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Digitalization of Parliament: Implementation of E-Parliament in the Central Java Provincial DPRD

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Abstract

Background: An increasing trend in digital governance reforms has influenced democratic processes, including those within legislative institutions. E-Parliament initiatives have transformed local legislatures (*DPRD*) in Indonesia to become more participatory and responsive to society. However, their impact as platforms for substantive representation has not been sufficiently studied.

Objective: This research aimed to examine the implementation of E-Parliament in the Central Java Provincial *DPRD* to broaden public participation within it and, additionally, to serve as a medium for community representation.

Methods: A qualitative case study was conducted, and data were collected through semi-structured interviews with *DPRD* members, administrative stakeholders, and members of the public, as well as through surveys and document reviews. A multi-actor methodology was utilized to obtain perspectives from political actors, administrative actors, and citizens through digital platforms.

Results: *E-Parliament* enhanced procedural responsiveness in the Central Java *DPRD*, with 83% of *DPRD* members reporting faster complaint documentation and follow-up through the *E-Wadul* platform. However, informal channels including WhatsApp, direct constituency meetings, and personal visits remained the preferred modes of communication for most citizens. *IKM* survey data in 2025 showed that while accessibility (“relatively easy”) and system reliability (“fairly stable”) scored moderately well, public awareness of *E-Wadul* remained critically limited, with a significant portion of respondents unaware of the platform’s existence.

Conclusion: The article argues that while E-Parliament improves procedural responsiveness, it does not ensure substantive responsiveness. Increasing digital literacy, improving outreach capacity, and integrating digital platforms with culturally embedded participatory practices are imperative for realizing equitable democratic engagement.

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INTRODUCTION

Digital governance has fundamentally transformed the relationship between citizens and government institutions, enabling greater transparency, accountability, and civic participation in decision-making processes. In contemporary democratic systems, digital platforms are purposefully deployed to enhance the institutional responsiveness of legislative bodies, allowing citizens to demand accessibility, monitor governmental performance, and engage in policy processes (Mazur & Flogaitis, 2023; Mergel et al., 2019; Raihan et al., 2025). These digital

innovations represent a significant shift in democratic engagement, moving from purely procedural forms of participation toward more interactive and technologically mediated modes of civic involvement.

While digital governance reforms in Indonesia have largely focused on executive institutions, the digital transformation of legislative bodies remains relatively unexplored. Providing a digital democracy platform is an institutional innovation that improves citizen-representative communication, reinforces the transparency of follow-up processes, and strengthens democratic accountability for local legislators (*DPRD*) to accommodate their strategic functions in representing public interests, aggregating community needs, and supervising regional administration. However, the connections these platforms can create depend on existing enabling technologies, the sociocultural environment for participation, institutional capacity to respond, and citizens' digital literacy (Gil-Garcia et al., 2018; Sari & Purbokusumo, 2022). While the rise of global digital platforms and their application in governance is now drawing scholarly attention, empirical studies examining this emerging domain of e-parliament initiatives at the local legislative level and their effects on substantive representation remain rare in developing democracies such as Indonesia.

The literature on e-government and digital participation has primarily focused on efficiency, service delivery, and transparency while devoting limited attention to the politics of digital platforms and their implications for substantive political representation at the subnational legislative level. At the center of this debate are competing notions of substantive representation how much representatives act for their constituents and how effectively they respond to constituents' demands (Pitkin, 2023) as well as the institutional arrangements that produce inclusive and accountable systems capable of ensuring effective democratic governance (Lijphart, 1999; Moniz et al., 2026). These analytical lenses allow us to examine whether digital systems merely bureaucratize responsiveness or generate substantive improvements in representation. In this respect, e-parliament is more than a technical innovation; rather, it has been recognized as an instrument that shapes the internal politics of representation by mediating how interests are articulated and processed (Leston-Bandeira & Siefken, 2023).

