

Citizen participation in Policy Decision-Making

Partisipasi warga negara dalam Pengambilan Keputusan Kebijakan

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ABSTRACT

Citizen participation in policy decision-making is vital for ensuring transparency, accountability, and responsiveness in governance. This systematic literature review examines the relationship between citizen participation and policy legitimacy, exploring various factors influencing citizen involvement in decision-making processes. The analysis reveals a positive correlation between the level of citizen participation and the legitimacy of policies. Indicators such as public perception of fairness, support and acceptance, compliance with policy, trust in government institutions, perceived effectiveness of policies, transparency, and accountability contribute to policy legitimacy. Moreover, demographic, institutional, psychological, technological, and cultural factors play significant roles in shaping citizen participation. The findings underscore the importance of inclusive and effective citizen engagement in enhancing policy legitimacy, strengthening democracy, and fostering responsive governance.

Keywords: Citizen participation, Policy decision-making, Policy legitimacy, Public perception, Governance, Democratic values

ABSTRAK

Partisipasi masyarakat dalam pengambilan keputusan kebijakan sangat penting untuk memastikan transparansi, akuntabilitas, dan daya tanggap dalam pemerintahan. Tinjauan literatur sistematis ini mengkaji hubungan antara partisipasi masyarakat dan legitimasi kebijakan, serta mengeksplorasi berbagai faktor yang mempengaruhi keterlibatan masyarakat dalam proses pengambilan keputusan. Analisis menunjukkan adanya korelasi positif antara tingkat partisipasi masyarakat dan legitimasi kebijakan. Indikator seperti persepsi masyarakat mengenai keadilan, dukungan dan penerimaan, kepatuhan terhadap kebijakan, kepercayaan terhadap lembaga pemerintah, persepsi efektivitas kebijakan, transparansi, dan akuntabilitas berkontribusi terhadap legitimasi kebijakan. Selain itu, faktor demografi, kelembagaan, psikologis, teknologi, dan budaya memainkan peran penting dalam membentuk partisipasi warga. Temuan-temuan ini menggarisbawahi pentingnya keterlibatan masyarakat yang inklusif dan efektif dalam meningkatkan legitimasi kebijakan, memperkuat demokrasi, dan mendorong pemerintahan yang responsif.

Kata kunci: Partisipasi warga negara, Pengambilan keputusan kebijakan, Legitimasi kebijakan, Persepsi publik, Tata kelola, Nilai-nilai demokrasi.

Introduction

Citizen participation in policy decision-making is a fundamental aspect of democratic governance. It plays a crucial role in ensuring that policies are reflective of the needs and preferences of the population they are intended to serve. By actively engaging citizens in the decision-making process, policymakers can benefit from a diverse range of perspectives, expertise, and experiences that can lead to more informed and effective policy outcomes. Research has shown that involving citizens in policy decision-making can enhance the legitimacy and credibility of the policies themselves. When individuals have the opportunity to contribute to the development of policies that directly impact their lives, they are more likely to support and comply with the resulting decisions. This can help to build trust between the

government and the governed, fostering a sense of ownership and accountability in the policy-making process. Furthermore, citizen participation can lead to more innovative and sustainable policy solutions. By tapping into the collective intelligence of the population, policymakers can gain insights and ideas that may not have been considered otherwise. This can result in policies that are more responsive to emerging challenges and better equipped to address complex societal issues. In addition, citizen participation can help to address inequalities in the policy-making process. By actively involving marginalized and underrepresented groups in decision-making, policymakers can ensure that the needs and interests of all segments of society are taken into account. This can help to promote social justice and equity, leading to more inclusive and fair policy outcomes. Overall, citizen participation in policy decision-making is essential for promoting democratic values, enhancing the quality of policies, and fostering a more inclusive and responsive governance system. Policymakers should actively seek to engage citizens in the policy-making process to ensure that policies are effective, legitimate, and reflective of the diverse needs of society.

