

# E-Participation Platform Model for E-Government Case Study in Karawang City

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**Abstract**—Platform is an important part in software development with a series of logic that will run consistently. The development of models with platforms becomes more important as the latest technological advancements in the 4.0 era. E-Participation as a platform user is an efficient way to utilize the collective intelligence of citizens. E-Government is an integrated government system with the use of information technology electronic media. The method of platform model development approach using the effective Agile Development method is applied to almost all systems running given the level of flexibility that can be applied at one stage of development without disrupting the current system emphasizing customer satisfaction and speed of implementation time and in accordance with the short-term development of adaptability and change capabilities (Listiyoko, 2017). The purpose of the E-Participant Platform model is designed to provide a framework of reference for mobile platform model designs that enabler content technology E-Participation, the goal another is to make an outline of identifying important choices, design parameters that are at the level of the design of the business model and explicitly assessing the choice categories of E-participation makes it easier for citizens who want to forward their aspirations, suggestions, and critic the government with mobile application-based E-governance. The results of this study are the E-Participant Model Platform, with a selection of alternative features available to make it easy for E-Participants to contribute to E-Government.

**Keywords:** *platform, e-participants, e-government, features, Agile*

## I. INTRODUCTION

As the development of digitalization and the accompanying industrial era technological developments are also becoming more sophisticated, the world is entering an era of industry 4.0. In 4.0 occurred digitizing industry in all aspects of life that brings one thing is certain of a revolution, namely innovation. Indonesia as a developing country take the benefits to be gained Indonesia if successfully face the industry 4.0 is a simplification in the management of government and industry chain which in this case is needed to minimize the cost of governance is increasing. Domestic

minister of Indonesia number 13 years 2017 about a bout information and documentation service guidelines based on law No. 14 of 2008 concerning public information disclosure, an E-Participant model platform is needed to be able to interact directly through E-Government in various ways.

Information and Communication Technology is used in this rule will provide benefits information generated from a template (ICT) in the e-Government can play a role in the planning process of geographic data within time constraints, reducing the participatory citizens. The emergence of local government websites have for operational costs, and eliminate the long queues in most of the service delivery is growing gradually as opposed to the community to develop. Furthermore, e-Government can be an innovative tool for the transformative way, improve local government to expand channels for communication and public discourse, through which citizens can ensure transparent governance and participation in decision-making processes.

E-government is a public service of electronics is very important for government agencies the city as a value and measure of success of governance in order to become better, and be able to support the achievement of the government's strategic plan to achieve the vision, mission and goals of the institution, as well as the Karawang city government. With the increased use of platform models in the activities of the governance Karawang city residents will get resources, make criticisms, suggestions, reports and in other cases in the form of a voice-based digital platform participants.

E-participation is defined as people's participation in democracy by the use of Information and Communication Technology (ICT). The purpose of internet democracy is to promote increased and active involvement of citizens for democracy. Promote broader outreach to citizens to be actively involved in participatory and democratic decision making processes. E-Participation has been used on various platforms that allow elicitation of political, social opinions and concerns, even for the most basic issues surrounding the

community of its citizens. Various government processes and procedures can be improved by comprehensive to improve local government programs in using technology to provide better services.

E-Participation has been used in various platforms that allow elicitation of political, social opinions and concerns, even to the most fundamental issues around the community of citizens. Various government procedures and processes can be improved by comprehensive programs to improve local government in using technology to provide better service.

This paper proposes a framework / model electronic platform effective participation models that can fit under certain economic and social arrangements applicable to any country. Most of the previous initiatives such as being experimental in nature and do not have good awareness and clearly the expected results. Most of the existing framework is inadequate to cope with their universal application in all areas. The government made the socioeconomic arrangements and certain technology. Although there is so far no "one size fits all" strategy in implementing e-government, ICT can be maximized and participation can be further enhanced.

The purpose of participation models E-Platform is designed to provide a frame of reference design platform model mobile technology enabler E-Participation .And the other purpose content other is to make identification of their options framework is important, namely that a design parameter at the level of business model design and explicitly assess category selection E-participation facilitate citizens who wish to share their aspirations and suggestions, and criticism as well as incident reports transparently to governance E-governance-based mobile applications, which in turn can be used as a recommendation for action continue to E-government.

## II. REVIEW OF LITERATURE

Platform models according to (Aldwin, 2018) Platform E-participation is intended to be applied in the different barangays under the umbrella. This study concludes that through the proposed mobile applications, it will help facilitate better communication and comfortably between the community and barangay officials. Any opinions, issues, concerns, and requests made through the platform. aggregate data coming from the different barangays will be forwarded to the county town to the decision making process better on different services that can be provided to the different barangays. Services are discussed in detail in the paper platforms is the most important part in the development of software with a set of logic that will run consistently. The development model of the digital platform of government sector becomes more important with the latest technological advances in the era 4.0.

While the E-participation defined as people's participation in democracy by the use of Information and Communication Technology (ICT). E-Participation has been used in various platforms that allow elicitation of political, social, opinions and concerns, even to the most fundamental issues around the community of citizens. (Diaz, 2018).