The Integrated E-Wadul and Insentana Information System constitutes a digital platform developed by the Central Java Provincial *DPRD* to accommodate public complaints, policy feedback, and institutional transparency. These platforms broaden channels for participation and institutionalize the monitoring of public aspirations. However, anecdotal evidence suggests that citizens still rely heavily on informal means of communication, such as face-to-face conversations during recess periods or private messaging applications. This pattern raises important questions regarding whether digital platforms genuinely facilitate meaningful representation and whether institutional accountability is enacted through digital infrastructures or through more persistent sociopolitical modes of communication. This lack of correspondence between digitally documented institutional arrangements and their practical implementation may hinder e-parliament initiatives from achieving substantive representation (Medaglia & Zhu, 2017; Mergel et al., 2019; Sukandi, 2026).

This condition raises a crucial question: to what extent can digital platforms contribute substantively, rather than merely procedurally, to parliamentary representation? Will e-parliament initiatives improve local legislative responsiveness? This study elaborates on citizens' digital engagement with the *DPRD*, the bureaucratic procedures intended to address public aspirations, and the socio-institutional dynamics that constrain platform utilization. The research contributes to the study of digital democracy at the subnational level and offers an empirical contribution by situating digital parliament practices within theories of representation and democratic governance. It demonstrates that although procedural responsiveness may improve through the digitization of institutional processes, such responsiveness does not necessarily translate into substantive representation. Technological progress must therefore be accompanied by participatory culture, digital literacy, and inclusive communication strategies (Gil-Garcia et al., 2018; Mazur & Flogaitis, 2023; Smit et al., 2025).

Applying the CARS model to this study: (1) the field of digital governance and e-parliament research has grown considerably, with scholarship demonstrating the procedural benefits of

digital platforms in legislative institutions (Leston-Bandeira & Siefken, 2023) (2) however, a critical gap persists empirical studies examining e-parliament initiatives at the subnational legislative level in developing democracies, particularly regarding their impact on substantive representation rather than procedural efficiency, remain scarce; and (3) this study addresses that gap by providing a qualitative case study of e-parliament implementation at the Central Java Provincial DPRD, examining whether digital platforms translate procedural responsiveness into substantive representation and identifying the socio-institutional conditions that mediate this transformation. The novelty of this study lies in its integration of Pitkin's (2023) substantive representation framework with Lijphart's (1999) democratic responsiveness perspective, applied empirically to a subnational e-parliament context in Indonesia (Moniz et al., 2026; Otjes et al., 2026).

METHOD

This study used a qualitative method with an instrumental case study design that focused on the implementation of e-parliament in the Central Java Provincial DPRD. Framed within an instrumental case study approach, the research enabled a close examination of a specific legislative institution while simultaneously addressing broader theoretical questions regarding the workings of digital governance, institutional responsiveness, and political representation.

The study was conducted from 2025 to early 2026 and encompassed three categories of participants selected through purposive sampling: (1) institutional political actors DPRD members as users and decision-makers within digital parliamentary services; (2) institutional administrative actors secretariat staff, public relations officers, and parliamentary administrative personnel; and (3) citizens members of the public who had used the E-Wadul digital aspiration channel.

Data collection involved semi-structured interviews, questionnaires, observations, and document analysis. Interviews with approximately 30 DPRD members were conducted to capture institutional perspectives on digital-based parliamentary practices. Additionally, 20 respondents participated in structured questionnaires designed to assess perceptions of digital responsiveness, accessibility, and transparency. Interviews with key administrative stakeholders were also conducted to ensure multi-actor representation. Humas served as the technical implementing unit responsible for digital communication, media relations, and public information dissemination, while the Secretariat of the DPRD played a strategic role in initiating, coordinating, and institutionalizing the e-parliament system of the Central Java Provincial DPRD. The study also included interviews with individuals who had participated in parliamentary sessions and members of the public who had used the digital aspiration platforms. This multilayered approach to data collection across political actors, administrative bodies, and citizens, and through multiple methods enabled triangulation and strengthened the analytical validity of the findings.