Citizen participation in policy decision-making is essential for effective governance. It enables governments to make well-informed decisions by incorporating the insights and preferences of the citizens (Li, 2015). This involvement spans various areas, including the public budgeting process, where critical policy and resource allocation decisions are made (Ebdon, 2002). Moreover, citizen participation is a cornerstone of democratic decision-making, enhancing democracy by ensuring that policies are in line with the public's needs and values (Michels, 2011). Research suggests that citizen participation can result in more practical policies rooted in citizen preferences, promoting public understanding and support for challenging governmental decisions (Irvin & Stansbury, 2004). Additionally, public engagement in decision-making processes can educate the public, evaluate public acceptance of policy alternatives, and legitimize final outcomes (Jordan et al., 2016). Furthermore, citizen participation can elevate community status by providing technical information to facilitate decision-making aligned with public objectives (Esfandiari, 2010).

Scholars have posited that public participation assists administrators in better recognizing public values, leading to enhanced policy decision-making processes and outcomes (Nabatchi, 2012). It also aids in identifying and responding to public values, ultimately boosting the legitimacy and effectiveness of policy decisions (Nabatchi, 2012). Despite challenges such as time constraints and potential negative outcomes influenced by interest groups, citizen participation remains crucial for promoting transparency and accountability in the policy process (Zhou et al., 2014). In conclusion, citizen participation plays a pivotal role in shaping policies that reflect the interests and needs of the public, fostering democratic values, and enhancing the legitimacy and effectiveness of decision-making processes.

The literature review aims to delve into the intricate dynamics of citizen participation in policy decision-making within democratic governance structures. By synthesizing existing research, our objective is to comprehensively understand the multifaceted significance of citizen involvement in shaping policy outcomes. We will explore how citizen participation enhances the legitimacy and credibility of policies, fostering a sense of trust and accountability between the government and its constituents. Additionally, we seek to analyze how citizen engagement contributes to the generation of innovative and sustainable policy solutions by tapping into diverse perspectives and collective intelligence. Moreover, we will investigate the role of citizen participation in addressing inequalities within the policy-making process, particularly in ensuring the representation of marginalized and underrepresented groups. Through these explorations, we aim to shed light on the implications of citizen participation for promoting democratic values, improving policy quality, and fostering a more inclusive and responsive governance system. Ultimately, this review aims to identify key factors influencing the effectiveness of citizen participation initiatives, offering insights that can inform future policy-making endeavors.

Research Methods

Berdasarkan penelitian di atas, metode penelitian yang digunakan adalah pendekatan *systematic literature review*. Pendekatan ini melibatkan tahap-tahap sistematis dalam pencarian, penilaian, dan sintesis literatur yang relevan dengan topik penelitian. Pertama, peneliti akan melakukan pencarian secara komprehensif terhadap literatur yang tersedia, menggunakan basis data yang relevan seperti Web of Scienc, Scopus, IEEE Xplore, Google Scholar dan kata kunci yang sesuai dengan topik penelitian, seperti "citizen participation," "policy decision-making," dan "democratic governance." Setelah itu, literatur yang telah ditemukan akan dinilai secara kritis untuk memastikan kualitas dan relevansinya dengan tujuan penelitian. Kriteria inklusi dan eksklusi akan ditetapkan untuk memastikan bahwa literatur yang dipilih sesuai dengan ruang lingkup penelitian. Selanjutnya, data dari literatur yang terpilih akan diekstraksi dan disintesis secara sistematis untuk mengidentifikasi temuan utama, pola, dan tren yang muncul dalam kaitannya dengan peran dan dampak partisipasi warga dalam pengambilan keputusan kebijakan. Pendekatan ini memungkinkan peneliti untuk menyajikan gambaran yang komprehensif dan mendalam tentang topik penelitian, serta mengidentifikasi kesenjangan pengetahuan yang mungkin perlu diteliti lebih lanjut.