Research conducted by (Kaya, 2016) states that the 'E-government refers to one aspect of digital government: the provision of government services electronically, usually via the Internet' (Garson, 2006, p.18). The concept of E-Government has a range of features such as 'transparency', 'openness' and 'accessibility' (Bonson et al. 2014, Susha and Gronlund 2014, Youngblood 2014). Authorities are looking for ways to increase transparency and participation methods (Gasco '2014), in which one of the tools is the Open Government Data. 'A government that prioritizes the use of two main tools: the open data is the data that is available in a standard format and structured, that is machine readable, and are guaranteed to be available freely from time to time) and the' action 'open' (Gasco '2015, p. 1). In other words, the Open Government Data can be defined as 'the government information proactively disclosed and available online for everyone access, reuse and redistribution without restriction' (United Nations, 2014, p.163).

## III. RESEARCH METHODS

This research proposes the development of a model framework platform that allows citizens the city of Karachi to be able to communicate with the government through E-Participant. Basic research methods are carried out by observing and interviewing some citizens of the city of Karawang about problems that occur in the city of Karawang. Literature study is conducted to obtain a study of E-participant in E-Government.

Availability kinds of data will be possible to apply the approach through the use of e-Participation. This section will explain the model of E-Participation platform that enables electronic government identify needs and assessment of the level of E-participation of the city of Karachi. Platform proposed using social media applications to collect and analyze perceptions, criticism, suggestions and citizen reports on all services of the Karawang city government.

The platform model development approach method uses an effective agile method that is applied to almost all running systems considering the level of flexibility that can be applied at one stage of development without disrupting the running system which emphasizes customer satisfaction and speed of implementation time and according to short-term development with adaptability and change (Listiyoko, 2017)



Figure 1. Stages of the Agile Development System (Office of the Government Chief Information Officer, 2015)

- Time box Plan is conceptually plans a new system to be built with attention to the running system.
  - Iteration: Design, Build, Test
- The second stage is a recurring activity that includes system requirements, system design, software development.

- **Demonstration**

In the third stage the developer begins to introduce the model that will be applied. Generally a system evaluation will involve testing the model and user acceleration before the system is delivered to the user.

- **Retrospective Meeting**

This is the final stage of developing a system with the agile method, namely the implementation of the system model according to user acceptance. User perspectives that have been well translated by the developer will expedite the delivery process of the new system.

**Stages of Aqile Development:**

- Time box Planning plan conceptually new system will be built with attention to the system running.
- Iteration: Design, Build, Test. The second stage is a repetitive activity that includes the system requirements, system design, software and development.
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**Stages of Aqile Development:**

1) *Panning time box step which prepares the needs of E-Participant:*

- Name of government web sites
- Information Technology Services at E-Government
- Found the E-Participation feature
- Choose the menu E-Participation
- To respond to the incident / event community members
- Determining the logical time to government services
- Follow-up of the E-Government of any feedback E-Participation

2) *Iteration step: Platform models Design, Build and Testing.*

Stages of designing a model of E-participation divided into three essential parts, namely:

- E-Government
- E-Consulting
- E-confirmation

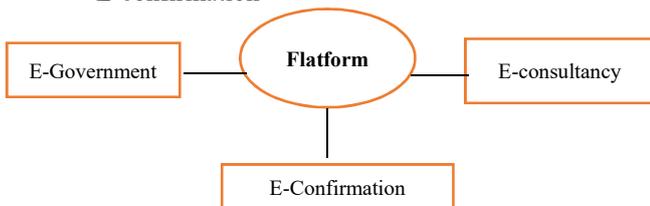


Figure 2. Block Diagram

3) *Demonstration*

This stage makes a prototype of a platform application with a menu interface in the Delphi XE 10.2 program language due to its ability to support multiplatform including for mobile applications. The design of the Platform application interfaces include:



Figure 3. Main Menu Design



Figure 4. E-government Menu

4) *Retrospective Meeting*

This implementation of the Platform E-Participant start from the beginning is to interview a number of citizens, local government officials who will be using the application service platform to encourage them to be evaluated against the E-Government. The table below represents the conceptual framework of E-participation which will then be used to design a Platform E-Participation effectively and efficiently in accordance with the problems and the latest issues identified in the Web site Local government in the city of Karawang, West Java.

TABLE 1. E-PARTICIPATION & DEVICES STEP

STEP	Device
E-criticism	E-mail / e-mail applications, e-participation, polls, criticism (social media online / android app), messaging device, text (chat)
E-consultation	E-survey (response form, email the opinion, web e-government) / smartphone, consultation platform / technology text to speech (language processing)
E-Involved	E-mail (chat discussion forum) / e-mail
E- collaboration	Virtual Meeting web (chat, discussion forums) / online chat, e-participant community / social media chat) retrieval of e-government policy (web chat), decision-making
E-confirmation	E-confirmations, e-petition, e-voting, / web application, e-participation, participants with the administration interface, flayer e-newsletter.

**IV. CONCLUSIONS AND RECOMMENDATIONS**

The proposed results of the E-participation Model platform are an Android-based platform application created

from the Agile model framework, then made an electronic table of participation and device needs The interface that can be accessed by participants is an E-Participation menu selected from specific E-Government with recommendations for contributions including:

1. E-Government 2.E-consultancy 3.E-confirmations

While e-mail can be accessed online by E-participation are:

- 1. E-criticism
- 2. E-Confirmation
- 3. E- collaboration
- 4.E-Involved
- 5.E-Consulting
- 6.E-Voting & E-Petition

Recommendations with this E-Participation Platform are expected that E-Government can gather important information about criticism, participation, active public consultation with E-Government and there is feedback and suggestions involving citizens of the city of Karawang so that the government can consider making decisions about public policy, partnerships, public services is:



Figure 5. E-participation menu platform



Figure 6. E-Government Menu

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