Additional data were obtained through direct field observations of operational and communication practices on digital platforms. Secondary data consisted of institutional documents, Standard Operating Procedures (SOPs), public service reports, platform interfaces, and Community Satisfaction Index reports to capture public perceptions. The data were collected and presented through interconnected thematic descriptions, aspiration-management flowcharts, and participation graphs.

The data were analyzed through processes of reduction, categorization, and pattern identification related to digital governance, representation, and institutional responsiveness using thematic analysis. Analytical validity was ensured through triangulation across interviews, institutional documents, survey responses, and platform observations. This methodological approach enriched the empirical analysis with theoretical insights into the design and implications of digital systems within a parliamentary context, as well as their transformative potential for citizen engagement and democratic representation.

Ethical approval procedures were observed throughout the study. All informants participated voluntarily based on informed consent and remained anonymous.

RESULTS AND DISCUSSION

This finding proves that the existence of a digital aspiration platform in the Central Java Provincial Parliament (*DPRD Jawa Tengah*), especially E-Wadul Dewan, is in line with the modernization of both institutional and citizen representation dimensions. The front end of the platform is digital, while documentation and status updates are maintained for complaints and suggestions regarding policies and issues related to public services, which are validated and processed through a digital system. Based on the interviews, the findings show that the presence of E-Wadul has reduced bureaucratic distance and accelerated communication flows between citizens and the parliament. Notably, respondents also stated that procedural hurdles are fewer and initial administrative responses are faster through digital channels than through traditional methods.

Based on the analyzed data, the digital system provides procedural responsiveness through easier access to public demands and more systematic storage of policies and institutional accountability. The system’s ability to flag and submit digital records allows for greater transparency and a follow-up process through reporting databases, shifting away from traditional bureaucratic apparatuses toward more transparent and accountable communication mechanisms. On the other hand, despite these developments, conditions in the field do not appear to have changed significantly, as informal communication still seems to hold considerable influence.

Citizens articulate their aspirations through WhatsApp, community groups, one-on-one interactions with representatives, and constituency meetings (*reses*). These channels can be informal, enduring, more accessible, and participatory, while also generating real-time interactions. Meanwhile, through the E-Wadul platform, the official *DPRD* website, and the *JDIH* service, procedural documentation, transparency, and accountability are significantly improved, thereby institutionalizing political processes. This duality exemplifies the intertwining of relational political culture and digital organizational mechanisms, leading to a hybrid form of representation in which technological advancement does not fully displace personal communication practices.

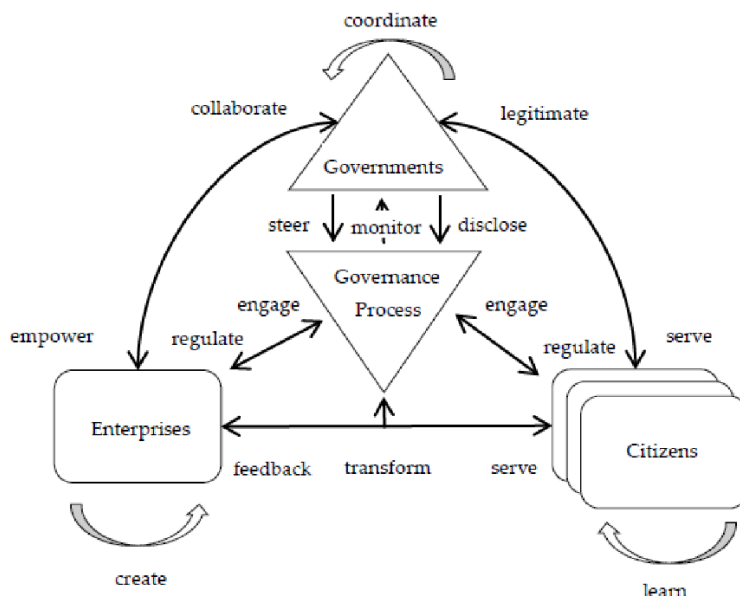


Figure 1. Digital Interaction Flow between Citizens and DPRD
Source: Research Data (2025)