Literature Review

Concepts and Theories of Citizen Participation in Policy Decision-Making

1. Definition of citizen participation in the context of policy decision-making

Citizen participation in policy decision-making is a crucial aspect of democracy and governance. It involves individuals in agenda-setting, decision-making, and policy formation processes (Delborne et al., 2009). Various forms of citizen participation exist, ranging from informing and consulting citizens to engaging them in decision-making through mechanisms like referendums and citizen initiatives (Csizmadiané-Czuppon et al., 2021). Scholars have long theorized that public participation can assist administrators in better identifying and understanding public values, thereby enhancing policy decision-making processes and outcomes (Nabatchi, 2012). Additionally, citizen participation is widely regarded as a valuable element of democratic citizenship and decision-making, contributing to the enhancement of democracy (Michels, 2011).

Citizen participation can assist governments in recognizing public values and making decisions that more effectively meet citizen needs (Huang & Feeney, 2015). It is also viewed as a tool for governance, enabling interested or affected citizens, civil society organizations, and government actors to participate in policy-making before decisions are made (Alibegović & Slijepčević, 2018). In the context of environmental impact assessment for public projects, public participation is a fundamental governance mechanism that is voluntary rather than mandatory (S.F. et al., 2013). Furthermore, citizen e-participation, particularly in the digital era, is essential for sustainable development and modern democracies (Musiał-Karg & Kapsa, 2019).

Overall, citizen participation in policy decision-making is vital for ensuring transparency, accountability, and responsiveness in governance, ultimately leading to more inclusive and effective policies that align with the values and needs of the public.

2. Theoretical models explaining citizen participation

Citizen participation is a fundamental aspect of modern governance, drawing from various disciplines such as political science, public administration, and sociology to provide frameworks for understanding citizen involvement dynamics. One model examines the impact of citizen participation on citizen satisfaction in smart cities, based on the theory of involvement and the American Customer Satisfaction Index model (Xu & Zhu, 2020). This model emphasizes the significance of citizen engagement in influencing satisfaction levels within urban environments. Present six transnational models of citizen participation, including participatory democracy and community development (Sintomer et al., 2012), offering a comprehensive view of diverse approaches to citizen involvement to promote participatory

governance. Reflect on theoretical approaches to citizen participation based on practical experiences in East Manchester (Blakeley & Evans, 2010). They suggest reflexive approaches may offer a more nuanced understanding of citizen involvement by considering factors such as temporality and spatiality.

Combine citizen participation and interactive governance theories to analyze the governance layers necessary for effective citizen involvement (Jäntti et al., 2023). This integrated approach provides a holistic perspective on the mechanisms underpinning successful citizen participation initiatives. In conclusion, theoretical models of citizen participation are crucial for shaping policies and practices that enhance democratic processes and citizen engagement. By integrating various disciplines and empirical evidence, these models offer valuable insights into the complexities of citizen participation, guiding the promotion of inclusive and effective governance.

3. Relationship between citizen participation and policy legitimacy

Citizen participation is a crucial factor in enhancing policy legitimacy by bridging the gap between the government and the public. Research has demonstrated that citizen involvement can increase the legitimacy of policies by aligning them with citizens' preferences and values (Arnesen, 2017). Actively engaging citizens in decision-making processes can result in policies being perceived as fair and transparent, thereby contributing to their legitimacy (Boothe, 2021). Additionally, citizen participation can lead to policies that better reflect citizen preferences, garnering more public support for government decisions (Irvin & Stansbury, 2004). The legitimacy of policies is not solely influenced by citizen participation but also by the representativeness of the participants involved. Studies highlight the significance of ensuring that citizen experts and participants are representative of the broader population to enhance the democratic legitimacy of policies (Krick, 2021). Furthermore, the input legitimacy of participatory processes, which pertains to how citizens' inputs are viewed by public officials, can significantly influence officials' willingness to incorporate public participation in policy-making (Migchelbrink & Walle, 2019).

Moreover, citizen knowledge and government-citizen relationships are crucial factors that mediate the connection between citizen participation and policy acceptance (Lee & Ko, 2020). Institutional legitimacy, which includes the transparency and accountability of decision-making processes, is pivotal in determining the effectiveness of government communications and policy acceptance (Lee & Ko, 2020). Successful citizen participation mechanisms are those that offer avenues for influencing policy-making, engage citizens in deliberation, and attract an increasing number of participants, thereby bolstering the legitimacy of institutions (Serdült & Welp, 2015).

