channels and conventional mechanisms must be strengthened so that all segments of society, including

those with limited access to technology or digital skills, continue to have equal opportunities to convey their aspirations to the Regional Legislative Council.

3. Improving Responsiveness and Transparency in Addressing Public Aspirations

The Central Java Provincial DPRD needs to strengthen its mechanism for managing public aspirations through SIPELAWAN by providing *a feedback mechanism* that is clear, transparent, and easy for the public to understand. Clarity regarding the status of public input, the handling process, and the results of follow-up actions is a crucial aspect in building public trust in digital participation channels. Additionally, periodic evaluations of the public input management process are necessary to ensure that SIPELAWAN functions not only as a platform for receiving reports but also as a tool that supports the representation process through tangible institutional responses.

4. Strengthening Governance and Digital System Security (*Cybersecurity*)

The Central Java Provincial Legislative Council needs to strengthen the governance of SIPELAWAN by enhancing cybersecurity, maintaining technological infrastructure, developing *a data backup system*, and improving the capacity of human resources in the field of information technology. In addition to technical aspects, it is also necessary to strengthen Standard Operating Procedures (SOPs) for managing digital services, including mechanisms for preventing and handling system disruptions. This step is crucial to ensuring service continuity, maintaining

information security, and maintaining public trust in the Central Java Provincial DPRD's E-Parliament.

4.3.2 Academic Recommendations

1. Future research is expected to expand the study on the implementation of E-Parliament in regional legislative bodies with a broader scope through comparative studies across regions or among legislative bodies. Further research could also employ quantitative approaches or mixed-methods to specifically measure the extent to which the implementation of the E-Parliament—particularly through the SIPELAWAN platform—influences the quality of political representation, levels of public participation, and the performance of local government governance.
2. Future researchers may delve deeper into aspects that were not the primary focus of this study, such as the effectiveness *of cybersecurity, user experience*, the level of public trust in digital parliamentary services, and factors influencing the sustainability of digital systems within legislative bodies.
3. Future research could expand the study on the development of political representation models in the digital age, particularly regarding how digital channels such as SIPELAWAN interact with conventional representation mechanisms that have evolved within local legislative bodies. It is hoped that this study will provide further insight into the changing patterns of relationships

occurring between the public and their representatives in the context of digital transformation.

4.4 Research Limitations

1. This study employs a qualitative approach using a case study design focused on the implementation of E-Parliament through SIPELAWAN in the Central Java Provincial Legislative Council (DPRD). Therefore, the findings of this study are contextual and are not intended to be directly generalized to all regional legislative bodies in Indonesia.
2. Survey data in this study were used as supporting data to reinforce the findings from interviews, observations, and documentation. Because the research approach is qualitative, these data are not intended to test causal relationships but rather to provide an empirical picture of the utilization of the DPRD's digital services.
3. This study focuses on the implementation of E-Parliament through SIPELAWAN in terms of institutional aspects, public grievance handling, information transparency, public participation, and political representation. Therefore, this study has not yet conducted an in-depth examination of the institutional relationship with the executive branch or specific aspects of budget management, such as funding planning, maintenance cost structures, and the effectiveness of budget utilization in ensuring the sustainability of the digital system.

4. The research was conducted over a specific time period, whereas the systems, features, policies, and mechanisms of digital services at the Regional People's Representative Council (DPRD) are subject to change. The findings of this study reflect the state of E-Parliament at the time the research was conducted, and further developments may occur after the study's completion.
5. This study has not yet conducted quantitative measurements regarding the level of service usage, the number of public requests received, response speed, the resolution rate of complaints, or user satisfaction with digital services. Additionally, this study has not compared the implementation of E-Parliament between the Central Java Provincial DPRD and other legislative bodies.