This fourth interaction of local governance is detailed in Figure 1, which shows the interactivity mode of digital institutions between the public and the Central Java *DPRD*. Merging human and artificial agents embedded in porous institutions engaged in meaning-making through design, this model embraces the depth of deliberation that is a core value of governance (Ober, 2008; Leston-Bandeira & Siefken, 2023), creating space within the network for such governance

to occur rather than necessarily being an outcome-focused exercise in which the state emerges unchallenged from a formulaic process. The diagram serves as an articulation of how disparate elements can be woven together into a cohesive tapestry around regulation and digital solutions, with emergent properties arising from formalized collaborative arrangements. This model does not function at a top-down, hierarchical level governance in this mode is characterized by engagement, regulation, oversight, and transparency. Rather than defining citizens primarily as users of services, they are recontextualized instead as agents who signal their needs, feedback, and retrospective assessments of an institution's performance through digital portals. On the other hand, non-government actors function as creative and facilitative intermediary catalysts in enhancing institutional synchronicity.

In this model, communication media such as E-Wadul, the online aspiration system, JDIH, and the official DPRD website are structured to ensure accountability in their use in the implementation of E-Parliament within the Central Java Provincial DPRD. Verification, delivery to the relevant commissions, and the provision of feedback are indicative of an institutionalized governance mechanism that ensures procedural transparency and responsiveness. Figure 2 illustrates the institutional workflow for processing digital aspirations through a procedural drop-down response flow from DPRD submission to policy follow-up.

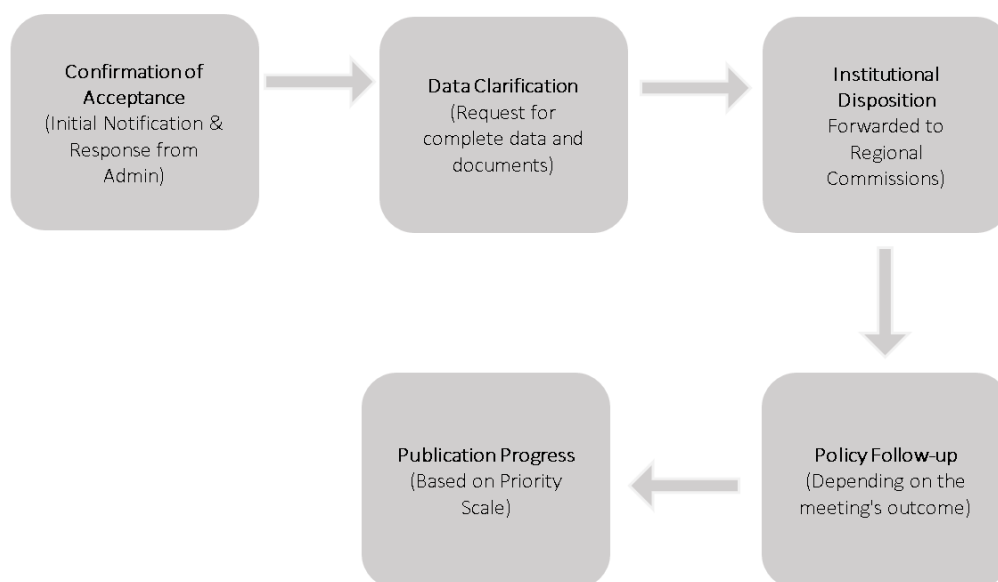


Figure 2. DPRD Response Mechanism Flow
Source: Research Data Processing 2026

Furthermore, the extent to which these digital platforms appear integrated into regional development planning demonstrates that public engagement does not begin and end with participation in input streams but can also shape policymaking. However, the effectiveness of such a participatory governance model is still mediated by existing inequalities in digital literacy, technology access, and public interest. These findings suggest that the transition into the digital age of governance is not merely a technological shift, but also one that requires social readiness and institutional capacity to sustain inclusive and responsive democratic engagement over the long term. To better understand contextual differences in trends of digital participation, this study mapped the spatial inequality of internet access across the electoral districts of Central Java, as shown in Figure 3. This categorization identifies structural inequalities that condition the inclusiveness of digital parliamentary participation.