In conclusion, citizen participation serves as a key driver of policy legitimacy as it promotes transparency, fairness, and public support for government decisions. By involving citizens in decision-making processes, governments can ensure that policies are more in line with public preferences, ultimately enhancing their legitimacy and effectiveness.

Factors Influencing Citizen Participation in Policy Decision-Making

1. Socio-demographic factors

Citizen participation in policy decision-making is influenced by various socio-demographic factors such as age, gender, education, income, and marital status (Garg & Singh, 2018). These factors play a crucial role in shaping citizens' attitudes, knowledge, and behavior towards participating in decision-making processes. For instance, financial literacy levels among youth are influenced by demographic factors, highlighting the interrelationship between knowledge, attitude, and behavior (Garg & Singh, 2018). Additionally, factors like age, household size, income, and housing type have been found to influence citizens' decisions in disaster evacuation scenarios, emphasizing the impact of socio-economic factors on decision-making (Lee et al., 2018).

Moreover, citizen participation is essential for democratic governance and decision-making processes (Michels, 2011). It is considered a valuable element of democratic citizenship, contributing to a better democracy by ensuring that policies are more realistically grounded in citizen preferences (Irvin & Stansbury, 2004). Governments often implement legal requirements to include public input in policy-making activities to encourage and facilitate citizen participation (Huang & Feeney, 2015). This involvement of citizens in decision-making processes not only improves policy performance but also enhances decision legitimacy, citizen response, and trust in the government (Tri & Thuy, 2021).

Furthermore, citizen participation can lead to more effective policy outcomes by aligning government programs with community needs, determining service levels, and fostering societal cohesiveness (Rosilawati et al., 2018). While the direct impact of citizen participation on policy change may vary due to the complexity of political processes, even modest levels of participation can significantly influence national decision-making processes, especially in authoritarian regimes (Bastiaens, 2015).

In conclusion, socio-demographic factors play a significant role in influencing citizen participation in policy decision-making processes. Understanding these factors is crucial for policymakers to design effective citizen participation processes that enhance democratic governance, improve policy outcomes, and foster public trust in government decision-making.

2. Institutional factors

Citizen participation in policy decision-making is influenced by various institutional factors. These factors include government structures, regulations, policy network circumstances, and interactions among citizens and other network actors (Zhou et al., 2014). Governments often have legal requirements or regulations in place to encourage and facilitate citizen participation in decision-making processes (Huang & Feeney, 2015). Additionally, citizen participation is seen as a crucial element in policy decision-making, with the design of participation programs needing to strengthen citizens' sense of influence on government decisions (Lee et al., 2023).

In the context of citizen participation, it is essential to consider mechanisms that allow citizens to be involved in activities related to decision-making and policy implementation (Rosilawati et al., 2018). Participatory budgeting, for instance, provides citizens with the opportunity to discuss budgetary issues, public policies, and make relevant decisions, thereby transforming the idea of representative democracy (Hossain et al., 2014). Furthermore, citizen participation is valued for its potential to enhance the legitimacy of policy-making through public engagement (Henderson et al., 2013).

Despite the importance of citizen participation, challenges exist in practice. The level of community participation in decision-making processes can decrease, highlighting the need for continuous efforts to promote and maintain citizen engagement (Kamberi & Baliqi, 2018). Moreover, the effectiveness of citizen participation may be hindered when the participation is nonrepresentative, potentially limiting the impact on government decision-making (Yang & Pandey, 2011).

In conclusion, institutional factors play a significant role in shaping citizen participation in policy decision-making processes. Governments need to establish conducive environments, legal frameworks, and mechanisms that empower citizens to engage meaningfully in decision-making activities. By addressing these institutional factors and promoting citizen participation, governments can enhance the quality, transparency, and legitimacy of policy decisions.

