



Editorial 16(1)

Andrea Chapman

ORCID Nr 0000-0002-1010-7800

*Department for E-Governance and Administration, University for Continuing Education Krems
andrea.chapman@donau-uni.ac.at*

Noella Edelmann

ORCID Nr 0000-0001-8386-9585

*Department for E-Governance and Administration, University for Continuing Education Krems
noella.edelmann@donau-uni.ac.at*

Welcome to Volume 16, Number 1 of JeDEM. This issue addresses artificial intelligence and democracy, e-petitioning as a mobilisation tool, implementing and citizen participation in e-government, integrating public complaints into open government frameworks, self-service in public administration, the effect of social media on political polarisation, and technology in e-democracy.

We begin this issue with a reflection by Roskoshnyi, who observes that longstanding democratic institutions have not evolved with the global landscape. Drawing on various thinkers, the author reflects on the effectiveness of integrating artificial intelligence in representative and direct democracy, highlighting the potential benefits, such as the emergency of a knowledge society and the possible risks, such as the restriction of free will and digital slavery. In exploring how direct democracy can be helpful to the Commonwealth's democratic progress, the author juxtaposes judiciary proceedings in Switzerland and Japan. Roskoshnyi concludes by analysing regulations to circumvent digital slavery and approach a knowledge society.

The impact of local engagement on environmental concerns in France and Belgium is the subject of Martine et al.'s analysis of the effectiveness of e-petitions as a mobilisation tool. By considering geographical, social, and cultural factors that influence the success and effectiveness of online mobilisation efforts, the authors highlight the mechanisms and processes through which e-petitions can trigger mobilisation and illustrate how e-petitions can serve as a catalyst for change in environmental policy and promote sustainable practices.

Moving to the sphere of local government, Gartika et al. present a case study on the implementation of e-government in Bali Province. Since 2018, the E-Government Development Index has been assessed annually in Indonesia. From 2021 to 2023, Bali Province had the highest score in the provincial category and rated higher than the national average. Using structured and in-depth interviews with stakeholders and a strengths, weaknesses, opportunities, and threats analysis, the authors investigate the success of e-government implementation in Bali and identify five factors that

have influenced its success, including regional leaders' commitment, regulations, planning, governance and management, and human resources. Gartika et al. note that further research on other provinces is necessary.

Nguyen's experimental study continues investigating the interaction between local governments and citizens. Identifying the responsiveness of government employees and the quality of the information provided as the critical factors influencing citizens' acceptance of e-participation, the study confirms the importance of active and informative interaction between government and citizens for the success of e-participation initiatives. Without losing sight of budgetary restrictions and staff availability, e-participation processes should be designed to consider existing resources while promoting citizen engagement.

Acceptance continues to be a theme in Abdulkareem et al., who aim to identify factors influencing the adoption of electronic identity in Nigeria. Building on the Technology Acceptance Model and self-determination theory, the authors create a customised acceptance model incorporating digital literacy, information and communications technology access, perceived credibility, and trust. Their findings emphasise perceived credibility and usefulness as crucial drivers of adoption, while digital literacy and trust also play significant roles. The authors conclude by suggesting strategies to increase adoption rates.

With Hardini et al. review of the relationship between open e-government and the public complaints system in Jakarta, we move on to citizens' satisfaction and expectations of citizens' e-government. The authors demonstrate how transparency and accountability can be enhanced through digital mechanisms. By integrating public complaints into open government frameworks, governments can create an environment that is more transparent, participatory, accountable, and responsive to public needs.

Radivojević et al. introduce the concept of self-service in public administration to enable more efficient service and promote the satisfaction of service users. Self-service in public administration can facilitate processes like issuing birth certificates and other public documents. The implementation of intelligent software agents and the establishment of knowledge bases are necessary. Nevertheless, as the authors note, substantial legal and technical prerequisites must be considered in incorporating this concept into public administration.

Using sentiment analysis and machine learning techniques, Valle Cruz investigated political polarisation and echo chambers on Twitter during the 2018 Mexican presidential election and determined that the winning candidate exhibited the highest level of polarisation. The author concludes that further research is needed to understand the influence of polarisation on voter decision-making and democratic procedures and calls for establishing ethical guidelines for using machine learning in policy analysis to preserve the integrity of democratic processes while reaping the potential benefits of new technology.

This issue concludes with a systematic literature review on the diffusion of technology in e-democracy implementation in three phases: adoption, implementation, and institutionalisation and three levels of analysis: macro, meso, and micro. With this overview, Khalid et al. determined that

researchers have primarily focused on the adoption and implementation stages. Further researchers concentrated on the external information and communication technology environment at the macro level and the organisational level at the meso level within public administrations.