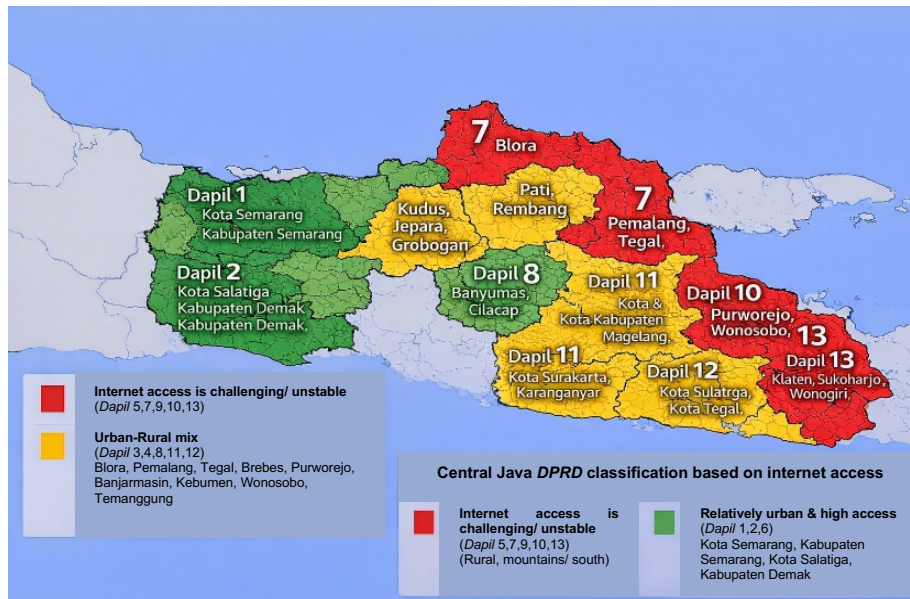


Figure 3. Spatial Disparities in Internet Access in Central Java
Source: Research Data 2025

Classification Map of Spatial Disparities in Internet Accessibility Across Central Java Electoral Districts

Remote, hilly, and border regions (*Dapil* 5, 7, 9, 10, and 13) have unstable internet connections and lower levels of digital literacy. *Dapil* 3, 4, 8, 11, and 12 exhibit mixed territorial patterns, where access remains uneven and the capacity to adopt digital practices in the new normal era is still developing, while *Dapil* 1, 2, and 6 are predominantly urban areas with relatively stable infrastructure and stronger digital leveraging skills. This paper shows that these digital parliamentary initiatives should be optimized through both equitable infrastructure development and enhanced digital literacy capacity. The lack of an integrated socio-geographical approach to digital transformation compounds participatory inequality. Merely expanding infrastructure may not translate into effective engagement, and digital literacy without adequate internet access does not help individuals make the most of the platforms available to them. Inclusive digitalization strategies are therefore needed to guarantee fair access and democratic participation across all regions.

These findings are also supported by the 2025 Community Satisfaction Index (IKM) public perception data (*DPRD Jawa Tengah*). Based on the survey indicators, citizens evaluated digital services not only on the speed of response but also on the ease of system access and use, system reliability, clarity of follow-up procedures, and effectiveness of communication management. Table 1 shows the data regarding the digital aspiration services derived from the processed IKM data.