3. Psychological factors

Citizen participation in policy decision-making is influenced by various psychological factors such as the perception of personal interests and trust in government. Research has shown that citizen participation positively impacts public trust in government by enhancing perceptions of administrative competency, honesty, and fairness (Kim, 2010). Additionally,

when citizens participate in policy-making and believe that their input is valued, it can lead to increased trust in the government (Xin et al., 2022). Trust plays a crucial role in shaping citizens' willingness to engage in social governance, with different levels of influence depending on the context and individual motivations (Nan & Ouyang, 2020).

Moreover, the transparency of government processes and the level of trustworthiness in government are key factors that can influence citizen trust and participation (Kim & Lee, 2012; Grimmelikhuijsen et al., 2013; Porumbescu, 2015). Scholars argue that citizen perception of democratic rights, including transparency, participation in government affairs, and e-government utilization, are determinants of public trust in government (Zhao & Hu, 2015). Furthermore, the use of e-government services can enhance citizen participation by providing public information services and increasing involvement in political processes (Colesca & Dobrica, 2008).

Overall, citizen participation in policy decision-making is intricately linked to psychological factors such as trust, perceptions of personal interests, and the transparency of government processes. These factors play a significant role in shaping citizens' willingness to engage with the government and influence their level of trust in governmental institutions.

4. Technological factors

Factors influencing citizen participation in policy decision-making are multifaceted, with technological factors playing a crucial role. Accessibility to technology and digital literacy are key components that can either facilitate or hinder citizen engagement in policy-making processes. Studies have shown that technological infrastructure and information technology literacy positively impact e-participation in policy-making ("Exploring Low E-Participation in Policy Making in Ghana: A Case Study of Kumasi Metropolitan Assembly", 2020). Additionally, the application of workflow technology has been identified as a tool that can support policy-making processes and enhance citizen participation by delivering relevant policy issues to citizens automatically (Sajjad et al., 2011).

Moreover, the importance of citizen participation in decision-making is underscored by the legal requirements in many governments that mandate agencies to include public input in policy-making activities (Huang & Feeney, 2015). This highlights the recognition of citizen involvement as a valuable element in shaping policies. Furthermore, citizen e-participation has been identified as a significant factor contributing to the development of contemporary democracies, especially in the context of rapid advancements in information and communication technologies (Musiał-Karg & Kapsa, 2019).

In conclusion, technological factors such as accessibility and digital literacy are essential in promoting citizen participation in policy decision-making processes. By leveraging technology, governments and organizations can enhance citizen engagement, improve transparency, and ultimately make more informed and inclusive policy decisions.

5. Cultural factors (social values, political participation traditions, etc.)

Citizen participation in policy decision-making is influenced by various factors, including cultural aspects such as social values and political participation traditions. Research by Zhou et al. (2014) emphasizes how external factors like policy network circumstances and interactions among citizens and other network actors play a crucial role in shaping citizen participation (Zhou et al., 2014). Furthermore, Irvin & Stansbury (2004) highlight the significant role that citizen participation holds in U.S. political culture, indicating its perceived importance in decision-making processes (Irvin & Stansbury, 2004).

Moreover, citizen participation is viewed as a fundamental element of democratic governance, as noted by (Michels, 2011). The study by Shi et al. (2022) suggests that political participation not only impacts resource allocation but also correlates positively with participants' life satisfaction, indicating the multifaceted benefits of citizen engagement (Shi et al., 2022). Additionally, Connaughton (2022) stresses the importance of promoting citizen

participation in public decision-making as a cornerstone of representative democracies (Connaughton, 2022).

Studies have also explored the role of technology in enhancing citizen engagement. For instance, Kanaan and Masa'Deh (2018) discuss how eGovernment initiatives can increase citizen engagement by addressing political participation as a factor influencing the use of digital platforms (Kanaan & Masa'deh, 2018). Similarly, Fechner & Kray (2016) highlight the relevance of spatial visualization in presenting citizen engagement opportunities online, showcasing the potential positive effects of technology on participation (Fechner & Kray, 2016).