Table 1. Public Satisfaction Indicators with DPRD Digital Aspiration Services

No	Indicator	Assessment Aspect	General Findings
1	Accessibility	Ease of access via electronic devices	Relatively easy to access
2	System Reliability	Technical stability and performance	Fairly stable
3	Navigation	Ease of use	Transparency of responses
4	Clarity of Follow-up	Transparency of responses and solutions	Fairly clear but needs improvement
5	Service Usefulness	Benefits of reports to the public	Fairly useful
6	Public Knowledge	Awareness of the E-Wadul platform	Still limited

Source: Processed from the Central Java Provincial DPRD Community Satisfaction Survey 2025

All in all, the survey results paint a favorable picture of transparency and administrative responsiveness. However, a subset of respondents was relatively unaware of digital aspiration channels in general and knew very little, if anything, about E-Wadul, the formal gateway to public engagement. The results suggest that if technological infrastructure mediates institutional responsiveness, such links also extend to levels of public awareness and literacy, as well as trust in administrative integrity.

These findings elucidate structural challenges in accessing parliamentary services digitally. Not all community groups can effectively use online reporting systems; digital literacy plays a significant role in determining access. Limited outreach and the uneven dissemination of information leave many members of the public unaware of official participation mechanisms. In addition to procedural uncertainty, concerns regarding follow-up outcomes also contribute to citizens' preference for in-person engagement. Responsiveness continues to be assessed through socially situated practices of relational politics based on emotional proximity and direct engagement. The results highlight that the digital turn in political representation must be understood as a socio-institutional transformation rather than merely a technical upheaval, constituting an ongoing process of adaptation between social institutions and society.

Theoretically, the results suggest that the expansion of digital parliamentary mechanisms should lead to enhanced procedural transparency, accountability, and administrative responsiveness. In line with Hanna Pitkin's (2023) concept of substantive representation, digital platforms expand the institutional capacity to act on behalf of citizens in two ways: by codifying follow-up processes and embedding public aspirations directly into bureaucratic workflows. The continued reliance on informal communication channels, however, demonstrates that the symbolic and relational dimensions of representation remain key facilitators of perceived legitimacy. In the presence of such gaps, digital systems may improve procedural inclusion but do not necessarily guarantee systemic responsiveness, in the sense articulated by Arend (Lijphart, 1999) in his analysis of democratic responsiveness (Moniz et al., 2026; Otjes et al., 2026).

The findings contribute to the broader discussion on digital governance by showing that, although subnational digital parliamentary reforms enhance procedural responsiveness, they do not automatically ensure substantive representation. The persistence of informal relational and interpersonal practices alongside formal digital systems demonstrates a hybrid democratic configuration in which modernization dynamically interacts with entrenched political culture.

These conclusions have policy implications that extend beyond the promise of participatory digital platforms to improve public involvement in governance. They highlight the necessity for stronger digital literacy programs, increased public awareness of official participation mechanisms, and more transparent dissemination of information regarding follow-up outcomes. They also underscore the importance of integrating these digital tools with conventional practices shaped by local culture. Yet, to realize the democratic potential embedded within digital parliamentary platforms, policymakers and system designers must ensure that such platforms do not inadvertently privilege existing power structures, including dominant religious institutions or fundamentalist groups that may already possess significant communicative advantages. Without careful institutional design, these actors could disproportionately shape civic engagement and reinforce existing asymmetries of influence and access within political systems. Addressing these concerns would not only enhance service efficiency but also promote a more inclusive and responsive model of representation, thereby strengthening meaningful representation at the local level.

Discussion

The online implementation of e-Parliament in the Central Java Provincial People's Representative Council marked a shift toward digitalization in a system that had begun to transform the relationship between citizens and the legislature in Central Java. The futuristic aspiration of creating platforms through e-Wadul Dewan is indicative of an effort to develop a medium that mediates between traditional mechanisms and more systematic and accountable governance. Digital systems are not simply administrative technologies; they can also function as institutional instruments that enhance democratic responsiveness. The findings show that the

faster submission, validation, and documentation of public complaints and policy proposals are facilitated, memorialized, and followed through via the platform, thereby reducing the bureaucratic distance between citizens and their representatives. This supports the argument that e-governance in legislative institutions can enhance the procedural quality of representation by making citizen input more visible, recordable, and monitorable within institutional processes (Abulhaija et al., 2026; Gil-Garcia et al., 2018; Moggi et al., 2026; Nugraha, 2026).