In conclusion, citizen participation in policy decision-making is influenced by cultural factors, political traditions, and the availability of platforms for engagement. Understanding these influences is crucial for promoting inclusive and effective citizen involvement in governance processes.

Research Framework

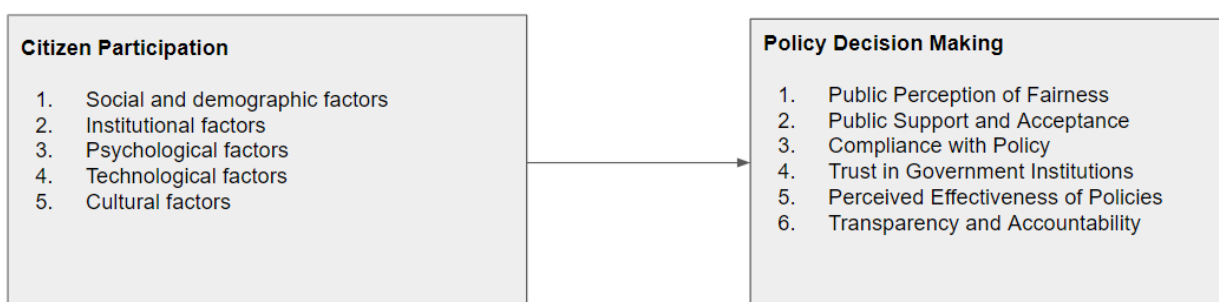


Figure 1. Citizen Participation in Policy Decision Making

Hipotesis

Hypothesis 1:

The level of citizen participation in policy decision-making (X) will have a positive relationship with the level of policy legitimacy (Y). This means that the higher the level of citizen participation in the policy decision-making process, the higher the level of policy legitimacy generated.

Hypothesis 2:

Social and demographic factors such as age, gender, education, and income (X) will be related to the level of citizen participation in policy decision-making (Y). This suggests a relationship between individuals' social and demographic characteristics and their level of participation in the policy decision-making process.

Hypothesis 3:

Institutional factors such as government structure, regulations, and mechanisms for public participation (X) will influence the level of citizen participation in policy decision-making (Y). This means that institutional factors will affect how often and to what extent citizens participate in the policy decision-making process.

Hypothesis 4:

Psychological factors such as perceptions of personal interests, trust in government, and transparency of government processes (X) will be related to the level of citizen participation in policy decision-making (Y). This implies that individuals' perceptions and

attitudes toward the government and decision-making processes will influence their level of participation.

Hypothesis 5:

Technological factors such as accessibility and digital literacy (X) will be related to the level of citizen participation in policy decision-making (Y). This suggests that the better the technological infrastructure and digital literacy level of the population, the higher their participation in the policy decision-making process.

Hypothesis 6:

Cultural factors such as social values, political participation traditions, and the availability of participation platforms (X) will be related to the level of citizen participation in policy decision-making (Y). This implies that the culture of participation and the availability of participation platforms will influence how often and to what extent citizens participate in the policy decision-making process.

Conclusion

From the analyzed research results, it can be concluded that citizen participation in policy decision-making has a significant impact on policy legitimacy. The study indicates that the higher the level of citizen participation in the decision-making process, the higher the resulting level of policy legitimacy. This is reflected in several indicators, including public perceptions of fairness, public support and acceptance of policy decisions, compliance with policies, trust in government institutions, perceived policy effectiveness, as well as transparency and accountability in policy-making processes.

The research also highlights the importance of considering factors such as demographics, institutional factors, psychological factors, technology, and culture in understanding and enhancing citizen participation in policy decision-making. The implications of this research provide insights for policymakers to design and implement more inclusive and effective participation mechanisms.

Overall, this study underscores the importance of citizen participation in policy decision-making to enhance policy legitimacy, strengthen democracy, and ensure policies that are more responsive and aligned with the needs and values of society. By understanding and acknowledging the crucial role of citizen participation, governments and relevant institutions can build stronger relationships with the public, enhance public trust, and achieve success in implementing more sustainable and effective policies.

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