From the standpoint of democratic representation, these findings can be interpreted in line with Pitkin's (2023) definition of substantive representation. Pitkin's (2023) definition of representation in terms of "action" asks whether representatives act for citizens, vicariously or otherwise. In the context of the Central Java DPRD, e-Parliament also constitutes part of substantive representation because public aspirations communicated through digital channels can be formally institutionalized and subsequently addressed through follow-up actions. These include digital record and monitoring systems, as well as the ability to trace administrative decisions back to public input, which points to a degree of institutional capacity if not formal obligation to incorporate citizen aspirations into decision-making rather than treat them as mere rhetoric. This implies that, rather than serving merely as a procedural basis for substantive representation, the digital platform presents an additional mechanism whose effectiveness ultimately depends on the willingness of political actors, as well as the quality of follow-up and responsiveness.

However, the study also shows that digitalization is not a replacement for traditional political communication practices. Despite the emergence of new formal channels of communication through technologies such as Twitter and Facebook, these do not surpass informal channels such as direct conversations with voters or interactions during constituency visits. These findings are important because they show that representative practices are shaped not only through bureaucratic institutional processes but also through socio-cultural and normative expectations. Citizens often interpret personal relationships with representatives as more relevant, immediate, and emotionally meaningful than formal online systems. In this case, the implementation of e-Parliament in Central Java demonstrates a hybrid model of representative democracy in which formalized digital mechanisms coexist with a relational political culture. Such hybridism is consistent with research emphasizing the role of communicative practices and symbolic interaction in fostering parliamentary engagement and legitimacy, in addition to institutional design (Leston-Bandeira, 2014; Leston-Bandeira & Siefken, 2023).

These findings align with broader studies of digital governance, which argue that while technology can enhance transparency and administrative responsiveness, it cannot by itself resolve deeper problems of participation and legitimacy. In agreement with Gil-Garcia (2018), Christensen (2025), and Salah et al. (2026), digital government reforms can be effective only if technological systems are integrated into institutional capacity and public management practices (Zhu, 2026) and Similarly, Medaglia (2017) points out that, across different systems, the success of digital participation depends on citizens' preparedness, knowledge, and trust (Sukandi, 2026). The Central Java case underlines these assertions by demonstrating that e-Parliament has enhanced the institutional dimension of responsiveness, especially regarding documentation and procedural follow-up, but its democratic potential remains constrained by unequal levels of public familiarity, varying degrees of digital literacy, and the continued preference for informal engagement.

Moreover, spatial disparities in internet access across electoral districts further substantiate the claim that digital participation is shaped by structural inequality. Weak connectivity and low digital literacy are not only barriers to accessing online aspiration platforms but also challenges that may restrict inclusiveness in digital parliamentary services. Indeed, global digital governance assessments identify the persistent digital divide as one of the barriers hindering inclusive participation. The success of e-Parliament therefore cannot be measured solely by the creation of platforms or the number of submissions; it must also consider accessibility and usability for all citizens. In more developed districts with well-functioning digital environments, citizens are more likely to benefit from digital participation, whereas peripheral

and rural areas may experience participatory exclusion due to limited technological access. Hence, digital transformation in legislative institutions must go hand in hand with socio-geographical strategies that address infrastructural inequality and capacity-building simultaneously.

This interpretation is reinforced by Community Satisfaction Index data, which show that citizens evaluate digital services based on accessibility, reliability, clarity of follow-up, and usefulness. Strong support for transparency and administrative responsiveness indicates that the platform has performed effectively as a procedural mechanism for enhancing institutional performance, particularly in terms of responsiveness. However, this institutional innovation has not yet been matched by sufficient public outreach, as relatively few people are aware of e-Wadul. The disparity between institutional provision and public awareness is crucial, because such platforms can function as democratic channels only if citizens recognize them as mechanisms for participation (Fathullah et al., 2025; Mergel et al., 2019).

The findings also suggest that, from Lijphart's (1999) conceptualization of democratic responsiveness, digital systems increase inclusiveness only to a limited procedural extent (Moniz et al., 2026; Otjes et al., 2026). Lijphart argues that democratic institutions should be responsive to diverse social groups and provide inclusive forms of participation (Lijphart, 1999; Moniz et al., 2026; Otjes et al., 2026). In the case of e-Parliament in the Central Java DPRD, the system offers participation through more formal digital mechanisms. However, substantive inclusion remains limited because not all citizens possess equal access to technology, equal knowledge about digital systems, or equal confidence in using them. Thus, while e-Parliament has positively contributed to legislative governance, it has not fully eliminated participatory inequality. This demonstrates that digital responsiveness and democratic inclusiveness are related but not synonymous. A system can become more transparent and efficient without necessarily becoming more socially inclusive.

Theoretically, this study contributes to the literature on digital democracy by illustrating that subnational legislative digitalization should be conceptualized as a process of institutional adaptation rather than mere technological replacement. While much of the literature on e-government has focused on executive institutions and public service delivery (Elayah, 2025; Gil-Garcia et al., 2018), this case reveals that digitalization efforts within legislatures should pay equal attention to institutional practices, citizen engagement, and technological systems simultaneously (Fitsilis & Costa, 2023; Mazur & Flogaitis, 2023). The Central Java DPRD serves as a case in point that while e-Parliament can strengthen accountability, transparency, and responsiveness, its broader democratic value depends on how effectively it operates within informal political culture, relational legitimacy, and structural inequality.

In practical terms, these findings suggest that policy efforts should focus on four main priorities. First, public digital literacy should be strengthened so that aspiration platforms can be accessed more widely and used more effectively. Second, outreach and socialization of official digital participation channels should be expanded, especially in areas with low public awareness. Third, the transparency of follow-up mechanisms should be enhanced to build public trust and perceived accountability. Fourth, policymakers should adopt an augmentative approach to digital systems so that these systems are not viewed as substitutes for culturally rooted participatory practices. This perspective resonates with broader digital governance frameworks that emphasize the importance of aligning institutional and social arrangements with emerging technological capabilities (Canton, 2021; Mergel et al., 2019).

CONCLUSION

These findings show that the implementation of e-parliament platforms in the Central Java Provincial DPRD has improved administrative responsiveness through more systematic documentation, faster complaint handling, and enhanced transparency in managing public aspirations. The E-Wadul system, in particular, strengthens procedural accountability by enabling structured recording, tracking, and follow-up of citizen inputs. However, the findings also indicate that informal communication channels remain dominant in political engagement. Citizens and representatives continue to rely on direct interaction, constituency meetings, and WhatsApp-based communication due to their immediacy, relational trust, and perceived effectiveness. This

demonstrates that digital platforms do not replace traditional modes of representation but instead operate alongside them in a hybrid governance structure.

The effectiveness of e-parliament is therefore shaped not only by technological infrastructure, but also by social readiness, digital literacy, and institutional outreach capacity. Without addressing these factors, digital transformation risks improving administrative efficiency without necessarily strengthening democratic inclusiveness. Overall, this research demonstrates that e-parliament functions as a socio-technical system in which technological modernization and local political culture interact continuously. Meaningful representation can only be achieved when digital governance tools are embedded within existing socio-political practices rather than replacing them. Through this research, we seek to contribute to the development of more responsive and inclusive forms of parliamentary governance at the local level, where such governance is often taken for granted yet receives limited scholarly attention.

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AUTHOR CONTRIBUTION STATEMENT

Dafana Khairunnisa and Fitriyah conceptualized the study, designed the research framework, and conducted fieldwork including interviews and surveys. The authors also analyzed the data, synthesized results, and drafted the manuscript. All responsibilities, including final review and approval of the manuscript, were undertaken by the author to ensure academic rigor and integrity.

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